



Woodlands Medical Centre Proxy Access Information Leaflet

Proxy access refers to having access to patient online services on behalf of the patient. This may include children and relatives where a power of attorney is in place. Proxy Access is usually with the patient's consent. To obtain formal proxy access to a patient's record, a person must register at the practice for online access.

Proxy access for parents/carers applying on behalf of a patient

For children aged 0-10 years

- A parent, guardian, or carer with proxy access will be able to book appointments and order repeat prescriptions for the child. They can also have access to the parts of the child's patient record that have been released for online access.
- To apply for standard access for child (i.e. to view appointments and repeat prescriptions) consent to proxy form will need to be completed and the required supporting documents provided.
- The parent, guardian or carer must show proof of ID and proof of parental right e.g. full birth certificate, at the time of requesting proxy access for their child.
- Please note that we are only allowed to enable proxy access to a child's record with proof of parental rights. If there are any limitations regarding parental access to the child or their information which have been imposed by a Court or Social Services it must be declared, and the application may therefore be declined or withdrawn.
- Any requests from parents or carers of children under 11 years of age for access to the child's Detailed Coded Record must first be authorised by a GP.

For children aged 11-15 years

- 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 at either standard or enhanced level. As the child approaches their 16th birthday they can register for online services in their own right. The practice does not offer online services to young people aged between 11-15 years. However, access may be granted to a parent, guardian, or carer who holds a power of attorney for health and welfare of the patient, or where the patient's usual GP judges it to be in the patient's best interest.

Proxy access for 16 years old

- Once a young person reaches the age of 16 it is reasonable to assume that most are competent to access their own records or appoint a proxy such as their parents to do so. However, this may not be the case for patients with learning difficulties or some other disabilities. In such cases a Mental Capacity assessment may be conducted by the GP.
- Requests for proxy access to the record of a patient aged 16 and over are treated the same as for an adult and should, where possible, be made by the patient themselves.

Proxy access for an adult who lacks capacity

- Where a patient lacks capacity to give their free and fully informed permission for proxy access, access may be granted to a family member or carer who holds a power of attorney for health and welfare of the patient, or where the patient's usual GP judges it to be in the patient's best interest.. The Proxy access application form will need to be completed for proxy access on behalf of someone who lacks capacity and returned with a covering letter to the practice.

Once submitted and following verification of ID, the application will be reviewed at the practice. Each application will be considered individually, with consideration for the best interests of the patient. This process can take up to 21 days to complete and in some instances may take longer.

ALL proxy access (i.e. to the Detailed Coded Record) for both children and adult patients will be reviewed by the practice annually. All access to a child's record will cease when the child reaches their 11th birthday.



Proxy access application form

Patient Information	
Surname:	Forename:
Date of birth:	Gender:
Address:	
Postcode:	
NHS Number:	Telephone Number:

Parent, Guardian or Carer Information	
Surname:	Forename:
Date of birth:	Gender:
Address:	
Postcode:	
NHS Number:	Telephone Number:

	<input checked="" type="checkbox"/> Required
Booking Appointments	
Requesting Repeat Prescriptions	
Access to Medical Record	

Please tick the statements below:	<input checked="" type="checkbox"/> Required
You have read and understood the Woodlands Medical Centre proxy access information leaflet	
You will be responsible for the information accessed via proxy access on the NHS app and any information shared is done at your own risk	
If your account or information has been accessed without your permission you will contact the practice.	
If any information is believed to be inaccurate please contact the practice and this information must be treated as confidential	

Patient Signature:	Date:
Parent, Guardian or Carer Signature:	Date:



Proof of identity

Preferably photo ID such as:

- A valid passport, photo driving licence, biometric residence permit, valid EU National ID card

If you do not have any photo ID we can accept instead the following:

- An original UK birth certificate issued within 6 weeks of birth (with original marriage certificate, if your name has changed)
- Marriage or civil partnership certificate (UK and Channel Islands)
- Full birth certificate issued more than 6 weeks after birth if issued by the General Register Office
- Adoption certificate
- HM Forces ID card

Proof of address

- UK bank/building society statement issued within the past 3 months
- Utility bill issued within the past 3 months
- Council tax statement issued within the past 12 months
- Valid work permit/visa (UK)
- Benefit statement, e.g. pension, Tax Credit or Child Tax Credit from HMRC issued within the past 3 months
- Sponsorship letter from your employer/future employer (for non-UK, non-EAA applicants only).

Proof of identity for you and your child

If you wish to register for these services on behalf of your child, please be aware that you can only do so if your child is under 11 years of age. For this you will need to prove your own identity, your child's identity, and also proof of your parentage. In addition to proof as per above, we will also require for your child at least one of these documents:

- Full birth certificate, confirming you as parent
- Passport, where you are listed as parent/next of kin
- Adoption certificate including your name
- Health Visitor Record (the red book) including your name, if your child is not yet of school age.