

Patient Online Services how to register by verifying your ID at the Practice

The NHS App will help you take greater control of your health and wellbeing by increasing online access to health services and your medical records.

From the NHS App you can:-

- Order repeat prescriptions
- Book appointments
- View your GP Health Record
- Get reminders and messages
- Use NHS 111 online
- Find NHS services

Before you register for online access to your medical records via the NHS App, there are some things we would like you to consider:-

- **Sharing your information**

It's up to you whether or not you share your information with others – perhaps family member or carers. It's your choice, but also your responsibility to keep the information safe and secure.

- **Coercion**

If you think you may be pressured into revealing details from your patient record to someone else against your will, you may wish to discuss with the Practice first the level of access you are happy with having.

- **Misunderstood Information**

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. This may cause unnecessary anxiety.

- **Abnormal results or bad news**

Results and letters will only be visible on the NHS App once a doctor has seen them and commented on them, but there may be times when you see something that concerns you before the Doctor has had the opportunity to speak to you or while the Surgery is closed and you cannot contact them.

- **Information about someone else**

If you notice something in your record that is not about you or notice any other errors, please log out of the App and contact the Practice as soon as possible.

Opting Out of Medical Record Access

If you would like to register for the NHS App so that you can order your repeat prescription and book appointments, but would prefer not to have access to your consultations, results and letters, please complete the opt out form on our website at

<https://www.arlingtonroadsurgery.nhs.uk/prospective-record-access-opt-out-form>

Suitable Forms of Identity for Verification

One form of ID should be photographic, such as a driving licence or passport, the other should confirm your name and address, such as bank statement, mortgage statement or student loan account. Please see list of Government approved identify evidence below.

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 table 4. In either case, one piece of evidence must include a photograph.

Table 4 – acceptable identity evidence

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