

# LONG FURLONG MEDICAL CENTRE

## Online services: Proxy Access on behalf of Children and Young People

**Proxy** - a person authorised to act on behalf of another or the authority to represent someone else.

When someone requests online access to a child's record, it is essential to establish that they have parental responsibility and right of access to the child's record.

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. Young people under the age of 16 who are competent may give consent to proxy access.

People aged 16 or above are assumed to be competent to make an independent and informed decision about whether to ask for someone to have proxy access to their GP online services and record, unless there is an indication that they are not.

Care has to be taken to determine who has parental rights for a child under 11, or a patient over 16 who is not competent to control access. Care must also be taken if a parent has no or limited legal right of access because they have been perpetrators of abuse and/or neglect.

1. On the child's 11th birthday, GP computer systems will automatically restrict the scope of existing proxy access. Parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child's GP believes that proxy access would be in the child's best interest.
2. On the child's 14<sup>th</sup> birthday, the Practice will contact the patient to offer them the opportunity to update their contact details. Parents / guardians will be notified of this.
3. From 11–16, a parent with proxy access will be able to manage certain elements of the young person's record, such as demographic data, and make appointments and order repeat prescriptions, but they will not be able to see the young person's past appointments or clinical record.
4. On the young persons' 16th birthday, the systems will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access.

### **A competent young person may decide to:**

1. Stop their parents' proxy access to their online services, where the parents still have access after the 11th birthday
2. Allow their parents to have access to their online services, or to allow limited proxy access to specific services, such as appointment booking or repeat prescription requests, but not to the medical records
3. Request access to their online services where nobody currently has access
4. Switch off all online access until such time as the young person chooses to request access.