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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 practice to be in the patient's best interest section 1 of this form may be omitted. Please read the Important Information Notes* below before completing the form (at the bottom of the form)

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 health records.

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

Signature of patient	Date

Section 2

1. Online appointments booking	☐
2. Online prescription management	☐
3. Accessing the medical record for (name of patient)	☐

Section 3

I/we……………………………………………………….. (names of representatives)
wish to have online access to the services ticked in the box above 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 will treat the patient information as confidential	☐
2. I/we will be responsible for the security of the information that I/we see or download	☐

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	☐
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	☐

Signature/s of representative/s	Date/s

Section 4

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 ☐)
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile

For practice use only

The patient's NHS number		The patient's practice computer ID number	
Identity verified by (initials)	Date	Method of verification Vouching ☐ Vouching with information in record ☐ Photo ID and proof of residence ☐	
Proxy access authorised by			Date
Date account created			
Date passphrase sent			
Level of record access enabled Prospective ☐ Retrospective ☐ All ☐ Limited parts ☐ Contractual minimum ☐		Notes / comments on proxy access	

Important information
For patients and those seeking Proxy Access

Setting up formal proxy access

Before a formal proxy access account is set up, a number of checks and safeguarding steps need to be taken. Please read this guidance below which is from NHS England- https://www.england.nhs.uk/long-read/proxy-access/#setting-up-formal-proxy-access

Steps	Considerations and questions
Step 1 Coercion	Consider the possibility of coercion. - The patient should be asked to confirm they are willing for proxy access to be given. Their response should be recorded on the consent form (Step 3 explains the situation were a patient does not have the ability or capacity to give this assurance).
Step 2 Consent	Can and does the patient explicitly consent to the sharing of online access to their record? The patient should complete and sign the consent form which should be scanned into their record.
Step 3 Capacity	If the patient is judged by a GP to lack the capacity to consent (which must be a clinical decision) are there clear benefits to the patient of proxy access being granted? Does the proxy have a legitimate reason to have proxy access (ideally because they have lasting power of attorney or a court appointment)? Answers should be recorded clearly in the patient's notes.
Step 4 Level of access	A proxy may have access to the patient's record as well as to transactional services such as appointment booking and repeat prescription requests. The level of access can be different from that of the patient, and agreed levels of access must be confirmed in the consent form and recorded in the patient's notes. Examples of these include: · able to view the patient's SCR (summary care record) · able to view the patient's DCR (detailed coded record) · able to view the patient's full GP record Where the patient lacks capacity to decide on the level of access, the authoriser must ensure the level of access is appropriate and necessary.

Step 5 Security and confidentiality	A proxy must be given information about the importance of keeping the account secure and the information they have access to, confidential. The patient record should also be reviewed for sensitive information, and this should be redacted if necessary. This will usually be redacted for both the patient and the proxy user as there are not usually multiple levels of redaction available depending on who is viewing the record
Step 6 Identity verification	Both patient and proxy must have their identities verified before any access can be set up. The method of ID verification used must be in recorded in the patient's notes. Where record access is included in the application, it's best to verify identities face to face. Where patients and proxies have an email address and a mobile phone, identity verification can be assured by registering with an NHS login which simplifies the process from a practice point of view.

Lack of capacity to consent

There are a number of circumstances where proxy access may be given without the consent of the patient. In all instances, the lack of capacity must be confirmed by a clinician and a decision to enable proxy access made after careful consideration of:

- the balance of risks and benefits to the patient
- the views of the family (where it is possible to ask the family)

Proxy access without the consent of the patient

Where a patient is unable to give consent, proxy access may be agreed when:

- the proxy has a lasting power of attorney for health and welfare granted by the Office of the Public Guardian
- the applicant is acting as a Court Appointed Deputy on behalf of the patient
- in accordance with the Mental Capacity Act 2005 code of practice, the GP considers it in the patient's best interests to grant access to the applicant
- the patient is a child under the age specified in the RCGP guidance and the person requesting access is a parent or other person with parental responsibility and there are no known reasons why proxy access should not be given

When someone is applying for proxy access on the basis of an enduring power of attorney, a lasting power of attorney, or as a Court Appointed Deputy, their status should be verified by making an online check of the registers held by the Office of the Public Guardian. This is a free service. The result of checks should be recorded in the notes.

In the case of a child, for example, proxy access for people with parental responsibility should usually be switched off once the child reaches the age deemed appropriate in the RCGP guidance. Furthermore, the RCGP guidance identifies the age at which the practice can have a discussion with both parties and agree further proxy access.

Refusing or withdrawing proxy access

Proxy access should not be granted or may be withdrawn if any of the following apply:

- practice staff have good grounds for suspicion that the patient has not given consent freely

- a patient of the age specified in the RCGP guidance is deemed competent to make a decision on access and they have not given consent to the proxy having access
- there is believed to be a risk to the security of the online account posed by the proxy
- the patient has previously expressed the wish not to grant proxy access to specific individuals should they lose capacity, either permanently or temporarily, as recorded in the notes
- the patient's GP assesses that it is not in the best interests of the patient
- at the request of the patient
- if required by or as part of a legal process

Reviewing proxy access

Proxy access should be reviewed:

- routinely, in case patient or proxy circumstances change
- if the patient loses capacity to give consent (unless this possibility was previously discussed, and the outcome of the discussion recorded in the notes)
- where proxy access was given on behalf of an adult patient lacking capacity and the degree of capacity changes for the better
- when a young person reaches the age identified in the RCGP guidance

Proxy access for children and young people

Online access by children and young people is the subject of a separate topic in this guidance.

Proxy access and the NHS App

Patients of SystmOne and EMIS Web practices will see proxy access entitlements in the NHS App but only where these have been switched on by the practice. It is not possible to set up proxy access through the NHS App.
You will need to check your system to see how proxy access works as there are likely to be differences between systems. See the section on proxy access for care home staff for more information.

Proxy access by care home staff

NHS England has published guidance on how care home staff can access patient records as proxies, to support repeat prescribing and dispensing for residents. The guidance includes a step-by-step guide to creating proxy access accounts for care home staff.