

Correspondence to your usual branch

Danbury Medical Centre
52 Maldon Road
Danbury
Essex CM3 4QL

Mountbatten House Surgery
1 Montgomery Close
Chelmsford
Essex CM16FF

Moulsham Lodge Surgery
158 Gloucester Avenue
Chelmsford
Essex CM2 9LG

Telephone Number: 01245 221777

Re: Patients aged 11 to 15 with access to Online Services and SMS Text Service

If your child is currently registered for SMS messaging or online services via Patient Access that affords you access to one or both of the following services: booking appointments or requesting repeat medications there will be changes to our policy.

Due to the new GDPR (General Data Protection Regulation) which came into force on 25th May 2018 this service has to cease for children aged 11 to 15 years of age inclusive. In the eyes of the law a child is a child until they reach their 18th birthday. For the purposes of medical treatment the boundaries are different and in some circumstances a child aged younger than 16 years could access medical services without the knowledge of their parents.

In those cases the patient is entitled to retain their confidentiality. It is not for the practice to become embroiled in an ethical argument and so in all cases online access will be withdrawn once the patient reaches their 11th birthday. Text reminders of forthcoming appointments will also cease at that time as it is common for parents/guardians to list their mobile number on their child's medical record so we have removed them.

In some cases it may be appropriate for parents/guardians to continue to access their child's medical record, in cases such as those involving learning disabilities or complex repeat medications for example.

If you think you might have such a justification to continue to access your child's record via Patient Access please contact the surgery for a telephone consultation with your child's usual GP to discuss. In all other cases the patient will be entitled to request access in their own right and to restore text reminders once they reach the age of 16 years. There is additional guidance available online in this subject area, please ask if you need further assistance.

Yours sincerely,

The Beacon Health Group

