

# My Health Online – Access to GP Medical Record

## Frequently Asked Questions

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### Why have access online to your GP Record?

You can play an active role in your own healthcare and develop good relationships with your GP and Practice.

Information about your vaccinations or allergies are instantly available, saving you valuable time. There's no need to ring or travel to the surgery, you may be able to look up the information yourself.

If you have a long-term health condition you may find having access online to information such as blood pressure results benefits you by helping to monitor and manage your condition.

Being able to look at your records online might help you to prepare for your next appointment with your GP or a specialist, and identify if there is anything you may need to discuss. It can help you remember and understand discussions with your GP that you may otherwise forget.

### Do all GP Practices offer the same medical record access service?

The service available to you will depend on what your practice is offering, and the computer system your GP Practice uses. The type of information displayed will vary. You can ask your practice what they offer. You can also check what services GP Practices offers by looking on the [NHS Direct Local Services Search](#) website.

### What if I don't understand the coded terms?

Some parts of your GP record may include a code, which is used in the medical field to identify certain terms and procedures. Depending on the system your GP Practice uses, you may be able to click information buttons linked with a problem which may offer detailed explanations. Please ask if you don't understand.

### I would like access online to my detailed record, but I'm not good with the internet – where can I get help?

There are a number of different services for people who need internet training such as [UK online centres](#). Others are provided by local authorities, colleges and charities. The best place to start would be your [local library](#).

### **What if I see a mistake in my record?**

If you find any errors, you need to inform your practice. If you see information that is not about you, you should log off My Health Online immediately and inform your practice.

### **What if I mess it up?**

No matter what you click, you cannot change the content of your record. It is a read-only record.

### **I would like access online to my Medical Record – What do I need to do?**

Check your GP Practice is offering the service first. Then discuss the service with your practice or read through the My Health Online leaflet and decide if online access is something you want to have. If you still want to go ahead, fill in the application form provided by your practice. Present the completed form, together with information/documents to prove your identity, to your GP Practice. Please note, in order for your identity to be verified, patients applying to view their records must bring in their documents personally. Your application will be considered in line with practice policy.

Application forms are available from your practice.