



Before you apply for online access to your own record or give consent for others to access or discuss your medical record, there are some other things to consider

Forgotten History

There may be something you have forgotten about in your record that you might find upsetting or may not wish for this to be shared with others.

Abnormal Results or Bad News

If VHG has given you or your consented, access to test results or letters then it is a possibility that you or your consented may see something that you/they find upsetting. This may occur before having spoken to a doctor or while the surgery is closed and when you cannot contact them.

Choosing to Share your Information with Someone Else

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details about any part of your medical record to someone else against your will, it is best that you do not register for online access or complete a consent form at this time. You can discuss your concerns with the team if you wish.

Misunderstood Information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information About Someone Else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

Your Responsibility

- It will be **your** responsibility, and those **whom you have given consent to**, to keep your login details and password safe and secure.
If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you are unable to do this for some reason, we recommend that you contact Village health Group so that we can remove online access until you are able to reset your password.



- If you or those you have given consent to, print out any information from your record then it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Other Helpful Information

- During the working day it is sometimes necessary for practice staff to input into your record, for example, to attach a document that has been received, or update your information. Therefore you will notice administration/reception staff names alongside some of your medical information – this is quite normal.
- We will not share any details of your record without your consent (or parental consent) unless in serious situations whereby harm may come to you or somebody else. E.g. If you are unconscious, clinicians will be able to access your electronic record without first asking your permission. Use of this is monitored.