

Online Services at

Porter Brook Medical Centre & Student Health at Sheffield Hallam University

What services are available?

You can book appointments, cancel appointments and order repeat prescriptions and view a summary of your medical record.

You can also update your contact details – mobile phone number and address and nominate a pharmacy of your choice for repeat prescriptions

How do I register for online services?

You can register for online services at the Reception desk

What ID will I need?

We will need to see photo ID such as a driver's licence or passport

Can a carer access a patient's notes?

Yes if consent has been documented

Can a child's parents/legal guardian register for online services?

Yes

Are there any restrictions to accessing a child's notes?

Yes, once the child reaches their 11th birthday and up to the age 16 access will cease, unless a 'Gillick competency' test has been carried out. If the child is not deemed as 'Gillick competent' proxy online access will be granted to the parent/legal guardian. Where the child is deemed as competent, they will have the right to say 'yes' or 'no' for their parent/legal guardian to have online access. However once the child reaches their 16th Birthday access will cease again whether the child is 'Gillick competent' or not.

What ID will I need for this?

We will need to see the child's birth certificate or proof of legal guardianship

How do I get another password or password reminder?

You will need to request another password from Reception so we can be sure we only give it to you and we may need to see photo ID again if this isn't on your records