

Patient Information: Proxy Access to a Child's (Under 16yrs) Online Services Account

OVERVIEW

Proxy access enables parents, family members, carers and care home staff, to access a patient's online service account for the purposes of booking appointments and requesting repeat medication on their behalf. In some cases it will allow the medical record to be viewed.

More than one proxy user can have access to an account but each user will be configured individually with a unique password and levels of access.

The proxy does not have to be a registered patient at the practice, but each user will be issued with their own unique username and password.

The practice may refuse or withdraw proxy access if they consider that it is in the patient's best interests to do so.

CONSENT FOR PROXY ACCESS

Prior to granting proxy access, the practice will need to be satisfied that the patient's representative has the explicit, informed consent of the patient. If the patient does not have capacity to consent, the GP will decide whether it is in the best interests of the patient for a third party to have proxy access.

Patients aged 10 or under: access will be granted to adults with parental rights or appropriate legal authority.

Patients aged 11-15 years of age: there is no automatic right to access by an individual with parental or legal rights but the practice recognises that in exceptional circumstances it may be a requirement for a parent/carer to have proxy access to a child's record. The consent of the patient will be sought before access is considered; this may require a GP appointment to allow a considered discussion.

Patients aged 16 or above: are assumed to have the capacity to manage their own online account unless proven otherwise.

In some cases the practice may authorise proxy access without the patient's consent for legitimate reasons including:

- Where the patient is a child who has been assessed as not competent to make a decision on granting proxy access

- Where 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,
 - the applicant is acting as a Court Appointed Deputy on behalf of the patient, or
 - the GP considers it to be in the patient's interest in accordance with the Mental Capacity Act 2005 code of practice.

AGE RESTRICTED ACCESS

On a child's 11th birthday, access to the proxy account will be restricted to allow booking of one appointment only, unless the GP has already assessed the child as able to make an informed decision **and** the child has given explicit consent for their record to be shared. This is a national standard imposed by NHS England to protect the confidentiality rights of young people.

Between the ages of 11-16 years, a parent with proxy access will be able to manage certain elements of the young person's record, such as demographic data, and make appointments and order repeat prescriptions. They will not be able to see the young person's past appointments or clinical record, although they can still see the current repeat prescription record.

At the child's 16th birthday the remaining proxy access will be switched off, except where the young person is competent and has given explicit consent for parental access.

PROCESS TO ARRANGE PROXY ACCESS

- Forms for the relevant age groups are available from reception. Please read forms carefully as some parts will need to be signed or annotated in front of surgery staff.
- Both the patient and any proposed proxy must present at the surgery at the same time so that identities can be confirmed. **ONLY** passports and picture driving licences will be considered acceptable forms of identification for any proposed proxy.
- Appropriate, certified documentation such as a birth certificate will be required to be seen and copied by surgery staff.

SECURITY

If agreed both the patient and any proxy will have access to the parts of the medical record agreed with the practice. Both patient and their proxy should treat these records and access to them as highly confidential. Access to records is controlled via a unique password which should not be shared; the practice should be informed immediately if the patient or proxy believes that other users have gained access to records. Any material that is downloaded should be stored in a password protected file or if printed, stored and destroyed in a manner that ensures confidentiality.

If the patient or proxy feels that any part of the record is inaccurate or belongs to a third party they should contact the surgery immediately to arrange an amendment to records if appropriate.

The GP reserves the right to withhold access to any record or part of record that they feel is detrimental to the well being of the patient.

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