



England

Cumbria and the North East

Waterfront 4
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

and

The Old Exchange
Barnard Street
Darlington
DL3 7DR

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Dear Colleague

Re: Patient Online Access

"It might sound daunting, but greater use of technology is inevitable and it plays a significant part in the RCGP's strategy document, 'The 2022 GP: A Vision for General Practice in the future NHS. That said, Patient Online will mean a dramatic culture shift for some practices and the RCGP thinks it is important to support practices in making it happen," Maureen Baker, Chair of RCGP Council, November 2014.

GP practices are now contractually required to offer and promote to patients: online booking of appointments, online ordering of repeat prescriptions and online access to summary information within patient records (allergies, medications, adverse reactions). The deadline for this service to be enabled for patients is end of March 2015.

If you have already enabled these services, there is no further action to take. If you are yet to activate these services, we would strongly encourage you to do so as soon as possible, so that you can take advantage of the support available. There are guidance and advice materials, as well as locally based Patient Online implementation leads and clinicians who can help.

The need to embrace different ways of delivering services is also supported by the BMA who recently published a document entitled 'Quality first: Managing workload to deliver safe patient care'. Chapter 5: 'New Ways of Working' refers specifically to online services. The document can be downloaded here:

<http://bma.org.uk/qualityfirst>

We are at a start of a journey that will deliver real benefits to practices and patients, and this year we are trying to put all the basics in place. As we go forward we will focus on supporting practices to offer more comprehensive online services to

OFFICIAL patients. However, even in these early stages both patients and GPs are positive and have said.....

“Records online has enhanced the relationship that I have with my GP practice -and I am confident that it will improve my health,” patient.

“Offering online access to records has become business as usual for me and it only takes about a minute of my consultation time with the patient to get them going,” GP.

We have provided a summary of the support available to you over the page. If you have any queries, require assistance or would like to give us feedback, please contact the Patient Online team on **0800 011 80 82** Monday to Friday from 8:00 am to 7:00 pm or email England.patient-online@nhs.net

Best wishes



Dr David Geddes
Head of Primary Care Commissioning
GMC no. 3253722 **NHS England**

Enc. Supporting Information

Enclosed: Supporting Information

There are a number of resources available to help you activate online services for patients.

1. Interactive Support and Resources Guide can be found on NHS England website: <http://www.england.nhs.uk/patient-online/>
2. The RCGP supporting guidance is available on the RCGP portal: <http://elearning.rcgp.org.uk/patientonline>

If you are an EMIS or TPP practice, you can already configure your system to give records access for patients that request it. It is straight forward and support is available. INPS and Microtest will be coming on stream shortly. The companies will be contacting their users as soon the functionality becomes available. Below are link to the supplier websites for your reference:

EMIS users: <http://www.emis-online.com/patient-access>

TPP users: <http://www.tpp-uk.com/products/systmonline>

INPS users: <http://www.inps4.co.uk/vision/products/online-access-for-patients>

Microtest users: <http://www.microtest.co.uk/index.php?disp=catalogue.php>

As well as putting information for patients on your website, your system supplier will provide you with promotional materials.

NHS England has also produced posters and leaflets you can use in the practice waiting rooms. They can be downloaded from the interactive Support and Resources Guide.