

What is Patient Access?

Patient Access is having access to GP services at home, work or on the move — wherever you can connect to the internet. You can use either desktop or Mobile app to use the patient access.

What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

It allows patients limited access to the surgery computer system to:

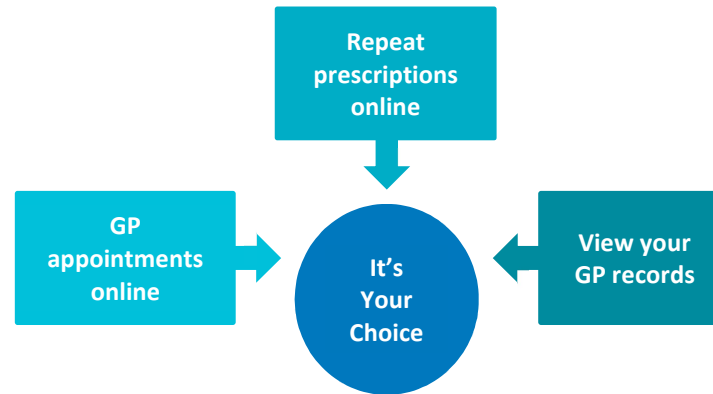
- Book an appointment.
- Order repeat prescriptions.
- Update your Mobile number

Please note that you can only book routine Doctor's and Phlebotomy appointments online, you cannot book nurses appointments as different appointments require different amounts of time.

How to register for Patient Access?

To register for Patient Access please visit:
www.patientaccess.com

Where you can follow the steps to register for online services or you can visit our surgery website www.bishopswalthamsurgery.nhs.uk you can find all the information on how to register.



For further information regarding Patient Access and Proxy Access please visit the surgery's website:

www.bishopswalthamsurgery.nhs.uk

Or visit

www.patientaccess.com

The Surgery,
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Bishops Waltham
SO32 1GR

Bishops Waltham Surgery



Patient Access
&

Proxy Access

www.bishopswalthamsurgery.nhs.uk

www.patientaccess.com

[Tel: 01489 892288](tel:01489892288)



What is Proxy Access?

Proxy Access is access to online services on behalf of the patient. The Proxy will be able to access all the information the patient can see when on patient access. They can book appointments, request medication and view some medical information.

The Patient must give their consent before Proxy Access can be granted; this can be done by filling a form out from reception and for both the patient and Proxy to provide ID.

The Surgery may give formal Proxy Access to a representative of a patient who is not competent. The GP will look into this before any formal access is given.

Please see the table to see what access is available for the different age groups.



Age of patient	Services available if requested
18 years plus	Standard and enhanced access
18 years plus (proxy access)	Standard Access only
16 to 17 years	Standard and enhanced access
11-15 years	The surgery does not offer online services to patients aged between 11-15yrs. NHS England recommend that practices adopt a very cautious approach to allowing parents to access to their records. We have decided to adopt the most practical approach and withdraw parent's access as soon as the child reaches 11 unless there are exceptional circumstances, each case will be assessed on an individual basis by the GP who will decide if the Proxy Access is authorised.
11-15 years (proxy access)	The same rules as above apply to those with Proxy Access. Each case will be assessed on an individual basis by the GP who will decide if the proxy access is to be authorised. At the age of 16yrs the clinical system will switch off automatically and the patient will need to re-register on the patient access website
0-10 years (proxy access only)	Standard Access only

Standard Access

Booking appointments (routine GP appointment and phlebotomy appointment's only), requesting repeat medication, messaging and any allergies.

Enhanced Access

All of the above plus access to coded medical records for laboratory results, immunisations, key medical problems and consultations.

There are somethings you may need to consider when requesting enhanced services:

Forgotten history – there maybe something you have forgotten about in your record that you may find upsetting.

Abnormal results – if the GP has given you access to test results or letters, you may see something that is abnormal.

Misunderstood information – some of the information within your record may be highly technical and not easily understood, so if you require further clarification please contact the surgery.

Information about someone else – if you spot information about someone else in your record please contact the surgery immediately.