

Crossley Street Surgery Questionnaire

This questionnaire is about Online Medical Record Access and goes through the main issues you need to understand before you can access your records over the internet.

This is NOT a test with a pass or fail — its purpose is to go through issues with you so that you feel happy to be able to decide whether you wish to access your records. Please add further comments if you wish.

PLEASE ANSWER ALL QUESTIONS.

Name (Block capitals):

Date of Birth:

1. Have you read the Guide for Patients on viewing your medical records online? (Please circle your answer)

YES NO

2. The system allows you to see a summary of your medical record: diagnoses, allergies, medications, recent consultations, letters to the GP, and test results.

Are you happy to view this information? (Please circle your answer)

YES NO

3. You need a password, in order to access your records within SystmOnline. Keep this password safe and secure. You should not share your password.

Do you agree this is safe and secure enough? (Please circle your answer)

YES NO

4. Sometimes information may be recorded that is incorrect or there may be information that you think is missing.

Would you inform the practice so that your records can be corrected? (Please circle your answer)

YES NO

5. You may see that a test result is reported as 'abnormal' or information about you that concerns you. For example:

- You may have seen a consultant who will write to your GP. You may read information in their letter that you do not understand or may find upsetting.

- You may have a test done that shows something 'bad' that you were not expecting. (E.g. an x-ray report which shows that you have a 'shadow' on your lungs).
- You may be reading these results/letters when the surgery is closed, in the evening or at the weekend, before the GP has accessed them.

How do you think you would you react in these circumstances? (Please tick all boxes below that apply):

- Open all results/ letters and make a routine appointment to see the doctor/nurse to discuss my concerns
- Not view an 'abnormal' result but make an appointment to see the doctor/nurse
- Panic and get worked up if surgery is closed
- Look at some of the recommended websites
- Contact NHS Direct to get further information
- Contact the Out of Hours Service
- Other (please state):

6. Do you feel you have a better understanding of 'Medical Records Access' and what the issues are about it? (Please circle your answer)

YES

NO

Thank you for your time. We hope the issues highlighted have helped with your decision as to whether you wish to access your medical records over the internet. Please sign the questionnaire if you still wish to register for online medical record access and follow the instructions in the 'Guide for Patients' on the surgery website.

Signature:

Date:

Do you have any additional comments?