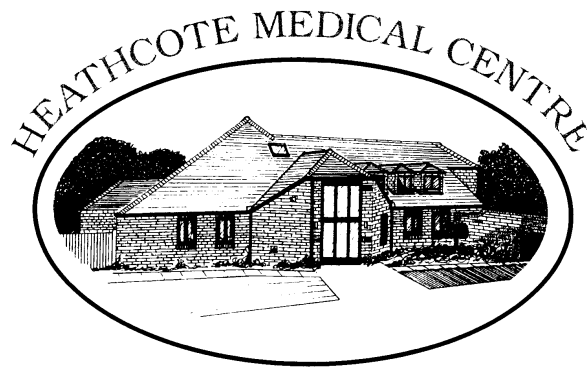


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**Heathcote Medical Centre Practice Statement of Intent for Patient Online Services**

This practice currently offers the facility for patients:

- to book, view, amend, cancel and print appointments online
- to order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
- to view online, export or print summary information from their record, relating to medications, allergies and adverse reactions

These services are available, on request, to any patients registered with this practice aged 16 and over.

We are now working towards expanding online access to records to include more detailed information on illnesses, procedures, immunisations and test results during 2016.

We will be doing this in the following stages to ensure the necessary processes are in place to safeguard patient confidentiality and promote effective use of records access:

1.	Pilot patient access to full coded records with volunteers from the Patient Participation Group
2.	Review this process and identify whether we can improve any aspect
3.	Promote access to priority patients – for example those with long term conditions
4.	Offer access to all patients over the age of 16 who request it
5.	Establish procedures for carers to request online access to record of patients they care for.

*This practice is currently working at stage 3/4. For up to date information about our online services please ask at Reception or visit our practice website at [www.heathcotemedicalcentre.co.uk](http://www.heathcotemedicalcentre.co.uk).*

*Patients wishing to apply for access should use the attached form and read the attached patient leaflet. It could take some time for your application to be approved.*



Application for  
access to detailed coo



Patient Leaflet.docx