

## Proxy access

At Highfield surgery, we understand that sometimes managing your own healthcare, or that of a loved one, can be challenging. Our online services offer a convenient way to interact with the surgery, and **Proxy Access** allows a trusted individual to manage these services on behalf of another patient.

### What is Proxy Access?

Proxy access enables a parent, guardian, carer, or another trusted person (the 'proxy') to access online services for another patient (the 'patient'). This means they can manage certain aspects of the patient's healthcare, such as ordering repeat prescriptions, directly through our online system.

## What Can a Proxy Do Online?

Once granted, proxy access typically allows the trusted individual to:

- **Cancel appointments** on behalf of the patient.
- **Order repeat prescriptions** for the patient.
- **View the patient's summary medical record**, including allergies, medications, and adverse reactions.
- **View the patient's detailed coded medical record** (with explicit patient consent, where appropriate).

### How to Apply for Proxy Access

Applying for proxy access at Highfield surgery is straightforward:

- **Collect an Application Form:** Forms are available from our reception desk, or you can download one from our website:  
[www.highfieldsurgeryblackpool.nhs.uk](http://www.highfieldsurgeryblackpool.nhs.uk)
- **Complete the Form:** Both the patient (if they have capacity) and the proposed proxy will need to complete sections of the form.
- **Provide Identification:** Both the patient and the proxy must provide photo identification (e.g., passport, driving licence) and proof of address (e.g., utility bill, bank statement dated within the last 3 months).
- **Submit to Reception:** Return the completed form and ID to our reception team.

**Processing:** Please allow up to 28 days for your application to be processed. We will notify you once proxy access has been set up.

- **Confidentiality and Data Protection:** Proxies are expected to respect the patient's confidentiality. All access is logged and auditable.

**Withdrawing Access:** Proxy access can be withdrawn by the patient (if they have capacity) or the proxy at any time by contacting Highfield surgery in writing. The practice may also withdraw access if there are concerns about its use.

## Important Considerations

- **Consent is Key:** For adults with capacity, their explicit written consent is essential before proxy access can be granted. They must understand what they are consenting to.

### Children and Young People:

- For children aged **0-11 years**, parents/guardians can usually be granted full proxy access.
- For young people aged **11-16 years**, we take their Gillick competence (their capacity to make their own decisions) into account. Access may be restricted to appointments and prescriptions only, or require the young person's explicit consent for record access.
- At **16 years old**, proxy access for parents/guardians will automatically cease. The young person can then choose to grant proxy access.

## Please note:

- It will be your responsibility to keep your log-in 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.
- The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

## More information

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

Keeping your online health and social care records safe and secure <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

## 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.

## 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.

## 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.

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Some patients may wish to access more information online and contractually from 1<sup>st</sup> April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1<sup>st</sup> April 2016 coded data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

## Online Services & Repeat Prescriptions

The easiest way to order repeat medication is to use the patient access app.

## Prescriptions take two working days to process.

To register for our online service please ask at the main Reception on the top floor.



## Highfield Surgery

South Shore Primary Care Centre  
Lytham Road  
Blackpool  
FY4 1TJ

## Access to medical records

### Useful telephone numbers

Surgery main number: (01253) 204672  
Prescription queries (01253) 204674  
Out-of-hours or emergency: NHS 111

### Key considerations

#### 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.