



Giving another person access to your GP online services

Patient Guide

nhs.uk/Gponlineservices

Who can have access?

You can choose to give another person access to your GP online services on your behalf. This could be your carer, partner, parent or another family member. You can also give access to more than one person.

You also choose which online services you want each person to use.

These are: booking appointments, ordering repeat prescriptions and looking at your GP record. You decide whether to let them use one, two or all of the services on your behalf

How to sign up

Staff at your surgery will give you a short form to fill in. You and your chosen person(s) will need to sign to confirm you agree with the information on the form. You can also choose whether you only want them to book appointments or order prescriptions or use all the services on your behalf. It is up to you.

You will both need to show ID to the surgery, photo ID and proof of address for example and passport or driving licence and a bank statement or council tax bill.

A GP at your surgery will make a decision on whether to give your chosen person access to your GP online services.

If your surgery decides not to give them access they will discuss their reasons with you.

Your surgery staff will send you an email which will come from “your healthcare provider” to be able to log in and link the surgery to your account. If your chosen person already has online access they will gain access to your account within theirs.

Things to consider before giving another person access:

- Is there any information on your records you would not like anyone to see or know about?
- Can you trust the person to keep your information safe and not share it with others or use it without your permission?
- Is anyone forcing you into sharing your online services with them or do you think someone could force you to share it with them? If so, we would advise that you do not give them access. If you have any concerns that someone has access to your online records without your permission, speak to your surgery and they can change your password or stop your online services.
- How long would you like your chosen person to have access for? This can be for a short time, for example when you are suffering from a certain illness and you need support with managing your health during that time. It can also be

ongoing so they can help you for a long period of time. You can discuss this with your surgery.

Lasting power of attorney for health and welfare or court appointed deputy

When a person is unable to make decisions for themselves, another person, usually a partner or close family member can be given legal responsibility over decisions concerning their life by the courts. This is called Health and Welfare Lasting Power of Attorney. A person with lasting power of attorney can ask the patient’s surgery for access to their online services. The GP will make a decision whether this should be allowed. If you know that you would never want a particular person to have access to your online services if you become unable to make your own decisions, you should tell your GP and they will never share them with that person.

Why your surgery may refuse to give your chosen person access

On rare occasions, your GP could refuse to allow your chosen person to use GP online services on your behalf. If this happens, your GP will discuss their reasons with you.

Some of the reasons your GP could have are:

- Your GP does not think it is in your best interest for your chosen person to use these services on your behalf.
- You or your chosen people have misused online services in the past.
- Your surgery is concerned that your chosen person will not keep your information safe.
- Your surgery suspects someone is forcing you to give them permission to use your online services.
 - You are not able to make decisions for yourself.

How you can stop the service

You can choose to take away access to your GP online services from your chosen person at any time. To end the service, you need to let your surgery know you would like them to switch off online access for your chosen person and give them the reason. Your surgery will then stop the service and your chosen person will not be able to use their login details to look at your information.

Why you may want to stop access

Some of the reasons you can choose to end the service are:

- You only needed your chosen person to support you for a short time, for example when you were suffering from a

certain illness and you needed help with managing your health during that time.

- You want to give this responsibility to another person, for example, if you have a new carer or personal assistant.
- Your relationship with your chosen person has broken down.
 - If you choose to end access for anyone at any time.
 - If anyone is misusing your GP information or using it without your permission.
- If anyone is forcing you to show them your records or give them access to your online services.
- If you think that someone else has accessed your online services without your permission. You should let your surgery know as soon as possible:
- Your chosen person has misused information in your GP records, for example, they have collected medication in your name or they have shared your private information with someone without your permission.

Things to remember

You should let your surgery know as soon as possible:

- If you think that someone else has accessed your online services without your permission

- If anyone is forcing you to show them your online records of
to give them access to your online services
- If anyone's is misusing your GP information or using it
without your permission
- If you choose to end access for anyone and any time