**CONCERNED ABOUT WHAT YOU READ IN YOUR ONLINE RECORD**

**If you find something you don’t understand**

* You can go to the NHS Choices website. [www.nhs.uk](http://www.nhs.uk)
* Patient [www.patient.info](http://www.patient.info)
* Help with abbreviations. Abbreviations you may find in your health records - NHS App help and support - NHS (www.nhs.uk)
* Lab Test Online UK [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk)
* www.Foresthousesurgeryshepshed.co.uk

**If you wish to notify the practice of something within your record that you feel is incorrected or missing.**

**This needs to be done in writing and not verbally on the phone or in a consultation.**

* Either complete an online administration query via the website or your NHS app, or write to the surgery with your concern.
* DO NOT phone the reception team as they are not clinically trained and will not be able to assist in this matter.

Please allow 28 days for your concern to be answered.

**You are not able to see your online records**

Possible reasons include

* You are under the age of 16.
* You have a medical condition that may mean you need to be assessed as able to keep your online medical records safe before access is allowed, for example Dementia or Psychotic Illness.
* You may be a vulnerable patient and more detail is required before automatic authorisation is given.

The partnership has been working over the past 18 months to try and ensure that the majority of our patients are enabled to have access to their prospective medical records. However, there may still be some patients that have not been authorised due to safeguarding concerns. If you feel you should have access to your records, please just let us know in writing as above and the partners will review your situation and contact you regarding this. We want to keep records and people safe.