

# It's Your Practice

A patient guide to GP services



Royal College of  
General Practitioners

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# Introduction

***It's Your Practice: A patient guide to GP services* has been compiled by The Royal College of General Practitioners (RCGP). The RCGP is a membership body of family doctors committed to delivering excellence in general practice and patient care, in the UK and overseas.**

*It's Your Practice* has been produced as part of the RCGP's aim to build stronger relationships between patients and their doctors and encourage the involvement and inclusion of patients in their own care.

The guide provides helpful information on all aspects of using GP services: from finding and choosing a practice and how to get the most out of a GP consultation to accessing health records and understanding patients' rights and responsibilities. The differences in GP services across the four nations are highlighted too.

Contributions to *It's Your Practice* have been received from a number of healthcare professionals, leading medical and health organisations and patient representatives. The RCGP would like to thank all those involved in helping to produce this guide. Our special thanks go to Antony Chuter, Chair of the RCGP Patient Partnership Group, the RCGP General Practice Foundation, The National Association of Patient Participation, and the patient groups of RCGP Wales, RCGP Northern Ireland and RCGP Scotland.

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It's your practice

# General Practice explained



- The role of a GP
- Some other key roles explained

- GP services
- The differences between countries

## The role of a GP

A General Practitioner (GP) is your family doctor and is the main point of contact for general healthcare for NHS patients. All UK residents are entitled to the services of an NHS GP.

GPs are highly skilled doctors who support patients throughout their lives. They help you to manage your health and prevent illness and are trained in all aspects of general medicine. This includes child health, mental health, adult medicine, the diagnosis and management of acute medical and surgical problems and the management of long-term health conditions such as diabetes and asthma,

ophthalmology (eyes), ENT (ear, nose and throat) and dermatology (skin). Many GPs develop 'special' interests in specific disease areas. Some also carry out practical procedures such as minor surgery.

GPs assess, diagnose, treat and manage illness. They carry out screening for some cancers and promote general health and wellbeing. GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care.

GPs also provide the link to further health services and work closely with other healthcare colleagues



## SystemOne Online – Patient Application Form

You just need to bring along some photographic proof of ID (i.e. Passport or Driving Licence) to get registration details. To ensure confidentiality we are only able to accept registrations in person – i.e. you cannot give your details to anyone else to register for you.

**Please take this to reception to be given a log in (Tuesday/Wednesday/Friday after 2pm only)**

*For patients from age 13 and over, parental / guardian access is not permissible and the patient must make an appointment with a Doctor to consent to access being given to their parent/guardian. From age 13, parental/guardian access is automatically revoked on the system.*

Name of person for the online access;	
Date of Birth	Age

### Patient Disclaimer 1 (application in person over 16 yrs)

I ..... have understood and will adhere to the Pulborough Medical Group Practice Guidance notes which I have been given for the use of SystemOne Online. It is my responsibility to keep my account secure by keeping my log in details confidential. I understand that I can terminate my account at any time by contacting the surgery, or change my log in details by re-registering, and that this form will be kept on my electronic records.

Signed ..... Date .....

The following information is optional but very useful for us to keep our records up to date, please tick appropriate box:

I have never smoked  I am an ex-smoker  I am a current smoker

If you are a **current smoker** we are required to offer BOTH support and treatment to stop smoking.

### Please tick below-

I am **not interested** in either support/treatment

I am **interested** in either support/treatment

**Please make an appointment with a Pharmacist to discuss**

Email Address .....

Mobile telephone number .....

**Document now to be scanned onto patient record and then shredded please.**



## Patient Guidance notes for SystmOne Online

We are pleased to offer you the facility to use “SystmOne Online” which provides internet services for patients..

Online you can:

- View, book or cancel doctor appointments
- View a list of your current repeat medication and send repeat prescription requests.
- View your detailed coded medical record

Please note that other medical records are not accessible.

### Appointments

At the moment, only GP appointments are available to book online - for nurses appointments please continue to contact the surgery. If you are unsure as to whether you need a GP or a nurse appointment, please contact the surgery.

Appointment times are currently set at 10 minutes, if you feel that you need longer with your doctor, please contact the surgery to make an appropriate appointment.

If you subsequently decide that you no longer require the appointment, please ensure that it is cancelled to enable the time to be offered to someone else – please cancel by either the online system or by telephoning the surgery.

**(Failure to cancel on line appointments could result in your online account being removed)**

### Repeat prescriptions

Please note that when requesting a repeat prescription, you need to state in the comments box which pharmacy you would like it sent to.

We still require 3 working days to process requests.

### Registering

To register please complete the ‘SystmOne Online – Patient Application Form’ (available on the surgery website or from reception)

Please note the following disclaimer if applying for online registration:

You agree to adhere to the Pulborough Medical Group Practice Guidance notes for the use of SystmOne Online. It is your responsibility to keep the account secure by keeping the log in details confidential. You understand that you can terminate the account at any time by contacting the surgery, or change the log in details by re-registering, and that this form will be kept on the clinical electronic records. Access to communications by the patient is the responsibility of the patient and the surgery accepts no responsibility for communications used but not processed by the surgery.

