

Getting ready for patient full access to GP records

March 2022

Implementation Team
Citizen Experience



By empowering people to manage their health and care we are able to deliver better health outcomes, improve patient experience and increase efficiency

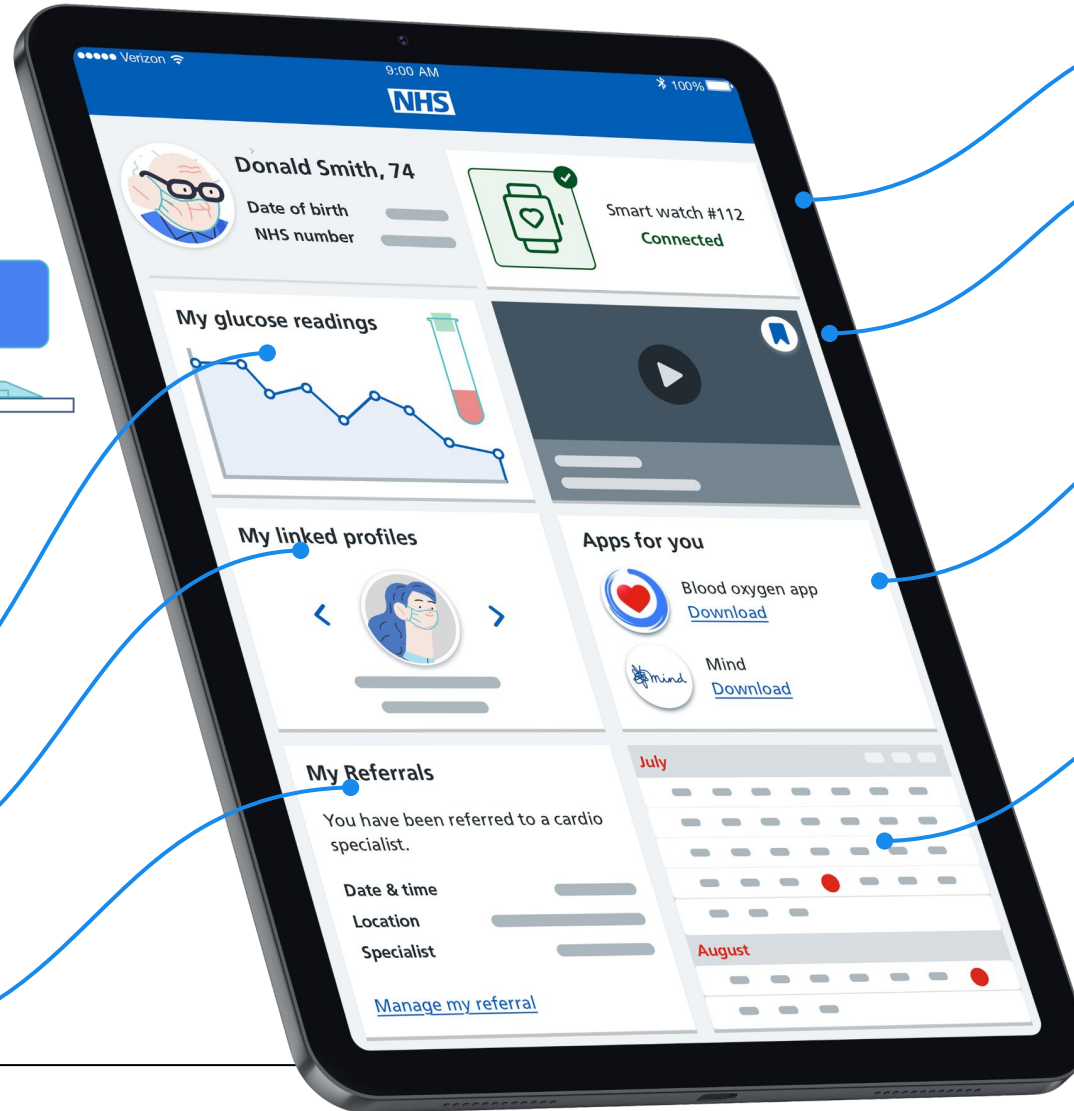
In future your app could look like this



Integrating health records from primary & secondary care

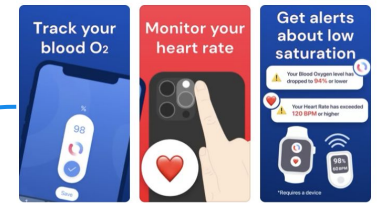
Joining up your health and care

Coordinating access to national services that operate across clinical settings



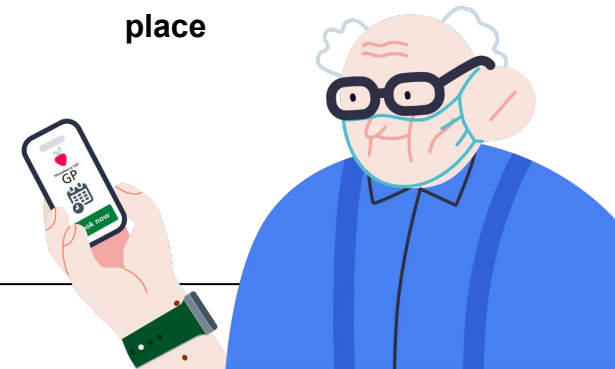
Connecting the health data you want to share with us

Connecting approved media and content from others



Signposting out to apps and services specific to you

Connecting activity completed in other channels in to one central place



Increase in NHS App uptake and usage



56% (25+ million people) of adults registered **February 2022**
(up from 5% in January 2021 (1.5m))



1.6m repeat prescriptions ordered in **January 2022**
(up from 325K in January 2021)



7.8m+ record views in **January 2022**
(up from 1.6m in January 2021)



The GMS contractual requirements



Year	Requirement
2015	<u>Promote and offer facility to access online the information held in coded form</u>
2019	<u>Offer all patients online access to all prospective data on the patient record unless exceptional circumstances apply.</u>
2019	<u>Full record access upon written request</u>



Future full access
From April 2022
TPP and EmisWeb
Vision to follow later



Historic coded access
To follow later

What will happen

- Automatic enablement by suppliers
- NHS App and other patient facing apps
- **From the date this is enabled in the clinical systems** patients will see:
 - All coded information + free text (**unless hidden at time of entry**) added to their record
 - All documents and test results **once filed in their record**
- Patients will **not** see:
 - Admin tasks
 - Information visible in the GP system from third parties, eg, TPP Community modules
 - Historic information (unless already enabled for patient)



Next steps for practices

Inform | Train | Support

Raise awareness

Ensure **all staff** are aware that patients could see their records
Support patients to benefit from access

Review and update

Update policies and processes:

