

Consent to proxy access to GP online services

The patient

(This is the person whose records are being accessed, ie child's details)

Surname	First name
Date of birth	NHS number
Address	
Postcode	
Email address	
Telephone number	Mobile number

Online Services required:

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Limited access to parts of the medical record	<input type="checkbox"/>

Note: If the patient is under 11 years old or does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient's best interest, this section of the form may be omitted.

I,..... (name of patient), give permission to my GP practice to give the following representatives (detailed below) proxy access to the online services as indicated above.

I reserve the right to reverse any decision I make in granting proxy access at any time.

I understand the risks of allowing someone else to have access to my health records.

I have read and understand the information leaflet provided by the practice regarding Proxy User Access.

Signature of patient (if aged 11 and over)	Date
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****For practice use only (ID FOR PATIENT – NOT REQUIRED FOR CHILD UNDER 16 YEARS OLD)****

Identity verified by (initials)	Date	Type of ID seen:
Notes / comments on proxy access:		

The representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription, ie. parent's details. **Each parent will need to sign the form and come into the surgery with ID**)

Representative 1	Representative 2 (if required)
Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address <input type="checkbox"/>)
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile
Relationship to patient	Relationship to patient

I/we..... (names of representatives) wish to have online access to the services ticked in the box above for (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
3. I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	<input type="checkbox"/>
4. If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as being strictly confidential	<input type="checkbox"/>
Signature of representative 1	Date
Signature of representative 2	Date

****For practice use only (ID FOR APPLICANT FOR PROXY ACCESS, IE. PARENT, CARER)****

Identity verified by (initials)	Date	Representative 1 Type of ID seen:	Representative 2 Type of ID seen:
Proxy access authorised by:			Date:
Notes / comments on proxy access:			

Proxy access to online patient records

With new online services, practices are now facing challenges around proxy access rights and limitations. Proxy access refers to access to online services by somebody acting on behalf of the patient.

Competent Adults - as per the Mental Capacity Act 2005, patients over the age of 16 are presumed to have capacity and should be given appropriate access to online services.

Children - Parents and guardians only have access rights to their child's record up until the age of 11. Guidance published by the RCGP and NHS England makes it clear parents and guardians only have access rights up until the age of 11. However, there may be exceptions to this on a case-by-case basis.

11-16 years - Proxy access should be deactivated when a patient turns 11. Those who can make independent and informed decisions should be actively involved in decisions about who can access their information - this may result in their proxy having access to make appointments and order repeat scripts only. *Children aged between 11 and 16 need to sign the application form to accept parents have access.*

16-18 years - Where a child 16-18 appears to lack the capacity to manage their healthcare needs, GP's may decide proxy access should remain with the parents/guardian.

Parental responsibility - It is common for practices to be caught up between estranged parents. Where access is requested by an estranged parent the same process as above should be followed. If the child lacks capacity the practice must clarify and seek evidence of parental responsibility. It is always recommended to encourage a collaborative approach with both parents where possible. If one parent has proxy access, it is recommended they be notified of the other's request; however, they do not have the right to oppose it. However, if the requesting parent has had their parental responsibility revoked or access would be detrimental to the child, the other parent can provide evidence of this. The final decision would be down to the GP along with what information they would be given access to.

Adult patients who lack capacity - Where a patient has a Lasting Power of Attorney for Health & Welfare (LPA) or a deputyship has been ordered by the court of protection, proxy access can be provided to the nominated person. Where these arrangements do not exist, next of kin or carers may request proxy access. It is the GP's responsibility to ensure access is only given where necessary and it is in the patient's best interests.

This article is a summary of some of the points detailed in the RCGP/NHS England Guidance.

Please note:

- **It will be the responsibility of the proxy user to keep their login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should ask the proxy user to change their password immediately.**
- **If they can't do this for some reason, we recommend that you contact the practice so that they can remove online access until the password has been reset.**
- **The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**