

Proxy Access at The Chipping Surgery



Welcome

Welcome to The Chipping Surgery. We trust that you will find reassurance and experience professional healthcare as a patient with us.

We have designed this leaflet to explain how our services will change as patients grow older and how things may change in terms of access to online record and permissions.

Please take a minute to look through and understand these changes. We hope you find this helpful.

We are a dedicated Surgery team, all working together to provide the best healthcare for our patients.

Online Services

When you register with us, you'll be asked if you would like to register for online services. This enables you to view & to contact us online about your needs and access your information.

You can do this via our website. You'll be asked to bring in some ID to verify yourself in order for us to set this up.

NHS App

The NHS App provides access to your medical information across healthcare providers. This is similar to your GP Online Access but allows a little more information. You can find more information about this on our website. Don't forget to turn on Notifications in the NHS App as this will send you confirmation of appointments and any new messages with no additional cost to the NHS.

Online Proxy Access for Children – Sharing Patient Data

Accessing your child's medical records online is approved up until the age of 11 providing you have parental responsibility. Between the ages of 11 & 13, the law states some additional checks and consents must be obtained. Once your child reaches 13, online access is automatically removed. Parents / Guardians can request access again, but at this stage, Gillick Competency must be assessed by a clinician and some forms need to be completed in order to reinstate proxy access to their medical records.

Once the child reaches 16, they are considered an adult in the eyes of the law for healthcare and so all consents are then given by the 16yr old.

If the 16yr old decides to keep their parents / guardian proxy access, this will remain in place until they inform the Practice otherwise.

Online Proxy Access for Adults – Sharing Patient Data

Accessing another adult's medical record can only be granted with consent from the patient themselves, or where Power of Attorney for Health and Wellbeing is in place. In order to request access to another adults' records, the patient needs to complete a sharing of information proxy access form, which is available from our Reception Team or online through our website.

Gillick Competency - Age 13-15

Due to changes in legislation, we now must assess all young people once they reach the age of 13. The GP will need to assess whether the child has sufficient maturity and level of understanding regarding their health information and what allowing access to their health record entails. This will be done as part of any routine GP appointments they have between the ages of 11-15yrs.

If the GP considers they are competent, then consent must be obtained from the child not the parent. If not yet competent, consent must be obtained from the parent / guardian, however this must be reviewed either when the child reaches 13 or annually once they turn 13.

Confidentiality

The Chipping Surgery will ensure that all healthcare records and information shared with us is only used in accordance with GDPR regulations. You are asked at point of registration as a new patient for your consent about sharing information across healthcare services in order to deliver effective and proactive care where possible. If you aren't sure what you have consented to, you can always ask one of our team to check for you.

Concerns

If you ever have a concern about your care, the treatment of a family member or someone you care for, we would encourage you to let us know. We look into all concerns with as much diligence as possible to determine what's happened, how we can resolve it and what we can learn and improve on as well as ensuring you feel confident in the services we are providing. Our Practice Manager is contactable via email at chipping.admin@nhs.net

Further Information

The Chipping Surgery is part of the Berkeley Vale Primary Care Network. We work closely with 3 other practices in the Berkeley Vale to ensure effective delivery of healthcare services.

You can access all this information and much more on our website.

Opening Hours:

Mon – Fri: 08:00 – 18:30hrs

Additional appointments are available outside of the core hours for your convenience, please speak to one of our receptionists for assistance with booking these appointments.

Outside of these hours you can always access NHS 111 for support and information as well as your local Minor Injuries units for recent minor illness or your local pharmacy for certain ailments.

The Chipping Surgery

Symn Lane,
Wotton-under-Edge
Gloucestershire
GL12 7BD
01453 842214

www.thechippingsurgery.co.uk

Your closest Minor Injury & Illness Unit in this locality is:

The Vale Community Hospital
Lister Road, Dursley, GL11 4BA
0300 421 8494

Your closest Minor Injury Unit in this locality is:

Yate Minor Injuries
21 West Walk, Yate, Bristol. BS37 4AX
0300 125 6800