The Pendle Medical Partnership

**How to sign-up for online services**

It is not hard to start using online services. We will need to check who you are to make sure you only see your record and not someone else’s. Just like your bank or the post office when you pick up a parcel, we want to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Request an application to start using online services.
2. Submit your form to confirm you agree with clauses relating to data security.
3. We will check you are who you say you are. By checking you identity via Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
4. We will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.

When you ask us to register you for online services, we might discuss why you want to use these services. For example, if we think your record may be seen by someone who shouldn’t see it, we might decide to give you access to book appointments or order your repeat prescriptions only. If we think it’s not in your interest to use GP online services, we will discuss our reasons with you.

**If you forget your login details, please contact the surgery.**

**Things to remember**

* No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don’t want them to, tell your surgery as soon as you can.
* You can choose to let another person see your GP record, for example members of your family or a carer. To do this safely, speak to us regarding proxy access.
* You can choose to stop using online services at any time by telling us.
* If you change surgeries, you will need to register again for online services at your new surgery.

**Learn how to use the internet**

There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as:

* UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to www.learnmyway.com
* Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call Age UK advice line on 0800 169 2081.

**Learn how to use GP online services**

If you already know how to use the internet, you can take a short course on how to start using GP services online at www.learnmyway.com/what-next/health