You will need photographic proof of identification eg. passport or driving licence & to ensure confidentiality we are only able to accept registrations in person so you cannot give your details to anyone else to register for you.

Our reception staff will quickly register you and provide you with unique log in details and instructions for the website.

## Using your Confidential Patient information – NHS Digital

Your confidential patient information is used in two different ways:

### *Your individual care*

Health and care professionals may use your confidential patient information to help with your treatment and care.

For example, when you visit your GP, they may access your records for important information about your health.



### *Research and planning*

Confidential patient information is also used to:

- plan and improve health and care services
- research and develop cures for serious illnesses

Most of the time, we use anonymised data for research and planning. So your confidential patient information isn't always needed.



### *Where you have a choice*

If you don't want your confidential patient information to be used for research and planning, you can opt out of this. If you do opt out, there are some specific situations where your data may still be used. Data that does not identify you may still also be used.

Your confidential patient information will still be used to support your individual care. Any preference you set using this service will not change this.

If you opt out, your decision will only apply within the health and care system in England. Your opt-out will not apply to your health data where you have accessed health or care services outside of England, such as in Scotland and Wales.

### *Manage your choice*

You may use our online service, or request a print-and-post form, to make or change your choice at any time. You can also request assistance or make your choice using our telephone service. If you do not wish to opt out, you don't have to do anything at all.

You can also manage a choice on behalf of another individual by proxy. For example, if you are a parent or guardian of a child under the age of 13.

### *Before you start*

You must have an email address or phone number registered with an NHS service to continue online. Ask your GP Practice for help if you need to confirm your contact information is up to date.

To continue you will need:

- to be aged 13 or over
- access to your email or mobile phone
- your NHS number

*Contact details for NHS Digital*

**You should then go Online at: [www.nhs.uk/your-nhs-data-matters/](http://www.nhs.uk/your-nhs-data-matters/)**

**Or Telephone on 0300 303 5678**

**Or Email: [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)**

**Please note - your GP surgery is no longer able to manage access to your Confidential Patient Information, this is now being managed by NHS Digital.**

**Please direct any queries you have regarding this to NHS Digital on the details above.**



# **PULBOROUGH PATIENT LINK CONSENT TO USE A SECURE EMAIL ADDRESS**

Pulborough Patient Link (PPL) is an association of patients of Pulborough Medical Group (PMG) which aims to promote a better understanding of patient concerns and of PMG services. They hold regular committee meetings, produce a Newsletter 3 times a year and organise health events. If you would like to receive copies of the PPL's Newsletters and details of their health events by email, please complete and return this form to the Surgery.

I ..... consent to the staff of Pulborough Medical Group being able to use the Email address given below to send me copies of the Pulborough Patient Link (PPL) Newsletter and information on any PPL Events. I have informed them that this is a secure Email address

Email address .....  
**(please print clearly)**

I understand that this email address will not be stored on my patient record, or be passed to any other person(s) and will not be used for any other purpose than the circulation of information from the patient link group – PPL.

### **Change of Email address**

I understand that it will be my responsibility to advise the Practice in the event of any changes and I will need to complete another form with my new email address and signed consent.

Signed ..... Date .....



## **Any questions – please ask your Pharmacy, not the Doctors Surgery**

# **A new way to get your medicines and appliances**

**The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.**

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

### **Is this service right for you?**

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

### **How can you use EPS?**

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- any Pharmacy.
- a dispensing appliance contractor (if you use one).

## **Any questions – please ask your Pharmacy, not the Doctors Surgery**

Ask any pharmacy or dispensing appliance contractor that offers EPS. You don't need a computer to do this. All our local Pharmacies can help register you.

### **Can I change my nomination or cancel it and get a paper prescription?**

Yes you can. If you don't want your prescription to be sent electronically tell your Pharmacy. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS. Tell them before your next prescription is

res. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

### **If you are unhappy with your experience of nomination**

You can complain to the pharmacy, dispensing appliance contractor (DAC) or GP practice. You can also complain to [NHS England](http://www.nhs.uk) or their local NHS Clinical Commissioning Group (CCG) if your complaint cannot be resolved

[www.england.nhs.uk/contact-us/complaint/](http://www.england.nhs.uk/contact-us/complaint/)

### **For more information visit**

[www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients), your pharmacy or GP practice. (Dec 2014)

[Type a quote from the document to summarise an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools to change the formatting of the pull quote box.]



## Electronic Prescription Service Patient Nomination Request

Patient name

.....

Address

.....

.....

Telephone Number.....

.....

DOB

.....

NHS Number (if known)

.....

I am the patient named above/carer of the patient named above. Nomination has been explained to me and I have also been offered a leaflet that explains nomination.

