

# Lindfield Medical Centre

## Proxy Access to SystmOnline For patients 13 years or over Information Leaflet & Application Form

***Message to Patient:*** Please retain pages 1 & 2 for your future reference. If you wish to grant proxy on access to online services, please complete the form on pages 3 & 4. ***You and your Proxy will need to attend in person with two pieces of ID as detailed at the end of this form.***

### **Proxy Access**

This is where someone is given access to another person's online account. For example:

- A parent or guardian who has legal responsibility for a patient under 13, in which case a right of access under Parental Responsibility is automatically assumed and this form is not required.
- A parent or guardian where a patient aged 13 or over has given permission
- A parent or guardian who has legal responsibility for a patient between 13 and 16 where a GP has assessed that the patient is not capable of making their own decisions regarding their medical health
- A patient's representative or carer for a patient over the age of 16.

The proxy does not have to be a registered patient at the Practice but must be registered for online services on the GP system and always use their own login credentials.

To be given proxy access, a patient's representative must have the informed consent of the patient or, in cases where the patient does not have capacity to consent, the patient's representative or carer must have Lasting Power of Attorney (LPA) for Health and Care Decisions. See the following link from age UK that explains the different types of LPAs.

<https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/>

Before processing a request for those patients lacking capacity, the original sealed copy of the LPA must be seen and identity confirmed.

Legitimate reasons for the practice to authorise proxy access without the patient's consent include:

- The patient has been assessed as lacking capacity to make a decision on granting proxy access and
  - The applicant has a lasting power of attorney for health and welfare registered with the Office of the Public Guardian (and we have seen the original copy and scanned a copy to the patient's record).
  - The applicant is acting as a Court Appointed Deputy on behalf of the patient (we will need to see the original Court Order, a copy of which will be scanned to the patient's record), or
  - The GP considers it to be in the patient's interest in accordance with the Mental Capacity Act 2005 code of practice.
- The patient is a child who is 13 years or older and has been assessed by a GP as not competent to make a decision on granting proxy access.

The Practice may refuse or withdraw proxy access, if it judges that it is in the patient's best interests to do so.

At the age of 16, all proxy access is removed.

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Between the ages of 16 and 18, parents may continue to be allowed proxy access to their child's online services, after careful discussion with the GP, if it is felt to be in the child's best interests. After the age of 18 the parents are advised to obtain a Lasting Power of Attorney.

## Background information

In UK law, a person's 18th birthday draws the line between childhood and adulthood (Children Act 1989 s105) - so in health care matters, an 18-year-old enjoys as much autonomy as any other adult.

## Gillick competence

The 'Gillick Test' helps clinicians to identify children aged under 16 who have the legal capacity to consent to medical examination and treatment. They must be able to demonstrate sufficient maturity and intelligence to understand the nature and implications of the proposed treatment, including the risks and alternative courses of actions.

In 1983, a judgment in the High Court laid down criteria for establishing whether a child has the capacity to provide valid consent to treatment in specified circumstances, irrespective of their age. Two years later, these criteria were approved in the House of Lords and became widely acknowledged as the Gillick test. The Gillick Test was named after a mother who had challenged health service guidance that would have allowed her daughters, aged under 16, to receive confidential contraceptive advice without her knowledge.

## Fraser guidelines

As one of the Law Lords responsible for the Gillick judgment, Lord Fraser specifically addressed the dilemma of providing contraceptive advice to girls without the knowledge of their parents. He was particularly concerned with the welfare of girls who would not abstain from intercourse whether they were given contraception or not. The summary of his judgment referring to the provision of contraceptive advice was presented as the 'Fraser guidelines'. Fraser guidelines are narrower than Gillick competencies and relate specifically to contraception.

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## Consent to proxy access to GP online services

**Note:** If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the patients GP to be in the patient's best interest section 1 of this form may be omitted.

### Section 1

I, ..... (name of patient), give permission to my GP practice to give the following people ..... proxy access to the online services as indicated below in [section 2](#).

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 medical records.

I have read and understand the information leaflet provided by the practice

Signature of patient	Date
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### Section 2

What access is required?

