

HARTLAND SURGERY
NEW PATIENT REGISTRATION HEALTH QUESTIONNAIRE

Surname: Forename(s):
Date of Birth: Marital status:
Email address: Sex: Male/Female
Address:
..... Postcode:
Home tel: Work tel:
Mobile tel:

Would you like to receive text message appointment reminders? Yes/No

If yes, please sign the consent below:

I consent to receiving appointment confirmations and reminders via text message

Signature Date:

Weight (Approx):
Height:
Ethnicity:
Occupation:
Next of Kin:

ALCOHOL STATUS

Do you drink alcohol? Yes/No

If Yes, how many units per week?

($\frac{1}{2}$ pint beer = 1 unit, 175ml glass wine = 2 units, 25ml of spirits = 1 unit)

EXERCISE

Do you take regular exercise? Yes/No

What type?

How many hours per week?

DO YOU HAVE ANY ALLERGIES (please also include allergies to medication):

DO YOU OR HAVE YOU EVER SUFFERED FROM ANY CHRONIC DISEASE OR SERIOUS ILLNESS (please give details ie diabetes, heart problems, etc):

SMOKING STATUS

Do you smoke? Yes/No

If Yes, how many:

Cigarettes per day

Cigars per day

Ounces of tobacco per day

How old were you when you started smoking?

If you do smoke then the advice from the GPs is that you try to give up. If you do want to give up then we can provide you with information to help.

EX-SMOKERS

How old were you when you stopped smoking?

How much did you smoke per day?

PASSIVE SMOKING

Are you exposed to smoke at:

Work? Yes/No

Home? Yes/No

DIET

Do you add salt to your food after cooking? Yes/No
Do you have a varied diet including milk, meat, vegetables and fruit? Yes/No
Has your cholesterol been checked in the last 2 years? Yes/No
Has your blood sugar been checked in the last 2 years: Yes/No

CERVICAL SCREENING (IF APPLICABLE):

Have you ever had a cervical screening test? Yes/No
Do you know the date of your last cervical screening test:

FAMILY HISTORY

Are there any of the following in your family? Please give relationship ie father, mother, brother, sister and please state approximate age if possible:

Heart Disease (heart attacks, angina): Yes/No Which Family Member/Age?
Diabetes: Yes/No Which Family Member/Age?
Stroke: Yes/No Which Family Member/Age?
Cancer: Yes/No Which Family Member/Age? Site of Cancer?

CARERS:

Do you need/have anyone who looks after you or your daily needs as a carer? Yes/No
If 'Yes', would you like them to deal with your health affairs here? Yes/No
Please let us know their name and contact details:

.....

Do you or your carer have any information or communication needs? Yes/No
If 'Yes' how best could we help you to meet those needs?

.....

Do you care for anyone else? Yes/No
If 'Yes', please advise who you care for and we may be able to offer further support:

.....

CURRENT MEDICATION:

Please bring in your repeat list from your previous surgery. If you do not have a repeat list, please bring in your medication boxes.

PATIENT PARTICIPATION GROUP:

Would you like to join our Patient Participation Group? Yes/No
If yes, your details will be passed to our Practice Manager who will contact you.

NHS HEALTHCHECKS

We offer NHS Healthchecks at this Practice for patients between the ages of 40 & 74. If you think you may be eligible, please contact the surgery for further details.

LOCAL SHARED RECORD PROGRAMME

Today, electronic records are kept in all the places where you received healthcare. These places can usually only share information from your records by letter, email, fax or phone. At times this can slow down your treatment and mean information is hard to access.

This Practice, uses a unique computer system called SystmOne that allows the sharing of full electronic records across different healthcare services, ie A&E, Out of Hours Doctors, etc.

You can choose to share your electronic record with other care services.

or

You can choose not to share your electronic record with other care services.

SystmOne has two settings to allow you to control how your medical information is shared:-

- **Sharing out** controls whether your information entered at this Practice can be shared with other NHS Services.
- **Sharing In** controls whether information that has been made shareable at other NHS care services can be viewed by this Practice.

