

## SHAWBURY MEDICAL PRACTICE

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Shawbury  
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Shropshire  
SY4 4JS  
Tel: 01939 250237

### ***Application for Online Proxy Access to my Medical Record***

**Please read carefully –**

This form is to add a “proxy” user to your existing Online Patient Access account OR to register a proxy user to manage a new account on your behalf.

- The named proxy user on this form will have access to your medical record and will be able to order repeat medication and book appointments on your behalf. Your proxy does not have to be a patient of this Medical Practice.
- Proxy is a new service; procedures and terms for registering may change without prior notification.
- Please read the full terms and conditions on page 3 of this form.

<b>Your Details - (i.e you the patient)</b>	<b>Proxy Details - (i.e. the person you want to have access to your record)</b>
Name	Name
Address	Address
Postcode	Postcode
Telephone	Telephone
Email	Email
Date of Birth	Date of Birth
<b>ALL Fields MUST be completed</b>	<b>Relationship to the patient</b>

<b>Please Tick</b>	<b>Declaration</b>
	I give permission for the above named proxy user to have access to my medical records and personal details held by the practice for the purposes of using the Online Patient Access service.
<b>Patients aged 16 or over only</b> - If you have Care Record Viewing enabled on your account please tick any or all of the following areas to give permission for the proxy user to have access to these areas of your account too. These will only be available if you already have Care Record Viewing:	
	Lab results
	Immunisations
	Problems
	Consultations

<p><i>I understand that this consent will remain in force indefinitely. However, my doctor may, at my request, override this authority to allow access to my medical record via the Online Patient Access service at any time. A signature here is not required for children 15 or under.</i></p> <p><b>Signed</b>.....(patient)</p> <p><b>Date</b>.....</p>	<p><i>I will treat any information provided confidentially, I will not disclose information to a third party without agreement and will only use the information of the person that I have proxy access for in their best interests. I understand that access will be revoked if these stipulations are not adhered to.</i></p> <p><b>Signed</b>.....(proxy)</p> <p><b>Date</b>.....</p>
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<b>For practice use only ID check</b>		
<b>ID Check</b>		<b>Type of ID (passport, drivers licence, bill etc)</b>
		<b>Checked by (initial)</b>
<b>Approved</b>		
<b>Rejected</b>		<b>If rejected, specify reason:</b>
		<b>Form not signed by one or both parties</b>
		<b>Declaration not ticked</b>
		<b>Missing personal details</b>
		<b>Other reason (details)</b>
<b>Name of authoriser:</b>		<b>Date proxy a/c created and proxy informed</b>

## PROXY ACCESS TERMS AND CONDITIONS

1. When an “age maturity” patient (with a proxy) reaches the age of 11 the account will be become restricted (access to book one appointment only).
  - The proxy user will be notified automatically by email 3 months before the patient’s birthday.
  - A clinician will upon request assess whether or not the patient is competent to manage their own account.
  - If deemed competent the proxy account will be disabled and the child will be required to register as a full user of Patient Access by completing an Online Patient Access Application form.
  - If deemed not competent the proxy account will remain until the child turns 16.
  - Emails sent automatically when a child attains the age of 11 are sent from Patient Access and not from Shawbury Medical Practice.
2. When an “age maturity” patient (with a proxy) reaches the age of 16 the account will be closed.
  - Patients aged 16 and over are deemed competent to manage their own healthcare.
  - The proxy user will be notified automatically by email 3 months before the patient’s birthday.
  - The child will be required to register as a full user of Patient Access by completing an Online Patient Access Application form.
  - In some circumstances it may be necessary for the proxy to continue to manage the affairs of a child who has turned 16.
  - Emails sent automatically when a child attains the age of 16 are sent from Patient Access and not from Shawbury Medical Practice.
3. All requests from the proxy user to continue to manage the affairs of a child will be assessed by a clinician. There may be a wait of up to two weeks for the request to be accepted or rejected. The proxy user will be notified by the practice when the request has been approved or if it has been rejected.
4. Proxy access for adult patients remains indefinitely until either the patient informs us they no longer wish the proxy user to have access (and their link will then be removed); or the proxy user informs us they no longer wish to have control of the patient’s account – and their link will then be removed. The practice will inform both parties when links have been removed.
5. If a child’s medical record contains a Gillick or Fraser competency code the patient is deemed competent to manage their own account and requests for proxy access will be rejected. The proxy user will be notified by the practice. If a competency code is added at any time while the patient has a proxy user the link will be removed and the proxy user will be notified by the practice. For more information about Gillick/Fraser competency please visit: <https://www.nhs.uk/conditions/consent-to-treatment/children/>
6. Failure to comply with these terms and conditions and the stipulations on the form will mean a revocation of the proxy user’s link to the patient’s account.
7. Abuse of the system in any way will mean a revocation of the patient’s account (if they have one) and the proxy user. New requests for a Patient Access or Proxy account from either party will be rejected. The practice does not have to give a reason for rejecting a request.
8. We recommend the proxy uses Patient Access to manage the affairs of the patient or their own medical record. Other online services are available however Shawbury Medical Practice does not support these, if you require technical support you’ll need to contact those service providers directly.
9. If you do not have Care Record Viewing enabled on your account (or you do not currently have a Patient Access account) but you want your Proxy to have access to your detailed medical record, there will be a delay while your application is authorised.
10. Shawbury Medical Practice will endeavour to help with any technical issues you may be having with Patient Access, however we recommend contacting Patient Access support at <https://support.patientaccess.com> first and foremost as they are more equipped to help with issues related to their service.
11. The service is provided solely for the use of the registered patient and/or proxy user i.e. the patient or their parent/guardian, carer or power of attorney named on the application form.
12. Passwords/logon credentials should be kept secret. Do not pass on the details of passwords to anyone else.
13. The practice cannot guarantee that the Patient Access service or other service providers will be continuously available.
14. If you have a complaint or want to leave feedback about the Patient Access service or Proxy Access please direct your complaints or feedback to <https://support.patientaccess.com/contact-support>. We regret that Shawbury Medical Practice cannot accept complaints or feedback about Patient Access as the system is run and maintained by a third party.
15. If you suspect that your account has been accessed by someone without your agreement you will contact the practice as soon as possible.
16. If you see information on your record that is not about you or is inaccurate, you will contact the practice as soon as possible.
17. We may update these terms and conditions at any time. By signing page 2 of this form you agree to the terms and conditions as outlined on the latest version of the form.
18. Failure to comply with any of the above conditions may result in revocation of access to the service.