- Hide information from patient view when necessary
- Identify patients for whom full record access would be inappropriate (serious harm)

Train

Ensure that all staff receive necessary training with regards to checking and entering information into patient records

Promote

Promote and offer full access to your patients - no need to wait for full access by default!

[NHS App guidance for GP practices - accelerating patient access to their record](#)

[Live webinars](#)

- GP Staff and Operational Staff
- Primary Care Commissioners
- Safeguarding and Caldicott Leads


Accelerating Record Access Programme




Getting ready for patients to have access to their future GP records

[Join the Implementation Team's FutureNHS Collaboration Platform](#)

Practice guidance
Offering patients prospective record access



Version 1.2
09 December 2019
Ref: 000946



[Click here to go to a fully accessible version of this guide](#)

General guides and resources



[NHSE guidance on offering prospective record access](#)

[GP online services support and resources guide](#)

GP online services (Patient Online) toolkit www.rcgp.org.uk/patientonline *
(currently being updated)

Patient information at www.nhs.uk/gponlineservices

[Patient guidance \(downloadable\)](#)

[Patient case studies \(YouTube\)](#)

[NHS App guidance](#)

[Set up an NHS App test patient](#) *

[NHS App help for patients](#) *

Please note: this general guidance on online services has not yet been updated to reflect the changes being made

Any questions?

If you think of anything after today's session, please drop us a line

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Levels of access

Appointments			
Prescriptions			
Summary information (from April 2014)	Detailed coded record (DCR) (from April 2015)	Full access (from April 2019)	Custom level of access
Includes: Demographics Allergies and adverse reactions Medications	All coded information (3rd party and sensitive content excluded) Includes: Results / Values Problems and diagnoses Procedure codes Codes showing referral made or letters received Other codes (for example ethnicity or QOF)	All coded information Includes: Free text Documents (3rd party and sensitive content excluded)	Selected items depending upon the clinical system in use and the patient
		Proxy access - no change	