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Summary Care Record	<input type="checkbox"/>
4. Access to the detailed coded medical record	<input type="checkbox"/>

### Section 3

I/We ..... (Names of representatives) wish to have online access to the services ticked in [section 2](#)

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/we 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/we will treat any information which is not about the patient as being strictly confidential.	<input type="checkbox"/>

Signature/s of representative/s	Date/s
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## The Patient

(This is the person whose records are being accessed)

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

## The Representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address o)
Postcode	Postcode
Relationship to the patient	Relationship to the patient
Your GP Surgery	Your GP Surgery
Email	Email
Telephone	Telephone
Mobile	Mobile

If an LPA for Health and Welfare is needed, it must accompany this form for review by the Deputy Practice Manager. A copy will be taken, and the original returned to the individual.

### Methods of verification required for both patient and representative.

- Two pieces of Level 3 evidence; or
- One piece of Level 3 evidence and one piece of Level 2 evidence

One piece of evidence must include photograph id for both patient and representative.

See Page 6.

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## For Reception Use:

Identity verified by (initials):	Date:	Method of verification: <b>The Patient:</b> Type of Document: ..... In Date?: .....  ID matches that detailed on application form? .....  Receptionist Initials .....  <b>The Representative:</b> Type of Document: ..... In Date?: .....  ID matches that detailed on application form? .....  Receptionist Initials .....
The patient's NHS number:		

**PLEASE PASS COMPLETED APPLICATION FORM TO PATIENT SERVICES MANAGER FOR ACTION.**

## For GP Use (If GP Authorisation Required):

Proxy access authorised by: ..... (name of GP)	Date
Task sent to GP for authorisation ..... (date)	

## For Admin Use:

Date access enabled:	
Lasting Power of Attorney validated and copied to the record: Yes / NA	
Court Order – Original seen and copied to the record: Yes / NA	
Level of record access enabled  Appointments <input type="checkbox"/> Repeat Prescriptions <input type="checkbox"/> Summary Care Record <input type="checkbox"/> Detailed coded record <input type="checkbox"/>	Notes / comments on proxy access

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## Proof of identity table

### Acceptable identity evidence

Based on the requirements of GPG45, the options for presentation of documents are as follows:

- Two pieces of Level 3 evidence; or
- One piece of Level 3 evidence and one piece of Level 2 evidence from the acceptable identity evidence listed in the table below. **In either case, one piece of evidence must include a photograph.**

**For a person under the age of 16 it is likely that they can only produce a passport and birth certificate.**

Level 2 Identity Evidence	Level 3 Identity Evidence
<ul style="list-style-type: none"><li>• Firearm Certificate</li><li>• DBS Enhanced Disclosure Certificate</li><li>• HMG issued convention travel document</li><li>• HMG issued stateless person document</li><li>• HMG issued certificate of travel</li><li>• HMG issued certificate of identity</li><li>• Birth certificate</li><li>• Adoption certificate</li><li>• UK asylum seekers Application Registration Card (ARC)</li><li>• Unsecured personal loan account (Excluding pay day loans)</li><li>• National 60+ bus pass</li><li>• An education certificate gained from an educational institution regulated or administered by a Public Authority (e.g. GCSE, GCE, A Level, O Level)</li><li>• An education certificate gained from a well recognised higher educational institution</li><li>• Residential property rental or purchase agreement</li><li>• Proof of age card issued under the Proof of Age Standards Scheme (without a unique reference number)</li><li>• Police warrant card</li><li>• Freedom pass</li><li>• Marriage certificate</li><li>• Fire brigade ID card</li><li>• Non-bank savings account</li><li>• Mobile telephone contract account</li><li>• Buildings insurance</li><li>• Contents insurance</li><li>• Vehicle insurance</li></ul>	<ul style="list-style-type: none"><li>• Passports that comply with ICAO 9303 (Machine Readable Travel Documents)</li><li>• EEA/EU Government issued identity cards that comply with Council Regulation (EC) No 2252/2004</li><li>• Northern Ireland Voters Card</li><li>• US passport card</li><li>• Retail bank/credit union/building society current account</li><li>• Student loan account</li><li>• Bank credit account (credit card)</li><li>• Non-bank credit account (including credit/store/charge cards)</li><li>• Bank savings account</li><li>• Buy to let mortgage account</li><li>• Digital tachograph card</li><li>• Armed Forces ID card</li><li>• Proof of age card issued under the Proof of Age Standards Scheme (containing a unique reference number)</li><li>• Secured loan account (including hire purchase)</li><li>• Mortgage account</li><li>• EEA/EU full driving licences that comply with European Directive 2006/126/EC</li></ul>