**Proxy access allows parents, family members, carers, care home staff, to have access to their patients’ online services accounts, in order to book appointments, request repeat medication and where applicable, view their medical record.**

**The level of access is configured per patient for each proxy user, as they may care for more than one patient and need different levels of access**

From their 11th birthday, access to a child’s online record is switched off and neither the child nor the parents can access these services.

Although someone with parental responsibility can seek access to a child’s medical records, if there is information given by the child or young person in confidence this would not normally be disclosed without their consent. In giving those with parental responsibility access to their children’s records there is a risk that we could breech the confidentiality of the child.

Children vary in the age at which they are able to make an independent and informed decision about who should have access to their record.

For this reason we have adopted the policy that parents of children aged 11 year or more cannot have online access to their child’s records, nor allow children in this age group to access these services for themselves.

11-15 years (Proxy Access in exceptional circumstances)

The practice recognizes that in exceptional circumstances it may be a requirement for a parent/carer to have proxy access to a child’s record after the age of 11 years upto 16 years.

Each case will be assessed on an individual basis by a GP who will decide if proxy is to be authorized.

If proxy access is granted it will be for standard online access only – access to appointments and repeat prescriptions, as soon as the application has been processed and identification verified.

On the young person’s 16th birthday the clinical system will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access.

Proxy access form must be completed and person requesting proxy access must bring in proof of identity and address for verification.

**Proxy Access for adults**

Adult patients with capacity may give informed consent to proxy access to the practice records about them.

People aged 16 or above are assumed to be competent unless there is an indication that they are not.

Legitimate reasons for the practice to authorise proxy access without the patient’s consent include:

• The patient has been assessed as lacking capacity to make a decision on granting proxy access, and has registered the applicant as a lasting power of attorney for health and welfare with the Office of the Public Guardian

• The patient has been assessed as lacking capacity to make a decision on granting proxy access, and the applicant is acting as a Court Appointed Deputy on behalf of the patient

• The patient has been assessed as lacking capacity to make a decision on granting proxy access, and in accordance with the Mental Capacity Act 2005 code of practice, the GP considers it in the patient’s best interests to grant the requested access to the applicant

Where the patient has capacity, the proxy access consent form must be signed both by the person consenting and the person being consented.

Where the patient lacks capacity, proxy access consent form must be completed by the person requesting proxy access and their identity must be verified.

Each case will be assessed on an individual basis by a GP who will decide if proxy is to be authorized.

If a GP, practice manager or other member of the team has any suspicion that a patient is being coerced, then that patient will not be registered for Patient Online or the access should be limited to appointments and prescriptions until this concern has been alleviated. The GP should discuss the decision to restrict access with the patient.