Please complete both boxes below as follows:-

Sharing Out

Do you consent to the sharing of data recorded here at this Practice with any other organisations that may care for you?

Yes – Share data with other organisations

☐

or

No – Do not share any data recorded here

☐

Signed: Date:

Print Name: Date of Birth:

Sharing In

Do you consent to the viewing of data by this Practice that is recorded at other care services that may care for you, where you have agreed to make the data shareable?

Yes – Consent Given

☐

or

No – Consent Refused

☐

Signed: Date:

Print Name: Date of Birth:



Your Name:

Date of Birth:

NHS Number (if known):

(Name of Surgery) offers its patients the choice of having a Summary Care Record.

The new NHS Summary Care Record has been introduced to help deliver better and safer care and give you more choice about who you share your healthcare information with.

What is the NHS Summary Care Record?

The Summary Care Record contains basic information about:

- **any allergies you may have,**
- **unexpected reactions to medications, and**
- **any prescriptions you have recently received.**

The intention is to help clinicians in A & E Departments and 'Out of Hours' health services to give you safe, timely and effective treatment. Clinicians will only be allowed to access your record if they are authorised to do so and, even then, only if you give your express permission. You will be asked if healthcare staff can look at your Summary Care Record every time they need to, unless it is an emergency, for instance if you are unconscious. You can refuse if you think access is unnecessary.

Over time, health professionals treating you may add details about any health problems and summaries of your care. Every time further information is added to your record, you will be asked if you agree (explicit consent).

Children under the age of 16

Patients under 16 years will not receive this form, but will have a Summary Care Record created for them unless their GP surgery is advised otherwise. **If you are the parent or guardian of a child then please either make this information available to them or decide and act on their behalf. Ask the surgery for additional forms if you want to opt them out.**

-
- If you are happy for a Summary Care Record to be set up for you then you need take no further action.
 - If you want to opt-out now please tick the box below and return it to Reception as soon as possible. ☒

Please tick the box and sign below if you do not want a Summary Care Record:

No I do not want a Summary Care Record ☐

Signed: _____ Date: _____

Hand this form in at your Surgery if you wish to "Opt-Out"
For more information visit www.nhscarerecords.nhs.uk or call 0300 123 3020.

Application for online access to my medical record

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

By signing this form I consent to receiving contact about this service from Hartland Surgery via SMS message, by letter and/or by email

Signature	Date
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For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method	
		Vouching <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Authorised by		Date	
Date account created			
Date passphrase sent			
Level of record access enabled All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Limited parts <input type="checkbox"/>		Notes / explanation	

Important Information - Please read before returning this form

It will be your responsibility 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 can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, 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.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Forgotten history
There may be something you have forgotten about in your record that you might find upsetting.
Abnormal results or bad news
If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.
Choosing to share your information with someone
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 from your patient record to someone else against your will, it is best that you do not register for access at this time.
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.

More information

For more information about keeping your healthcare records safe and secure please visit our website: www.hartlandsurgery.co.uk

HARTLAND SURGERY

Online Access for Patients

As a Practice we are keen to ensure we provide our patients with access to our services in a way that suits them. In doing this we are also committed to ensure that we continue to comply with the law associated with Access to Health Records Act 1990 and Data Protection Act (DPA) 1998.

Technology has developed which now allows us to offer different ways you can access services and information from your surgery.

If you would like to register for online access, please complete an application form, which is available from our Reception Team.

When registered you will be able to:

- Book new appointments.
- View appointments you have already booked / cancel appointments
- Make request for your repeat prescriptions
- Check how many issues of a prescription you have left and when you last requested an item
- Check the dosage instructions of any prescription item
- Access information about the prescription item from your online access account
- View your Summary Care Record
- Access coded data from your GP record

Once your application has been successfully completed **we will contact you**, and will ask you to attend the surgery so that you can collect your security details and unique password. This will provide online access to our booking, repeat prescription requesting systems, online access to your summary care record and access to your coded data

Timescales:

Your application is likely to take a **minimum of four weeks** to review and process, from the date we receive it from you. **Why is this?**

- Access to detailed patient records must be authorised by a GP first. A GP may wish to view the record and discuss the content with the patient prior to authorising. For this reason immediate access will not be given and depending on GP priorities, timescales for actioning may vary. Thank you for your understanding.

