**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.

**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 | 🞏 |
| 1. Online prescription management | 🞏 |
| 1. 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 | 🞏 |
| 1. I/we will be responsible for the security of the information that I/we see or download | 🞏 |
| 1. 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 | 🞏 |
| 1. 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  Postcode | Address (tick if both same address 🞏)  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 | |

# Image

Proxy Access for children and young people

Before a child develops the capacity to make informed choices about their healthcare, including using GP Online Services safely, the usual position would be for someone with parental responsibility for the child to control access to GP Online Services. They may have proxy access as a trusted third-party where it is in the child’s best interests (see the Proxy Access guidance in the Toolkit).

Practices should be mindful of the benefits of parental proxy access for children and families, while protecting the small number of children and young people who could be at serious risk of harm from their family or responsible guardian if some information (such as use of the contraceptive pill) is inadvertently disclosed.

Where someone is seeking proxy access as a parent on behalf of their child, care has to be taken to determine if they have parental rights (see above). Care must also be taken if a parent has no or limited legal right of access because they have been perpetrators of abuse and/or neglect. It may be helpful to consult practice staff and other health and care professionals who know the family well, including safeguarding leads and Named GPs.

Young people living in certain circumstances such as within an extended family or cared for in institutions such as children’s homes or care homes may have no opportunity to view their records in conditions of privacy. Similarly, patients who are illiterate in English might be forced to use family members as interpreters, as is currently the case with consultations in certain ethnic communities. In such circumstances record access for the child or through a proxy could create new safeguarding risks. If an abuser becomes aware that abuse has been detected, the risk of harm to the child is increased.

The decision to allow proxy access should usually be taken by the GP who knows the child and family best and must consider if the proxy access could be used by someone who may use it to further abuse of the child.

## Approaching a child’s 11th birthday – The first milestone

Up until a child’s 11th birthday, the parents of the child will usually control access to their child’s record and GP Online Services.

Access to the record should be switched off automatically when the child reaches the age of 11. This avoids the possibility of:

* Sudden withdrawal of proxy access by the practice alerting the parents to the possibility that the child or young person has been to the practice about something that they wish to remain private, an example may be family planning advice.
* The young person being deterred from coming to the practice for help.

Parents/Guardians 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.

A practice may want to contact parents or guardians who have proxy access for a child, who is approaching their 11th birthday, to remind them that their access on behalf of their child is coming to an end and to invite them and their child to come to the surgery for a discussion about the reasons why proxy access has been withdrawn.

Between the 11th and 16th birthdays

Decisions made at the first milestone can be re-considered and changed later. Each case must be considered individually with the interests of the child being paramount. For example, for parents with GP online services access on behalf of children and young people with long term conditions that require regular monitoring and medication it would be appropriate for continued access after the 11th birthday, but this must be balanced against the challenges that may arise as the young person becomes competent to make their own decisions about their healthcare.

The young person may decide, once they are competent to act autonomously. Parental rights yield to the child’s right to make their own decisions when they reach a sufficient understanding and maturity to be capable of making up their own mind on matters requiring decisions. The decision about the capacity of young people can be complex. In particular, learning difficulties may not be well documented. It may also be difficult to identify coercion of a young person to allow parental or carer access.

Ref: Gillick or Fraser? A plea for consistency over competence in children, BMJ 2006;332:807, https://www.bmj.com/content/332/7545/807 (accessed 15 March 2022).

The age at which a young person becomes competent to make autonomous decisions about their healthcare, including who should have access to their GP online services, will vary from person to person. Where a parent, guardian or carer has proxy access to the online services of a young person after their 11th birthday, the child’s competence to make an independent and informed decision about proxy access should be re-assessed regularly, perhaps on an annual basis or on request by the patient or the proxies. It may be possible to plan for proxy access to be withdrawn at some time in the future.

The competent young person may decide to:

1. Stop their parents’ proxy access to their online services, where the parents still have access after the 11th birthday
2. Allow their parents to have access to their online services, or to allow limited proxy access to specific services, perhaps restricting proxy access to only book appointments or request repeat prescriptions
3. Request access to their online services where nobody currently has access
4. Switch off all online access, including parental proxy access, until such time as the young person chooses to request access.

Approaching a young person’s 16th birthday - The second milestone

Once a young person turns 16, by default the previous competence assessment is no longer applicable as they are assumed to have capacity unless there is an indication to the contrary. If they have an account or set up an account for GP Online Services, they will automatically have prospective record access.

Where parents or guardians still have access to their child’s online services when the child reaches their 16th birthday, the proxy access should be reviewed.

* If the young person is not competent to make a decision about access at this age, for example if they have a severe learning disability, and it would be in the child’s best interests for the parents to retain access, they may do so.
* If the young person consents for their parents to continue to have proxy access. It may be helpful to offer the 16-year-old their own personal GP Online Services account, following the usual protocols for identity verification, to reflect their new autonomy.

Where a young person has already been given access to their GP Online Services before their 16th birthday, and their parents or guardian do not have access, there is no need to make any changes unless the young person wishes to do so or it would be unsafe for the patient to have automatic record access on their 16th birthday, you can prevent access being automatically switched on by entering a SNOMED CT term to their record: *Enhanced review indicated before granting access to own health record* (1364731000000104). This must be done before their 16th birthday. The patient will continue to have access to appointment booking and repeat prescriptions.