Patient Online Services - Management Overview

NHS

Patient Online Access has three parts…..
1. **Booking and cancelling appointments**
2. **Requesting repeat prescriptions**
3. **Access to all, or part, of their coded medical record** (NB this means the read coded entries but does not include free text nor letters)

Medications, Allergies, Test Results, Immunisations, Problems and Consultations are all available to view now.

NB - Patient Online Access is <u>not</u> currently recommended for:
Under 18s, or proxy access to Parents or Carers of patients.

Verifying Patents' ID

All patients must provide photo ID in person. There may be cases where a member of staff knows or recognises the patient, in which case it is possible for this member of staff to 'vouch' for the patient and confirm their identity.

Enabling Patient Online Services

You may decide to record the patients request for access on a tailored form. Once the patient ID has been confirmed they can now be enabled for online access through your clinical system. The system will then print off a user name and ID for you to hand to the patient, unless you have decided to register the patient there and then in your practice.

Not recommended for Under 18s, or proxy access for Parents or Carers

Access is not recommended for those under the age of 18 or for proxy access by parents or carers. Currently the clinical systems do not support a monitoring function on access for these groups and among many other reasons coercion could be a factor. Plans are in place with system supplies to provide a tool to better manage this process.

GP Contract 31/3/17 Requirements

1. To have full "Detailed coded record" enabled at the practice to allow patients to have online access to their medical record.
2. To give full detailed coded record to all patients who request it, unless there is a good medical reason why this would not be appropriate, and the reasons would need to be explained to the patient.
3. To have online access enabled for booking appointments and ordering prescriptions.
4. This year NHS England expects practices to be aiming for 80% of routine doctor appointments to be available online. (ie non-emergency appointments).
5. To be actively promoting the service to your patients.

Essential Tips

1. Register your main dummy patient (Usually called Mickey Mouse) for online services. He will need to have an NHS number; you can use 999 999 9999 or something similar. Once you have enabled the patient, go online and register. This will enable you to see everything the patient see's through the process. Create more dummy patients of other staff members so they can experience it too.
2. Once logged on, you will be able to see how many appointments there are available to book, how far ahead they are, and if they are named in a way the patient understands. For example if you call your appointments "extended hours" that's what the button in the online page shows, and patients don't book them. You might need to change your slot names.
3. Make lots more appointments available online. Seeing what the patients can view is invaluable to setting up your appointment book. I would suggest Mickey Mouse is logged onto at least 3 times a week, while you are experimenting, to see what works best for your surgery.
4. Show your GPs what the detailed record looks like on Mickey Mouse. As the record does not include 'free text' or any letters, they will see how straight forward the consultations and history look, and this may allay their fears of increased workload due to patient queries.
5. Make sure the staff member who creates and maintains your appointment book is aware of the online appointment targets, and updates the templates accordingly.

Promotion

Having set up your systems and made plenty of appointments available to book on line, you need to be promoting the service to your patients.

- Receptionists to mention the facility to patients they see and speak to on the phone.
- Provide posters, leaflets and online application forms in reception.
- Promote online appointments and prescriptions on your telephone 'on hold', 'waiting' and answering machine messages.
- Put an A4 stand on reception – "ask at reception about booking appointments online" this acts as a reminder to receptionists as well as patients.
- Promote your online services on the front page of your website, informing patients all they need to do is bring in photo ID to reception and complete an application form. (Can put the form on the website, for patient to print off)
- Put the link to Patient Online access on your practice Home page.
- Put Patient Online in your New Patient Registration Pack

There will also be Patient Online advertising campaigns to inform patients over the next few months.

Benefits Observed by Surgeries who piloted Online Services

- Every online appointment is one less phone call. Making it easier to get through for those who wish to phone. This should improve access to the surgery, and make it less stressful for patients and staff alike.
- All the patients who have normal test results can receive them without having to phone the practice.
- Figures have shown that online bookers have half the amount of DNA's, compared to telephone booked appointments.
- Experience in pilots for record viewing showed diabetic patients taking more interest in their tests results, often reviewing them themselves before their appointments, resulting in better control.
- All patients found online appointments and prescription ordering very useful.