Making an application for online access: what do we need from you?

If a patient makes an application to obtain their own Online Access Account, a member of our team may be able to vouch for your identification in some circumstances.

If that is not possible then we shall require the following documentation (and please see APPENDIX for more detail about the proof of identification we can accept):

- Your completed application form

AND

- Two forms of photographic personal identification and one document confirming your address

OR

- One form of photographic personal identification and two documents confirming your address

Proxy applications

This Practice accepts applications from people on behalf of patients in certain circumstances.

Proxy in this case means access to online services by someone acting on behalf of the patient with their consent. Proxy access applications will not be accepted from any third party commercial company (eg an Insurance or Legal Firm)

Parents/Guardians making an application

If a parent/guardian makes an application to obtain an Online Access Account for another patient then we shall require the following documentation:

- Your completed application form

AND

- Two forms of photographic personal identification and one document confirming your address as the applicant AND one form of other personal identification for the child

OR

- One form of photographic personal identification and two documents confirming your address as the applicant AND one form of other personal identification for the child

- **NB:** Access to the detailed care record will automatically be switched off when the child reaches the age of 11, **parents wishing to continue with access to their child's online services should consult with their GP together with their child.**
- We will automatically cancel online access for parents/guardians when their child reaches the age of 16. **We will then write to the child offering them the option to set up their own online access account.**
- We are unable to accept applications from Parent/guardians of foster children or cared for children

Carers/Power of Attorney making an application

If a carer or person holding a Lasting Power of Attorney makes an application to obtain an Online Access Account for a patient then we shall require the following documentation:

- Your completed proxy application form
- AND
- Two forms of photographic personal identification AND one document confirming your own address as the applicant AND the same type of identification as above, for the patient
- OR
- One form of photographic personal identification and two documents confirming your address as the applicant AND the same type of identification as above, for the patient

What to do once you have collected your security details and PIN:

When you have received your pin number and log-on details you can visit
<https://systmonline.tpp-uk.com/Login?PracticeId=183105&Date=20150115145921>

For help about using the Online access system visit <https://systmonline.tpp-uk.com/help/help.html>

If you have any other questions, please visit our website or contact your surgery; a member of staff will be happy to help you.

APPENDIX

Accepted photographic identification includes:

Current UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport

- Passports of non-EU nationals , containing UK stamps, a visa or a UK residence permit showing the immigration status of the holder in the UK*
- A current UK (or EU/other nationalities) photo-card driving licence (providing that the person checking is confident that non-UK photo-card driving licences are bona fide)
- A national ID card and/or other valid documentation relating to immigration status and permission to work.*

Any document that is not listed above (i.e. an organisational ID card) is not acceptable.

Acceptable confirmation of address documents include:

- A recent utility bill (gas, electricity or phone) or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms (note: mobile telephone bills should not be accepted as they can be sent to different addresses). Utility bills in joint names are permissible*
- Local authority tax bill - valid for the current year*
- Current UK photo-card or old-style driving licence (if not already presented as a personal ID document)
- Bank, building society or credit union statement or pass book - containing current address
- Most recent mortgage statement - from a recognised lender*
- Current local council rent card or tenancy agreement *
- Current benefit book or card or original notification letter from Department of Work and Pensions (DWP) - confirming the rights to benefit
- Confirmation from an electoral register search -that a person of that name lives at the claimed address*
- Court order *

* The date on these documents should be within the last **three months** (unless there is a good reason for it not to be, e.g. clear evidence that the patient was not living in the UK for three months or more) and they must contain the name and address of the applicant.

