Proxy Access

Patient Information Summary

What is Proxy Access?

- Proxy access lets someone you trust (a "proxy") help manage your GP online services. This can include booking appointments, ordering repeat prescriptions, and, if you agree, viewing parts of your medical record.

Who Can Have Proxy Access?

- You choose who to give access to-this could be a family member, carer, or legal representative.
- For children under 11, parents/legal guardians (proven with evidence) will usually be given access.
- From ages 12–15, the child's views are considered, and they may be involved in the decision. These children will be invited to a brief in person appointment with one of our GP Partners to ascertain capacity and confirm the final outcome.
- For adults unable to make decisions (lacking capacity), a proxy may be appointed if they have legal authority (e.g., Lasting Power of Attorney for Health & Welfare, or are a Court-Appointed Deputy) or if it is decided that it is in your best interests, clinically.
- Proxy access is granted from the date the application is approved rather than being backdated to earlier dates. This is for two important reasons:

  patient consent - when proxy access is set up, both the patient (unless they lack capacity) and the proxy must provide explicit consent, and their identities are verified. Granting access from the approval date ensures that all necessary checks and consent procedures have been properly completed before any access is allowed.

  data protection - granting access prospectively (i.e., from the approval date) helps protect sensitive patient information. It prevents any unauthorised or premature access to records before all safeguards are in place.

Exceptions - In some cases, the GP may agree to provide longer or retrospective access if this is considered beneficial for the patient and all necessary safeguards are in place.

However, this is not standard practice and is only done after careful consideration and agreement between the patient (or their representative), the care provider, and the GP practice

How Do I Set Up Proxy Access?

- Complete the Proxy Access Consent Form, specifying what level of access you want your proxy to have.
- Both you and your proxy must provide ID (usually one photo ID and one proof of address for full access).
- The request is reviewed by a member of the team, who checks your consent (where required) and verifies identities.
- If approved, you will receive notification via SMS and in writing.
- You can withdraw consent at any time in writing.

What Levels of Access Are Available?

- You can apply for the level of proxy access that best suits the patient's needs:
    - Book appointments
    - Order repeat prescriptions
    - View summary care record (allergies, medication)
    - View detailed coded record (diagnoses, test results, immunisations, etc.)

How Is the Patient's Privacy Protected?

- Your information is only shared with your chosen proxy and only to the level you allow / is deemed clinically appropriate.
- Manor View Practice will not grant access if there are concerns about your safety, privacy, or if you are being pressured (coerced) into giving access.
- All decisions and consent are recorded securely in your medical record.

When Might Proxy Access Be Refused or Withdrawn?

- If it is not in your best interests
- If there are concerns about misuse, safety, or confidentiality
- If you or your proxy misuse online services
- If you withdraw your consent (in writing)
- If you regain or lose capacity, your access arrangements will be reviewed

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ID documents can be verified and Proxy Application submitted at the following times / sites:

Where?	When?	
Borehamwood	Wednesday	1300 - 1700
	Thursday	0900 -1500
Bushey	Tuesday, Wednesday, Thursday	1000 - 1700
South Oxhey	Monday	1100 - 1700
	Wednesday	0900 – 1400
Watford	Monday	1000 - 1600
	Tuesday	1100 - 1800
	Wednesday	0800 - 1100