



## PATIENT INFORMATION: Giving Someone Else Access to Your Medical Information

This factsheet explains the TWO different ways you can give someone else permission to help manage your healthcare. They serve different purposes, so it's important to choose the right one.

| CONSENT FOR ONLINE PROXY ACCESS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CONSENT TO DISCUSS MEDICAL MATTERS: TELEPHONE AND IN PERSON                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p><b>What is it?</b><br/>Someone can VIEW your medical information online through the NHS App or patient portal</p> <p><b>What can they do? Options available:</b></p> <ul style="list-style-type: none"><li>• View test results online</li><li>• Book appointments online</li><li>• Order repeat prescriptions</li><li>• See summary of your medical record (coded entries only)</li><li>• See your full record including clinical entries (please note this is only notes added by Newbridge Surgery staff and not those by allied health professionals i.e. community nurses)</li></ul> | <p><b>What is it?</b><br/>Someone can SPEAK TO US BY PHONE/ IN PERSON on your behalf.</p> <p><b>What can they do?</b></p> <ul style="list-style-type: none"><li>• Call us to book/cancel appointments</li><li>• Collect test results by phone</li><li>• Discuss your care and medical details with staff</li></ul> <p>This can be full access or limited to just ordering medications etc. Please be specific when completing the form. It can also be time limited or stopped at any time.</p> |
| <p><b>Which form?</b><br/>"Consent for Online Proxy Access"</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p><b>Which form?</b><br/>"Consent to Discuss Medical Matters"</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Approval needed?</b><br/>Yes - a GP must review and approve for safeguarding</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p><b>Approval needed?</b><br/>No - staff will check you understand the form (capacity assessment)</p>                                                                                                                                                                                                                                                                                                                                                                                          |

### Can I have both?

Yes! You can complete both forms if you want someone to have BOTH online access AND telephone and face to face permission. They serve different purposes.

### Who can be a proxy?

You choose someone you trust — a partner, relative, close friend, or carer. Please note, for online access they must also be registered at Newbridge Surgery otherwise we cannot link accounts. You can have **more than one proxy**, and each can have **different levels of access**.

## Age-Specific Rules for Online Proxy Access

|                  |                                                                                                                                                                                                                                                                                                                                                    |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Under 11</b>  | Parents or guardians with parental responsibility can apply without a child's consent. Access ENDS automatically on 11th birthday.                                                                                                                                                                                                                 |
| <b>Age 11-16</b> | A young person must be assessed for their capacity (in a nurse appointment) to understand the release of their data. If they have capacity (are deemed Gillick Competent) they must consent. If they do not have capacity parental responsibility access can remain until capacity is gained (this will be assessed annually). Access ENDS age 16. |
| <b>Age 16+</b>   | 16+ are presumed to have capacity and so an assessment is not required for them to give consent. Consent remains in place until a request is made for it to end.                                                                                                                                                                                   |



## Newbridge Surgery

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## Important Things to Know

### Coercion:

You should NEVER feel pressured or forced to give someone access to your medical information. If someone is threatening you, overwhelming you, or hurting you to make you sign these forms, please tell a member of staff privately. We can help.

We will always consider **coercion** and your safety before setting up proxy access. Where needed, we may **refuse, limit, review, or withdraw** access if we believe it isn't in your best interests or if there are risks to your safety. We also tailor access (for example, prescriptions only) and can switch it off without affecting your own access.

### Security:

Keep your login details private. If you think someone has accessed your account without permission, contact us immediately.

- **Don't share your own login.** Your proxy will have their **own username/password** so we can audit who accessed what.
- We can **hide** specific entries or documents online (redaction) where appropriate for safety.

### Revoking Access:

You can end access at any time. Reasons might include:

- You only needed temporary support
- You now prefer someone else to help
- Your relationship with the person has changed
- You're worried your information is being misused

### What They Can See:

With online proxy access, the person may see:

- Test results before we've had chance to discuss them with you
- Information you didn't know about or had forgotten
- Medical diagnoses before a doctor discusses them with you
- Medical terminology that might be confusing or distressing.
- Certain entries may be redacted (not visible) for legitimate reasons (a GP will decide) i.e. for safeguarding purposes

Think carefully about whether you're comfortable with this before giving access.

## NEED HELP DECIDING?

Ask any member of our medical administration team

To learn more about giving someone else access to your medical information visit:

What is Proxy access?

<https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/what-is-proxy-access/>

Parent and guardian proxy access for children:

<https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/parent-and-guardian-proxy-access-for-children/>

Online access to new GP health record

<https://www.england.nhs.uk/long-read/online-access-to-new-gp-health-record-information/>