

**REGISTRATION/DE-REGISTRATION FOR/OF ACCESS TO
ONLINE SERVICES FOR CARE HOME STAFF**

Section 1 - To be completed by the care home manager;

Name of care home;

Address and contact details of care home;

Postcode Telephone

Email*

*This must be an organisational email address or the email address of the care home manager

Details of care home worker requiring access to online services; Title Forename(s)

Surname

Date of birth/...../.....

✓

Add Proxy Access	I can confirm that the care home worker named above is currently employed within our care home and proxy access to the records of all our consenting residents should be approved.	<input type="checkbox"/>
	I confirm that the care home worker named above has read, understood and agrees to abide by the Information Sharing Agreement provided.	<input type="checkbox"/>
	I confirm I have verified the identity of the care home worker named above using at least one of the following photo ID documents;	<input type="checkbox"/>
	UK Drivers Licence no. _ _ _ _ _ UK Passport no. _ _ _ _ _ Other photo ID	
Signature of care home manager		
Name Date/...../.....		

✓

Remove Proxy Access	I can confirm that the care home worker named above is no longer employed within our care home and proxy access to the records of all our residents should be removed.	<input type="checkbox"/>
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Section 2 – Terms of Information Sharing Agreement - To be completed by the care home worker;

I understand and agree with each statement below with regards to the patient's online information;

✓

I have read and understood the information leaflet provided by the practice about online access and will treat the patient's information as confidential.	<input type="checkbox"/>
I will be responsible for the security of any of the information that I see or download.	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that the account has been accessed without my agreement.	<input type="checkbox"/>
If I see information in the record that is not about the patient or is inaccurate, I will contact the practice as soon as possible. I will treat this information as strictly confidential.	<input type="checkbox"/>

Signature of care home worker **Date**/...../.....

FOR OFFICE USE ONLY. This section to be completed by a member of the practice data team.

Action

Date

Staff Initials

Online user account created for named care home worker and proxy access granted for all consenting care home residents.

...../...../.....

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Online user account details emailed to care home (manager).

...../...../.....

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Online user account for named care home worker deleted and proxy access removed for all care home residents.

...../...../.....

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INFORMATION SHARING AGREEMENT

Please retain for future reference

Introduction

This Data Sharing Agreement facilitates the lawful, safe and secure sharing of information, according to the General Data Protection Regulation (GDPR) 2018 and the Data Protection Act 2018, between the GP practice and the care home on behalf of all consenting residents registered at the care home. For the purposes of this Agreement, Springwood Surgery shall be custodians of the data and will be Data Controller(s). The Data Controller is the organisation (or person) that "determines the purposes and means of the processor of personal [and special category] data, and has overall control of how, why, what, when and where the data is processed and the duration of the processing.

Purpose of the Agreement

Your agreement is necessary to:

- Deliver preventative medicine
- Conduct basic medical diagnosis
- Deliver health and social care or treatment
- Identify the "at risk" population who may be at risk of an unplanned admission

The risk(s) of not sharing this information is/are:

- Failure to protect the vital interests of the care home
- Failure to provide adequate health or social work services with the consequences of this for individuals
- Failure to detect or prevent a crime

Lawful Basis for Sharing

The data disclosed will be relevant to the stated purpose(s) of this agreement and the minimum necessary to achieve the purpose(s).

The sharing of data is necessary for the exercise of statutory functions conferred on the Parties as follows:

Party	Statutory Function
GP Practices National Health Services Act 2006 – Part 1	Promotion and provision of the Health Service in England.
GP Practices Health and Social Care Act 2012 – Sections 1 to 8	Duty to promote comprehensive health services, improve quality of services, reduce inequalities, promote autonomy, conduct research, deliver education and training, observance of the NHS Constitution and report and review performance of providers.

Information To Be Shared

The personal and special category data to be shared may include the following:

Name, address, date of birth, NHS number, full medical records.

Information Security

The information will be transferred securely by way of secure NHSmail, or electronic transfer. Including taking measures to ensure that only the intended recipient can view it, either through role-based access controls or encryption technology. The Recipient will mark the information as confidential and restricted and keep it securely.

Information Accuracy, Use, Retention and Deletion

The accuracy of the data shared with the care home will be the responsibility of the GP practice. The GP practice will therefore ensure that the data is accurate and up to date before the data is disclosed. If the GP practice becomes aware of any inaccuracies in data it has shared the GP practice will inform the other party(ies) immediately for the data to be corrected or recalled.

The care home must not share the information with any third party without the written consent of the GP practice and any involved care home residents and subject to entering into a separate Data Sharing Agreement, the terms of which must be approved by the GP practice.

The care home will not transfer data to a country or territory outside of the United Kingdom without the written consent of the GP practice and any involved care home residents and subject to entering into a separate Data Sharing Agreement, the terms of which must be approved by the GP practice.

Online Services FAQs

Your online services account details will be emailed to the care home's organisational email account and/or the account of the care home manager.

You will be asked to change your password upon first login of the account. The Data Protection Act does not allow Springwood Surgery to keep a copy of your password. If you forget your password you can use the provided link to reset your password or contact Springwood Surgery and a member of the team will reset your account for you.

SystmOnline can be accessed directly at <https://systmonline.tpp-uk.com> or via the practice website at www.springwoodsurgery.nhs.uk A free app is also available from the App Store for Apple devices or the Google Play store for Android devices. Simply search for the app titled 'SystmOnline' or the app developer 'TPP'. Some content (e.g. medical record) is not available within the app and you can only book an appointment up to 2 weeks in advance within the app. If you would like to book an appointment further ahead we recommend that you access your online account via a web browser on your device. You can only access SystmOnline from within the UK.

Prescriptions can be requested up to 7 days in advance of the due date. For safety purposes the system will not allow you to order medication earlier than this. If you are unsure of the due date please check the repeat tick list which came with the previous prescription. If you require medication earlier, or a double supply is required due to going away on holiday for example, please use 'Medication request notes' below the list of regular medications and detail why the prescription is required earlier and we will endeavour to satisfy the request.

If during completion of the online services registration form a pharmacy of choice was specified all medication prescriptions will automatically be sent to that pharmacy. You can amend this within the online account should you or the person you care for change your mind(s) about the preferred pharmacy in the future.

Please note that SystmOnline is a product of The Phoenix Partnership (TPP). Springwood Surgery has no responsibility for the creation and/or maintenance of the SystmOnline web site and/or provided apps for desktop or mobile devices. If you are experiencing problems using the SystmOnline web site and/or app please try the following help page; <https://systmonline.tpp-uk.com/2/help/help.html> or submit a support query using the following web form; <https://systmonline.tpp-uk.com/2/SendQuery>

If you have any concerns regarding the data within your online account, or the online account of the person you care for, please do not hesitate to contact the surgery between the hours of 9am and 5pm, Monday to Friday, and a member of our team will endeavour to assist where possible.

** It can take up to 24 hours to process your account details for SystmOnline once you have registered. Please avoid trying to log in to your account within the first 24 hours.*