

Front of House Guide to Online Access Requests

Under 11 Proxy access

Full Access to online records

- Parent will need to provide photo ID for self and full birth certificate or court document for child.
- ONLY completed form (with signature of parent and staff authorising visibility of above information) needs scanning onto record.
- Form completed by parent.
- Task sent to safeguarding lead.
- Permission given by safeguarding lead by task, code adding and signing form.
- Access granted
- Only scanned proxy access online form sent to patient records.

For awareness- Green Tick on tool bar is present confirming proxy access.

Age 11-16 Proxy access

Appointment booking/prescription ordering ONLY

- Parent will need photo ID for self and full birth certificate or court document for child.
- Form completed by parent – Child must be witnessed to sign at site to give permission to parent.
- Task sent to safeguarding lead
- Permission given by safeguarding lead by task, code adding and signing form.
- Access granted
- Scanned form ONLY sent to patient records.

Extenuating circumstances requiring full proxy access.

- Parent will need photo ID for self and full birth certificate or court document for child.
- Form completed by parent – Child must if possible witnessed to sign at site to give permission to parent (may not be appropriate for LD patients).
- Task sent to safeguarding lead
- Appointment with child likely needed.
- Permission given by safeguarding lead by task, code adding and signing form.
- Access granted
- Scanned form sent to patient records.

Over 16 – Access to Self (adult online access)

Appointment booking/Prescription ordering and prospective online access.

- Check ID (eg. Passport/ driving license/ utility bill)
- Access granted from current date (not retrospective).

Full Access (records from birth)

- Check ID
- Form completed by patient
- Task sent to site Safeguarding lead
- Permission given by safeguarding lead by task and signing form.
- Access granted
- Scanned form only to patient records.

If online access is removed (which could be intentional or accidental).

- Please send task to Site Safeguarding Lead to investigate.
- If error- will be reinstated.
- If full access retracted for safeguarding reasons, then reason and time-frame will be added to records and patient informed.
- Legally online access should be limited for 6m after a safeguarding incident to protect the patient and practice.

Over 16 Proxy access (adult to adult access)

Eg. Young adult with Learning Disability or any adult with limited capacity due to SMI/ Dementia

Medication/ Appointment Booking

1. Patient and relative/Carer requesting proxy access will need photo ID (eg. Both have capacity)- grant access once ID verified.
2. Carer has LPA for Health- FoH to verify the document (photocopy needed)- grant access once ID verified.
 - a. Photocopy of LPA to be sent to Med Admin with the Proxy Access form.
3. Carer/ Proxy access request does not have LPA- task to safeguarding lead.
 - o Permission given by safeguarding lead by task, code adding and signing form.
 - o Form to Scanning

Full Proxy Access (need clear reason for this- for safeguarding team).

- Check ID of patient and the Proxy Requester.

- Form completed by patient giving permission – Both will need to be present at site.
- If LPA for Health is in place- need a copy for records.
- Task sent to site Safeguarding lead.
- Permission given by safeguarding lead by task and signing form with exceptional reasons given.
- Access granted
- Scanned form and LPA for Health sent to patient records.
- Access will only be granted from April 2015

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V1 27/11/24