[A quick overview of records access](http://www.reedyfordgp.com/wp-content/uploads/2018/11/A-quick-overview-of-records-access.pdf) by Dr Stuart Berry

Thank you for asking about how to get going with using your mobile phone, computer, laptop or tablet for your health. We want to make it as easy as possible for you to make the most of the services we offer.

Once you are up and running with your phone, iPad, tablet computer or laptop you will be able to do many useful things such as reading your hospital letters, see your results before coming to the clinic, request repeat medications, or sending the practice a message as well as being able to book appointments. Plus there are other features coming very soon e.g. being able to send home Blood Pressure readings to the GP and for them to appear in your record so your Clinical team can easily see them.

Connecting your computer or mobile phone to your records is quite straightforward once you know how to do it. It can be a little tricky the first time that you try it , but it does get much easier once you have set everything up for the first time. Some devices even allow you to sign in using fingerprint recognition.

Many, but not all, people are able to get this set up without needing any additional support. You may know someone whom you trust who could help you to set this up. I am sure they would be happy to help you out if you ask them.

Help is available from the Digital Connectors via the local charity organisation the BPRCVS.

**Please speak with our reception if you would like some help from the Digital Connectors.**

**WHAT DO I NEED ?**

First you will need to read a short form which explains about how this works. You need to read and sign this before passing it to reception.

Reception will ask a GP to confirm that there are reasons why you should not have access to your records. If a GP has already recorded in your note “ok for full records access” then they will be able to generate the code straight away.

Before we generate the electronic passwords or “Keys” that allows you to see your records you will need to have an email address. You will need a separate email address for each person. If you do not have an email address, or do not know to set one up, speak with reception about booking an appointment with the Digital Connectors.

Patients cannot share the same email address for 2 different patient records, but once you have set this up, you are able to allow someone else to do things on your records for you. e.g. order prescriptions Reception will print off your access code .  If you lose this, you can either search the internet for “patient access support” or speak with reception.

**The Key to your Online Health Records**

Reception will give you the key to your health records. It is a paper with 3 lines on it. Keep this paper somewhere safe or destroy it once you have set it up.

The 3 lines include a Linkage Key , ODS Code and Account ID   
   
You Need to be connected to the internet , preferably via wifi , before starting this.

Free internet access is available in the waiting areas of the practice and the town library.  
   
**What do I do with the these keys or codes  ?**  
   
There are a few different ways that you can use the code.  
   
You can use these Keys or Codes with apps and websites.

Some are apps ( a kind of short cut on your device ), some are websites, and some are both apps and websites.  
                 
There are 3 companies who work alongside the NHS to make it easier for you to see your record. We recommend that you look at all 3 and decide which you prefer.  
   
Each of them has a different “feel”. Some have different features, which are being added to as the technology develops.

You use the same “key”  or “code” for each of the services mentioned below. All the companies are accessing the same health information from your records. They are using different ways of displaying the information to you.

**Recommended Sites to use ;**

We recommend that you set up MyGP plus Patient Access or Evergreen Life as a minimum. Patient Access and Evergreen Life both allow you to see your full GP health record (providing this has been set up for you), if you haven’t set this up with reception you will only be able to see your repeat medication and appointments.

**MyGP https://www.ilovemygp.com/**

(we didn’t choose this address , but at least it’s easy to remember ! )  
This is also available as an App. We would like all our patients to be using this app as it makes it easier for us to contact you. We will be using this as the main way of inviting you for your review appointments.

**Patient Access https:www.patientaccess.com/**

**Evergreen Life https://www.evergreen-life.co.uk/**   
   
Patient access and Evergreen Life both allow you to see your full GP health record (providing this has been set up for you) Speak with reception if you cannot see this.

Some people would like their friends or relatives to be able to see their health record on their behalf. This can be done by the records access sites providing the individual allows their consent. You can find information about how to do this within each of the sites listed above.