

West Timperley Medical Centre

[www.westtimperleymedicalcentre.co.uk](http://www.westtimperleymedicalcentre.co.uk/)

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**Application for Online Proxy Access to Medical Record**

Please read carefully –

* This form is to add a “proxy” user to your existing Online Patient Access account

OR to register a proxy user to manage a new account on your behalf

* The named proxy user on this form will have access to your account and will be able to order repeat medication and book appointments on your behalf.
* The named proxy user does not have to be a patient at West Timperley Medical Centre but they do need to register with Patient Access.
* Proxy is a new service; procedures and terms for registering may change without prior notification.
* The practice must ensure consent to proxy access is informed and completion of this from does not automatically grant proxy access. The request may need to be discussed at a routine GP appointment. Should an interpreter be required then an independent interpreter can be arranged. We ask that the family member seeking proxy does not act as the interpreter.

*Please write clearly to avoid delay*

|  |  |
| --- | --- |
| **Your Details (mandatory)** | **Proxy details (mandatory)** |
| Name: | Name |
| Address:Post code | Address:Post code: |
| Telephone: | Telephone: |
| Email: | Email (mandatory) |
| Mobile: | Mobile: |
| DOB | DOB |
|  | Relationship to Patient: |

**Declaration**

I give permission for the above named proxy user to have access to my personal details an my medical records for the purpose of using Online Patient Access.

If you have Care Record viewing on your account please circle the areas of your medical record that you grant your proxy to have access too

 Laboratory results Immunisations Problems (diagnosis) Consultations

|  |  |
| --- | --- |
| I understand that this consent will remain in force indefinitely unless I withdraw my consent and notify the practice. However, I am aware that my Doctor may override this authority at any time. ISigned ……………………………………………(patient) | I will treat any information provided confidentially. I will not disclose information to a third party without prior agreement and will use the information of the person I have proxy access for in their best interests. I understand that access will be revoked if these stipulations are not adhered to. Signed ……………………………………… (patient) |
| Date ………………………………………………………. | Date ……………………………………………………….. |

For Practice Use Only

|  |  |  |
| --- | --- | --- |
| ID Check | Type of ID (passport, drivers licence, birth certificate etc) …………………………… | Checked by (initial) ……… |
| Approved Rejected | If rejected specify reason: |  |
| Name of Authoriser | Date proxy a/c created and proxy informed |  |

**PROXY ACCESS TERMS AND CONDITIONS**

1. When an “age maturity” patient (with a proxy) reaches the age of 11 the account will be become restricted (access to book one appointment only).

\* The proxy user will be notified automatically by email 3 months before the patients birthday.

\* A clinician will upon request assess whether or not the patient is competent to manage their own account.

\* If deemed competent the proxy account will be disabled and the child will be required to register as a full user of Patient Access by completing an Online Patient Access Application form.

\* If deemed not competent the proxy account will remain until the child turns 16.

\* Emails sent automatically when a child attains the age of 11 are sent from Patient Access and not from West Timperley Medical Centre

2. When an “age maturity” patient (with a proxy) reaches the age of 16 the account will be closed.

\* Patients aged 16 and over are deemed competent to manage their own healthcare.

\* The proxy user will be notified automatically by email 3 months before the patient’s birthday.

\* The child will be required to register as a full user of Patient Access by completing an Online Patient Access Application form.

\* In some circumstances it may be necessary for the proxy to continue to manage the affairs of a child who has turned 16.

\* Emails sent automatically when a child attains the age of 16 are sent from Patient Access and not from West Timperley Medical Centre.

3. All requests from the proxy user to continue to manage the affairs of a child will be assessed by a clinician. There may be a wait of up to two weeks for the request to be accepted or rejected. The may need to be assessed via an appointment. The proxy user will be notified by the practice when the request has been approved or if it has been rejected.

4. A Clinician will assess a proxy access request for an adult. The Clinician needs to be satisfied that informed consent has been provided. For this to be assessed the person requesting the proxy may be asked to attend an appointment. The proxy user will be notified by the practice when the request has been approved.

5. Proxy access for adult patients remains indefinitely until either the patient informs us they no longer wish the proxy user to have access (and their link will then be removed); or the proxy user informs us they no longer wish to have control of the patient’s account – and their link will then be removed. The practice will inform both parties when links have been removed.

6. If a child’s medical record contains a Gillick or Fraser competency code the patient is deemed competent to manage their own account and requests for proxy access will be rejected. The proxy user will be notified by the practice. If a competency code is added at any time while the patient has a proxy user the link will be removed and the proxy user will be notified by the practice. For more information about Gillick/Fraser competency please visit: **https://www.nhs.uk/conditions/consent-to-treatment/children/**

7. Failure to comply with these terms and conditions and the stipulations on the form will mean a revocation of the proxy user’s link to the patient’s account.

8. Abuse of the system in any way will mean a revocation of the patient’s account (if they have one) and the proxy user. New requests for a Patient Access or Proxy account from either party will be rejected. The practice does not have to give a reason for rejecting a request.

9. We recommend the proxy uses Patient Access to manage the affairs of the patient or their own medical record. Other online services are available however West Timperley Medical Centre does not support these, if you require technical support you’ll need to contact those service providers directly. Please visit: <https://support.patientaccess.com/>

10. If you do not have Care Record Viewing enabled on your account (or you do not currently have a Patient Access account) but you want your Proxy to have access to your detailed medical record, there will be a delay while your application is authorised.

11. West Timperley Medical Centre will endeavour to help with any technical issues you may be having with Patient Access, however we recommend contacting Patient Access support at **https://support.patientaccess.com** first and foremost as they are more equipped to help with issues related to their service.

12. The service is provided solely for the use of the registered patient and/or proxy user i.e. the patient or their parent/guardian, carer or power of attorney named on the application form.

13. Passwords/logon credentials should be kept secret. Do not pass on the details of passwords to anyone else.

14. The practice cannot guarantee that the Patient Access service or other service providers will be continuously available.

15. If you have a complaint or want to leave feedback about the Patient Access service or Proxy Access please direct your complaints or feedback to **https://support.patientaccess.com/contact-support**. We regret that West Timperley Medical Centre cannot accept complaints or feedback about Patient Access as the system is run and maintained by a third party.

16. If you suspect that your account has been accessed by someone without your agreement you will contact the practice as soon as possible.

17. If you see information on your record that is not about you or is inaccurate, you will contact the practice as soon as possible.

18. We may update these terms and conditions at any time. The latest version of this form, including the terms and conditions, will always be available on our website at **www.westtimperleymedicalcentre.co.uk** and from reception. By signing page 1 of this form you agree to the terms and conditions as outlined on the latest version of the form.

18. Failure to comply with any of the above conditions may result in revocation of access to the service.