



Doctor Link is an online symptom assessment platform, providing patients the ability to seek clinically approved medical advice 24/7.

Through its clinical decision algorithm, Doctor Link helps people engage in their health and wellbeing, guiding them to the right care.

### How do I register for this service?

You can register for this service by downloading the Doctor Link App or visiting the below website:

<https://www.doctorlink.com/patients/>

### How does it work?

The Practice will receive a copy of your symptom assessment and the recommended action.

If an appointment is required the Practice will contact you to arrange.

If an appointment is needed when the Practice is closed the Out of Hours Service will contact you.

### What other services are available?

You can also request a medical certificate from your GP via Doctor Link to confirm your illness for the purpose of claiming company sick pay or statutory sick pay (SSP) from the government if it has lasted more than 7 days.

### Who can I contact if I am experiencing problems with Doctor Link?

If you are having any technical difficulties please contact Doctor Link on 0300 1116433 or via email on [helpdesk@doctorlink.com](mailto:helpdesk@doctorlink.com)

Download the free NHS app from the App store or Google play!



With the NHS App you can do all the functions provided by registering for the GP online services but in addition you can:

- check your symptoms – find reliable NHS information on hundreds of [conditions and treatments](#) and get immediate advice.
- register to be an organ donor – easily manage your preferences on the [NHS Organ Donor Register](#).
- choose how the NHS uses your data – register your decision on whether it can be used for research and planning.

Use it wherever you are, at any time of the day or night. It puts information about your health and treatments at your fingertips.

For further information go to:

[www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)



BRADFORD ON AVON &  
MELKSHAM HEALTH  
PARTNERSHIP

# GP Online Services



GP online services  
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

[www.boamhp.co.uk](http://www.boamhp.co.uk)

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## Registering for GP Online Services

### GP online services available:

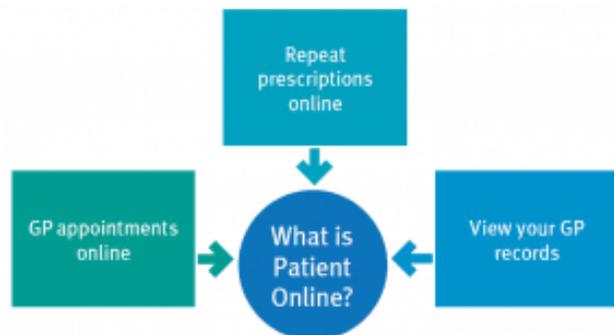
- Book or cancel appointments
- Order repeat prescriptions
- Book your annual flu vaccination
- View parts of your GP medical record

### How can I start using GP online services?

1. Take photo ID (passport or driving licence) to reception and inform them you would like to start using the GP online services

2. If you do not have any ID, a member of staff will be able to ask you some personal identifying questions to gain you access (*this can also be done via telephone*)

3. Once you have signed up, you will receive your unique username, password and instructions on how to log in



## Part 1: Giving another person access to your GP Online Services

### Who can have access?

You may wish to allow another person to use your online services for different reasons. For example, you are very unwell or just need help managing your health.

You choose who you want to give access to and for which online service (booking appointments, ordering repeat prescriptions and looking at your GP record). This could be your carer, partner, parent or another family member. You can also give access to more than one person. You decide whether to let them use one, two or all of the services on your behalf.

### How does it work?

The recommended and safest way to give another person access to your online services is for them to have their own username and password. If you use online services yourself, you should not share your username and password with anyone. If you share your username and password, the Practice cannot tell whether you or someone else accessed your online services. This may be a problem if someone else misuses your login details and the Practice has to look into this.

### Lasting Power of Attorney Health & Welfare

When a person is unable to make decisions for themselves, another person, usually a partner or close family member can be given legal responsibility over decisions concerning their life by the courts.

A person with lasting power of attorney (health & welfare) can ask the Practice for access to another patient's online services. The patient's GP will ultimately make the decision whether this is appropriate.

## Part 2: Giving another person access to your GP Online Services

### Parent/Guardian

A parent or guardian who has legal responsibility for a patient under 11 years of age normally have automatic rights to access their child's online services.

If proxy access is still required after the patient's eleventh birthday, the parent and child must visit the Practice together either to resume parental access or activate access for the child independently. In both cases your child's GP will be consulted and the Gillick's competency test used to determine a child's capacity to consent.

**Please note** proxy access will be reviewed annually for those aged 11-15.

Patients aged 16 or above are assumed to have the capacity to manage their own account unless there is an indication that they are not.

### How do I sign up another person to access my online services?

Please ask the receptionist for a 'Consent to Proxy Access to GP Online Services' form to complete. You will need to sign to confirm you agree with the information on the form.

Your chosen person will need to register their own online account. Please refer to 'Registering for GP Online Services' section.

### Please note:

On rare occasions, the Practice may stop the access for your chosen person to your online services. This may be because your GP does not think it is in your best interest or there is a concern about the safety of your personal information. If this happens, the Practice will discuss the reasons with you.

