



**An information guide for patients
aged under 16 and their families to
help understand online proxy
access at Deddington Health
Centre**



Online proxy access is when someone else has permission to access another person's medical record online. This helps them look after the patient and allows them to see their allergies and/or immunisations, to order repeat prescriptions and to see any appointments already booked.

Online proxy access is most beneficial to parents who need to order repeat medication for their child if they are not yet old enough to manage this themselves.

Children aged under 18 and their online proxies need to have their accounts set up differently dependant on age. This is because as children get older they are considered to have capacity to either grant consent to an online proxy user or to manage their own online medical record. This leaflet will aim to help you understand the different requirements dependant on the age of the child. We would like to re-iterate that online proxy access users will not be able to see the child's full medical record. They will only be able to view allergies and immunisations, currently booked appointments and order repeat medication. As the child gets older the application process can be time consuming for both the Practice and the families requesting proxy access and we would like to re-iterate that it is most beneficial for those parents who need to order repeat medication for their child.

If the child is aged under 11 years old:

The link to apply for online proxy access to a record for a child aged under 11 is here:

<https://forms.office.com/e/5E3weisqkG>

You will be required to complete and return the application form using the link above and part of the process will also require you to submit ID for all parties to allow us to establish parental responsibility.

As already mentioned earlier in this leaflet, once this is in place you will only be able to see allergies and immunisations, already booked appointments and order repeat medication. You will not get access to view the child's entire medical record.

Once the child reaches the age of 11 our medical record system will automatically restrict online proxy access and you will need to reapply using the guidance in the following section if you still wish to have online proxy access. You will receive notification of this pending restriction from our system provider. This restriction is put in place as the child is considered to have capacity to grant consent for you to continue to have access beyond the age of 11.

If your child is aged 11 – 15 years old:

The link to apply for online proxy access for a child aged 11 – 15 can be found here:

<https://forms.office.com/e/Jx0H4Q0Vkp>

You will be required to complete and return the application form using the link above and part of the process will also require you to submit ID for all parties to allow us to establish parental responsibility. We will also need to speak to your child either on the telephone or in person to gain their consent to allow you to be their online proxy.

As already mentioned earlier in this leaflet, once this is in place you will only be able to see allergies and immunisations, already booked appointments and order repeat medication. You will not get access to view the child's entire medical record.

Once the child reaches the age of 16 our medical record system will automatically restrict online proxy access and you will need to reapply using the guidance in the following section if you still wish to have online proxy access. Alternatively the child may wish to manage their own record at this age and further information can be found later in this leaflet on how they can apply to do this.

When we will contact your child to keep them informed about who has access to their record and what to do if they wish to change anything or manage their own record:

Aged 11: Our system provider will contact you to remind you that online proxy access will be restricted from the age of 11. You will need to contact us to reapply for online proxy access after your child's 11th birthday.

Aged 13: If an online proxy is in place on a child's record we will write to the child shortly before their 13th birthday to explain that this is the case and explain they can remove consent if they wish. If they do nothing existing online proxy arrangements will remain in place until their 16th birthday. At the age of 13 a child may wish to have their own online patient access to their medical record allowing them to view allergies and immunisations, see existing booked appointments and order their own repeat medication. At the age of 13 they can apply for this via the NHS App and a GP will assess the child's record to determine whether they consider them to have the capacity to do this themselves. If they then have their own access set up any online proxies will be removed. If a 13 to 15 year old wishes to apply for their own access they should do this by downloading the NHS App and applying.

Aged 16: If an online proxy is still in place on a child's record we will write to the child again shortly before their 16th birthday to

explain that this is the case. The information sent to them will also explain that all online proxy access will be switched off at the age of 16.

Paper copies of all information and application forms are available by contacting the Practice.