**PLEASE WRITE DOWN THE NAME AND ADDRESS OF  
YOUR NOMINATED PHARMACY HERE:**

Patient Signature.....

.....

Date.....

.....



## YOUR EMERGENCY CARE SUMMARY RECORD

Dear Patient

### **Summary Care Record –your emergency care summary**

The NHS in England is introducing the Summary Care Record, which will be used in emergency care.

The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely.

Your Summary Care Record will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, the doctors treating you will have immediate access to important information about your health.

Your GP practice is supporting Summary Care records and as a patient you have a choice:

- **Yes I would like a Summary Care Record** – you do not need to do anything and a Summary Care Record will be created for you.
- **No I do not want a Summary Care Record** – enclosed is an opt out form. Please complete the form and hand it to a member of the GP practice staff.

If you need more time to make your choice you should let your GP Practice know. For more information talk to our Patient Advice and Liaison Service (PALS) on 01903 505456, GP practice staff, visit the website [www.westsussex.nhs.uk/summary-care-records](http://www.westsussex.nhs.uk/summary-care-records) or [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk), or telephone the dedicated NHS Summary Care Record Information Line on 0300 123 3020.

Additional copies of the opt out form can be collected from the GP practice, printed from the website [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or requested from the dedicated NHS Summary Care Record Information Line on 0300 123 3020.

**You can choose not to have a Summary Care Record and you can change your mind at any time by informing your GP practice.**

If you do nothing we will assume that you are happy with these changes and create a Summary Care Record for you. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt them out. If you are the parent or guardian

of a child under 16 and feel that they are old enough to understand, then you should make this information available to them.



# OPT-OUT FORM - confidential

**Request for my clinical information to be withheld from the Summary Care Record**

**If you DO NOT want a Summary Care Record please fill out the form and send it to your GP practice**

## A. Please complete in BLOCK CAPITALS

Title..... Surname/Family  
Name.....

Forenames.....  
.....

Address:  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Postcode:..... Home Telephone  
Number.....

DOB..... Mobile  
Number.....

NHS Number (if known).....  
Signature.....

**B. If you are filling out this form on behalf of another person or a child, their GP practice will consider this request. Please ensure you fill out their details in section A and your details in section B**

Your Name..... Your  
Signature.....

Relationship to patient.....  
Date.....

**What does it mean if I DO NOT have a Summary Care Record?**

<p>NHS healthcare staff caring for you may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency.</p>	<p>Your records will stay as they are now with information being shared by letter, email, fax or phone.</p>	<p>If you have any questions, or if you want to discuss your choices, please:</p> <ul style="list-style-type: none"><li>• phone the Summary Care Record Information Line on 0300 123 3020;</li><li>• contact your local Patient Advice Liaison Service (PALS); or</li><li>• contact your GP practice.</li></ul>
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### Communicating with our patients

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

- We want to know if you need information in braille, large print or easy read.
- We want to know if you need a British Sign Language interpreter or advocate.
- We want to know if we can support you to lipread or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment, or call us on 01798 872815 between 2.30pm and 5.30pm and ask for the Admin Department

Thank you

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### CONSENT FORM FOR TELEPHONE AND SMS MESSAGES

Dear New Patient

Please let us know if you **DO NOT** consent to us leaving a telephone message or sending an SMS regarding your healthcare to either your home or mobile telephone numbers. With thanks.

**Tick here if you DO NOT consent**

1) Your mobile number

2) Your home number

\* Please note – we do not leave  detailed medical messages

### **Dissenting Access to your GP Medical Record**

<b>Name</b>	
<b>Date of Birth</b>	

**I do not want the following organisations to have the ability to view my GP Medical Record if I were to register for their service (please tick ✓ as appropriate):**



<b>Organisation</b>	✓
<b>Community Nursing Team Rural</b> The nurses and other health professionals who work in the community and visit patients at their home	
<b>Onecall &amp; Echo</b> The team who coordinate Urgent Care and End of Life Care in the community	
<b>Midhurst Macmillan Specialist Palliative Care SCFT</b> The team who Provide Tailored End of Life Care in the Community & at their Chichester Hospice	
<b>GP Extended Access (MIAMI)</b> The new Minor Injury & Minor Illness clinics providing additional GP Appointments	
<b>Minor Injuries Unit Horsham Hospital</b>	
<b>Overnight Service West</b> Assessment and treatment of urgent and essential nursing care needs to adults	

**I understand that this will mean that even if I subsequently gave these organisations explicit consent, they would not be able to access my record until they have spoken to the Surgery and this would potentially lead to delays especially overnight and at weekends.**

Signed .....

Date

.....

**Please speak to Reception if you wish to update these arrangements in the future. Alternatively, you are able to personally update these settings if you are registered for Online Services.**

For Office Use:

- Preferences applied in sharing rules.
- Read Code XaNwT added to record if consent refused
- Patient Plan added stating 'No MIAMI' (if applicable).