

### Information security

The information you view in the PAM Record Viewer comes from the clinical system at the GP practice, it is only held permanently on their computer, and *not* on any other computer.

This information is encrypted and sent securely from the GP practice system to your PC web browser. This means that it is very difficult for anyone else to intercept and read the information. When you log off the PAM Record Viewer or if there is any problem with your computer (for example, a power failure), all your confidential medical information is cleared from the system.

The PAM Record Viewer does not allow anyone else to view your medical information, other than you and the staff entitled to at the Practice. Always remember to log off the Patient Access Medical Record Viewer when you have finished viewing your medical record.

### Problems and concerns

The PAM Record Viewer is designed to exclude information which you should not have access to for legal reasons, and information which could seriously harm you or someone else. If you see such information through error and are upset by it, you should discuss it with your doctor.

If you think that someone might bully you into showing them your record, it would be best not to register to use the PAM Record Viewer. After viewing your medical record, you should consult your doctor if:

- You have any problems or concerns; for example, if there is something in your medical record that you do not want your family to know about.
- There is anything in your medical record that you do not understand. Remember that your medical record is designed to be used by doctors, so it may contain abbreviations and technical terms. You will probably understand most of what you read, and the links in your medical record will lead you to more detailed explanations.
- You want to tell the doctor something about your partner, child or another person in confidence. Remember that if the doctor records the information, the other person will be able to see it in their own medical record, but also that if the doctor does not record the information; it may get lost or forgotten.

### Errors and missing information

If you find any errors in your medical record, or if any information is missing, you should tell the practice immediately.

If you see someone else's medical information, you must log off the PAM Record Viewer immediately and tell the practice.

## How to view your medical records online



#### Main Surgery

Churchfield Surgery, Iburndale Lane  
Sleights, Whitby  
North Yorkshire YO22 5DP  
Tel: (01947) 810 466

#### Branch Surgery

Sandsend Surgery, East Row  
Sandsend, Whitby  
North Yorkshire YO22 3SU  
Tel: (01947) 894 948

[www.sleightsandsandsendmedicalpractice.nhs.uk](http://www.sleightsandsandsendmedicalpractice.nhs.uk)

### **Viewing your medical records on line**

Sleights and Sandsend Medical Practice is now using the Patient Access Medical Record Viewer (PAM Record Viewer), an online system which enables you to view your medical record using a personal computer (PC) or mobile device and the internet.

The PAM Record Viewer is a website that enables you to view the information that the practice holds about you easily and quickly. The website also includes links to information leaflets about diseases, tests, investigations, support groups and medication from patient.co.uk.

**Important:** If you do not want to register to use the PAM Record Viewer this will *not* affect your treatment or your relationship with your practice in any way: you can still use all the practice's services exactly as before.

### **Registering and consenting to use the PAM Record Viewer**

To be able to use the system, you need a PC or other device with a web browser such as Internet Explorer (version 8 or later) or Google Chrome and a connection to the internet.

Before you can start to use the PAM Record Viewer, you must also register with the practice and sign a consent form, which you should hand to the receptionist. You will also be asked to produce identification showing your current address such as a driving licence, passport or bank statement (dated within the last 3 months). Before you sign the consent form, you should make sure that you understand:

what the system does, what your responsibilities are and how your data is stored.

Any information about you that the practice holds is subject to the regulations in the Data Protection

Act 1998. The consent agreement is between you and the practice.

When the Practice has the signed consent form and verified your ID, your request will be authorised by a GP. Please note that this may take up to a month to process. Once the request has been authorised you will be provided with registration details to allow you to register for all online services. Once registered you will be able to view your records, book appointments and order repeat medication.

Follow the process on our '*How to use our website and online services*' leaflet.

If you are already registered with patient access you will need to sign the consent form and request activation of the access to medical records component of online patient access.

### **Using the PAM Record Viewer**

You sign in to Patient Access, then click *View Medical Record*. You will be able to view your medical record using the menu and links. There is also an online help section to help you to use the system.

### **Viewing your medical record**

The PAM Record Viewer includes information buttons beside the names of medications and medical problems which you can click to access easy to understand and accurate information about your medical problems.

We feel that it is important that you can use your record not just to see what information it contains about you, but also to learn more about what the information means, to help you to be more in control of your care.

You can view the following areas of your medical

record: A summary of the most important and recent entries in your record, including some or all of the following: allergies, immunisations and medication.

### **Advantages of the PAM Record Viewer**

The PAM Record Viewer has the following advantages for you as a patient:

- You can obtain important information without having to contact the practice, for example information about allergies and immunisations.
- You can check that your medical record is accurate.
- You can become more involved in your medical care.
- You can access your record easily and share it with anyone you choose, for example, your family and other doctors.
- It increases safety; for example, you can access your record if you become ill while abroad.

The practice also believes that it is important to involve patients as much as possible in their healthcare, to improve patient care and education. The following quotes illustrate this belief:

'We want to develop a culture of openness, honesty and trust; to ensure that patients have the information they need to make informed choices; and to enable patients to become equal partners with health care professionals in making decisions about treatment and care.' (*from the response to the Department of Health from the Bristol Royal Infirmary Enquiry*)

'You have the right of access to your own health records. These will always be used to manage your treatment in your best interests.'