

## Online ordering of repeat prescriptions by a care home: information for residents

### Why GP online services are a good thing

Using online health services has become more and more popular over the last few years. The computer systems in GP surgeries make it easy for patients to order repeat prescriptions and book or cancel appointments quickly, at any time of the day or night. This is more convenient for patients, it reduces the need to travel to the GP surgery, and it saves the practice staff a lot of time. Practice staff get fewer phone calls and pieces of paper to process. This means improved turnaround time for queries and improves patient care.

### Letting my care home request repeat prescriptions for me

Your care home would like to use GP online services to order your repeat prescriptions for you, instead of on paper which is how it is done now. Before your care home can do this, they need you to agree to this by signing a form to say you are happy for them to see part of your GP record. They will sign a form promising to keep your information safe, secure, and confidential.

Your GP record is personal to you. You can decide not to let anyone have access to it, if this is what you want.

Your care home manager will be happy to talk everything through with you and answer any questions you might have.

### Is it safe and secure?

You can decide what the care home can see and do in your online GP record. This request is to allow your care home to see only the part which lists the medication you get regularly, and to order repeats for you.

The care home and its staff have an agreement with your GP that means they must keep any information they see about you online confidential and secure. Each member of staff who has

access will have been trained. They also must sign a form to say they will keep your information confidential and secure.

GP computer systems also have built in security. This keeps track of everyone who opens your record and what they do, and when they do it. There are procedures in place to handle anything or anyone who breaches security or your confidentiality.

### **Can I refuse to let the care home access my GP record?**

Yes. The information in your GP record belongs to you and you can decide who can access it. You can object at any time and your wishes must be respected. To do this you, your representative or your next of kin can

- Ask the care home to stop using GP online services to order your repeat medicines
- Contact your GP and ask them to stop the care home and its staff from accessing your record.

### **Can I use GP online services too?**

Yes, you can. You can also agree to your next of kin or another representative to have online access if you want them to.

All requests for access must be made to your GP practice who will give you the information you need and a form to complete. There will be checks to make sure anyone applying for access to your record has a right to do so, and that they are who they say they are.