

PATIENT ONLINE ACCESS - PRACTICE PLAN

HACKNESS ROAD SURGERY

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Plan to Meet GMS / PMS 2015-16 Contractual Requirement for Patient Online Service

This practice plans to offer the facility for patients to view online, export or print detailed coded information held in their own records from 31 March 2016.

These dates are subject to the necessary NHS GP systems and software being available to the practice. GP system supplier - TPP SystemOne

This practice currently offers the facility for patients:

- to book, view, amend, cancel and print appointments online
- to order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
- to view online, export or print summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient

We will publicise and promote our online services to our practice's patients through the practice website, practice waiting room leaflets, posters and the Patient Participation Group by 31 March 2016.

	Planned Activity	Date
1	<p>Write up practice policies and ensure staff are made aware of these</p> <p>Train relevant staff for patient records access, e.g. receptionists</p> <p>Review any nationally provided support material from RCGP/NHS England</p>	January 2015
2	Agree an initial small group of patients to access coded information from their records	February 2015
3	Prepare promotion and information activities for patients	January 2015
4	Publicise online services to patients through posters, website and PPG	January 2015 onwards
5	Commence access to detailed coded information in patients own records for patients who request it	March 2016