

How to apply

Patient representatives wishing to apply for proxy access must:

- Read this leaflet carefully
- Complete the application form
- Obtain consent (if applicable)
- Provide 2 forms of ID one of which must be photo ID.

More information

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

Keeping your online health and social records safe and secure.

<https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>



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Proxy Access

Patient Information Leaflet

What is Proxy Access?

Some patients find it helpful for a second person to have access to their Patient Online account. This is often a family member, a close friend or a carer who they trust to act as their proxy to access some or all of their Patient Online services. For example:

- A parent or guardian who has legal responsibility for a patient under 11 years old.
- A parent or guardian where a patient aged 11 or over has given permission
- A parent or guardian who has legal responsibility for a patient between 11 and 16 where a GP has assessed that the patient is not capable of making their own decisions regarding medical health
- A carer for a patient over the age of 16

A Proxy does not have to be a registered patient at this practice, but must be registered for online services and always use their own login credentials.

To be given proxy access, a patient's representative must have the informed consent of the patient. In cases where the patient does not have capacity to consent the GP can, in the best interest of the patient, grant proxy access.

Patients over 16 years old are assumed to have the capacity to consent unless there is an indication otherwise.

Young patients between the ages of 11 and 16 who are judged as having capacity to consent by their GP may also consent to give proxy access to someone else.

On a child's 11th Birthday, GP systems will automatically restrict existing proxy access. The child will then need to be assessed by a GP to determine if proxy access can continue. This will continue annually until the child reaches 16.

From 11-15, a parent with proxy access will be able to manage certain elements of the young person's record, such as make appointments and order repeat medication. A parent with proxy access will not be able to see the young person's clinical record, unless a clinician decides it is in the best interest of the child.

On the patient's 16th Birthday proxy access will cease except where the young person is competent and given explicit consent to the access.

Please note:

It will be your responsibility to keep your login details and password safe and secure.

If you know or suspect that the patient record you have proxy access to has been accessed by someone who does not have agreement to do so then you should contact the practice immediately.

Refusal of Proxy Access

Patients may be put under pressure to permit proxy access. If a GP or health professional suspects that a patient is being coerced they will try to establish the true position with the patient. This may lead to refusal of proxy access.

Removal of Proxy Access

The practice has the right to remove proxy access to online services for anyone that doesn't use them responsibly.