

## Further Information

---

Once you have your username and password you can access your record by going to the practice website at:

**[www.graftonrdsurgery.co.uk/](http://www.graftonrdsurgery.co.uk/)**

To go directly to the Patient Access Portal please go here:

**[systmonline.tpp-uk.com/2/Login](http://systmonline.tpp-uk.com/2/Login)**

For more information about keeping your healthcare records safe, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society here:

**[www.nhs.uk/NHSEngland/thenhs/records/healthrecords/documents/patientguidancebooklet.pdf](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/documents/patientguidancebooklet.pdf)**

Grafton Road Surgery

Online Services and  
Access



Grafton Road Surgery

---

11 Grafton Road  
Shirley  
Solihull  
B90 1NG

0121 474 4686  
[M89024.graftonroad@nhs.net](mailto:M89024.graftonroad@nhs.net)



## Online Services

---

In order for you to have the best experience at Grafton Road Surgery, we are keen to make sure you have as many options as possible when contacting us regarding your healthcare needs. One way that you can take control of your healthcare is by using our online services.

We can give you access to the following:

- Book and cancel appointments
- Request repeat prescriptions
- See your medications and allergies
- View your medical problems
- View your test results
- See an overview of your consultations
- See your immunisations
- Access your medical record

## Access

---

In order to make sure only the right people have access to your records, you will need to complete an application form and we will need to check your identity when you make a request for access.

To check your identity we require one form of photographic identification, this can be a passport, driving licence etc.

It will be your responsibility to keep your login details and password safe. 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 for any reason you cannot do this, we recommend that you contact the practice so that they can reset your password.

If you print out any information from your records, it will be your responsibility to keep this safe. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The practice also needs to consider coercion when patients apply for online access. 'Coercion' is the intimidation of a victim to compel the individual to do something against their will by the use of psychological pressure, physical force, or threats. This means that we need to make sure no one else will be getting access to your records when we consider your application.

## Proxy Access

---

It is possible for relatives and/or carers to have access to online records on a patient's behalf - this is called Proxy Access. Where proxy access is given the practice will make sure that access is only given when necessary and reasonable. Whether to grant access or not will be at the discretion of the GP.

Up until a child is 16, parental or guardian proxy access will be given upon completion of the Child Proxy Access Form. We will need to see documentation of the relationship i.e. a birth certificate. As the child approaches their 16th birthday, access will be removed and the child will be informed of next steps.

Anyone aged over 16 and deemed competent can still authorise another person to have access to their records. They will need to apply for this use the Adult Proxy Access Form.

## Approval of Access

---

The practice will not approve online access if it is felt that access may cause physical and/or mental harm to the patient. Some information may be redacted (removed) when granting access. The GP will decide whether to grant to deny access.