Acceptable forms of identification documents for children:

- Birth certificate *
- Medical Card *
- Adoption certificate *
- Court order proving parental responsibility *

* Original copies only (Photocopies will not be accepted)

In all cases where proof of identification is required we may need to take copies of these documents, which will be safely stored by us in accordance with the law.

What you need to know about your GP online records

What your Record will show you

- Demographic Data
- Investigation results including numerical values and normal ranges
- Problems/diagnoses
- Procedure codes (medical and surgical) and codes in consultations (symptoms and signs)
- Biological values (BP and PEFR)
- Immunisations
- Medication
- Allergies and adverse reactions
- Codes showing referrals made or letters received
- Other codes (ethnicity, QOF)

A few things to think about

There are a few things you need to think about before registering for online records. On very rare occasions:

- Your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.
- You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.
- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.
- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.
- If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

Keeping you username and password safe

When you register to use GP online services, your surgery will give you a username and password, which you will use to log in. You should not share your login details with others. To protect your information from other people:

- You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- You should not share your user name or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell your surgery as soon as possible.

Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.
- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

Remember

- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.

Your health records

The NHS wants to make sure you and your family have the best care now and in the future. Your health and adult social care information supports your individual care.

Unless you have chosen to opt out, your confidential patient information can be used for research and planning. **You are able to make or change your decision at any time.** Your confidential patient information provides numerous benefits. It is used in research to find cures and better treatments for diseases like diabetes and cancer.

Most of the time, **we use anonymised data** for research and planning. So your confidential patient information isn't always needed. **If you do opt out, data that does not identify you may still be used.**

Confidential patient information can also be used to plan health and care services more effectively. The NHS and local authorities can plan where they need to provide further care services more efficiently.

With your data, we are better able to develop and improve health and care services for the future. This helps to improve health and social care for you and your family.

The NHS collects health and care data from all NHS organisations, trusts and local authorities. Data is also collected from private organisations, such as private hospitals providing NHS funded care. Research bodies and organisations can request access to this data. Further information can be found at:

<https://www.nhs.uk/using-the-nhs/about-the-nhs/your-health-records/>

There are very strict rules on how your data can and cannot be used, and you have clear data rights. Access to confidential patient information will **not** be given for marketing purposes or insurance purposes - unless you specifically request this.

Protection of your confidential patient information is taken very seriously and is looked after in accordance with good practice and the law.

Every organisation that provides health and care services will take every step to:

- ensure data remains secure
- use anonymised data whenever possible
- use confidential patient information to benefit health and care
- not use confidential patient information for marketing or insurance purposes (unless you specifically request this)
- make it clear why and how data is being used
- respect your decision if you decide to opt out
- only use information about you where allowed by the law

All NHS organisations must provide information on the type of data they collect and how it is used. Data release registers are published by NHS Digital and Public Health England, showing records of the data they have shared with other organisations.

Your health records

Manage your choice

Online: <https://www.nhs.uk/your-nhs-data-matters/>

Use this service to request that your confidential patient information is not used beyond your own individual care.

Telephone: 0300 303 5678 Open: 9am to 5pm Monday to Friday (excluding bank holidays).

You may contact the NHS Digital Contact Centre to verify your identity and discuss your data sharing choices. We may be able to guide you through the online service or set a choice on your behalf.

Parents or legal guardians may also set and manage a choice on behalf of their child under the age of 13.

You can set and manage a choice on behalf of **another individual, who is unable to manage their choice independently**. For example, if you have power of attorney.

If you decide to opt out, this will be respected and applied by NHS Digital and Public Health England. These organisations collect, process and release health and adult social care data on a national basis. Your decision will also be respected and applied by all other organisations that are responsible for health and care information by March 2020.

An opt-out will only apply to the health and care system in England. This does not apply to your health data where you have accessed health or care services outside of England, such as in Scotland and Wales.

If you choose to opt out, your data may still be used during some specific situations. For example, during an epidemic where there might be a risk to other people's health.

For more information on where opt outs do not apply visit.

<https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/where-opt-outs-dont-apply/>