



Protecting Your Information Online

Important Information for Patients Registering for Online GP Access

What is Online GP Access?

Our online services allow you to:

- Book and cancel appointments
- Order repeat prescriptions
- View parts of your medical record
- Communicate securely with your GP practice

While these services are convenient, it's essential to keep your information safe.

Your Responsibility: Keep Your Information Secure

Once registered, you are responsible for keeping your login details safe. Here are some tips to help protect your health information:

Use Strong Passwords

- Use a unique password for your online GP access.
- Include a mix of letters, numbers, and symbols.
- Avoid easily guessed passwords like birthdays or "123456".

Don't Share Your Login Details

- Never share your username or password with anyone.
- If someone else needs access (e.g., a carer), please speak to the practice about setting up **proxy access**.

Be Careful Where You Log In

- Only access online services from trusted devices and secure internet connections.
- Avoid logging in on public/shared computers or open Wi-Fi networks.

Log Out After Use

- Always log out of the system, especially when using a shared device.
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CARING FOR YOU AND YOUR HEALTH

Regularly Check Your Records

- If you notice anything unusual or suspect that someone else has accessed your record, **contact the practice immediately.**

Changing or Removing Online Access

You can request to:

- Change your login details
- Remove online access
- Set up access for someone else (proxy access)

Simply contact the reception team, and we'll be happy to help.

Fraud & Scams: Stay Vigilant

- The NHS will **never ask you for your login details.**
- If you receive suspicious emails, texts, or calls claiming to be from your GP or the NHS, **do not respond.** Report them to **NHS Cyber Security** or **Action Fraud.**

Need Help?

If you have any concerns or questions about using online services, please speak to our reception team.

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