

IT/ELECTRONIC PATIENT RECORDS

STATEMENT OF INTENT FOR DR M J MITCHELL & PARTNERS

New contractual requirements came into force from 1st April 2014 requiring that GP practices should make available a statement of intent in relation to the following IT developments:-

1. Referral Management
2. Electronic Appointment Booking
3. On line Booking of repeat prescriptions
4. Summary Care Record
5. GP2GP transfers
6. Patient Access to records.
7. Enable patient feedback (FFT)

Please find below details of Dr M J Mitchell & Partners stance with regards to these developments:-

- Referral management

All practices must include the NHS Number as the primary identifier in all NHS clinical correspondence issued by the practice: **This is something the practice already does**

- Electronic appointment booking

Practices are required to promote and offer the facility for all patients, who wish to, to book, view, amend, cancel and print appointments online.

We currently offer the facility for booking and cancelling appointments on- line. To register for on line services please come into the practice.

- Online booking of repeat prescriptions

Practices has offered this system for a number of years please see the website for further details or speak to our dispensary and pharmacy staff.

- Interoperable records/Summary Care Record.

The practice has enable automated uploads of any changes to a patient's summary information, at least on a daily basis to the Summary Care record in accordance to national guidelines.

Having your Summary Care Record available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.

We are already live with SCR. However, if you do not want your medical records to be available in this way and have not already informed the practice then you will need to let us know ,so that we can update your record.

Please visit <http://systems.hscic.gov.uk/scr> for more information.

- GP2GP record transfers

There is a requirement for GP Practices to utilise the GP2GP facility for the transfer of patient records between practices, when a patient registers or de-registers.

It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new GP, your medical records will be removed from your previous doctor and forwarded on to your new GP via NHS England. With GP to GP record a transfer, your electronic record is transferred to your new practice is within 24hrs.

We can confirm that GP2GP transfers are already active at the surgery and we send and receive patient records via this system.

Please visit <http://systems.hscic.gov.uk/gp2gp> for more information.

- Patient access to their GP record

Practices are required to promote and offer the facility for patients to view online, export or print any summary of information from their records relating to medications, allergies, adverse reactions and any other items/date such as 'additional' record elements which has been agreed between the practice and the patient i.e. Immunisations & Test results

We are working with our system supplier and it is our intention to have this facility available to patients by 31st March 2016

Please visit <http://www.england.nhs.uk/ourwork/pe/patient-online/po-public/> for more information.

Information to support patients accessing online services

Patients will be able to access online services by visiting www.ourpractice.co.uk or by accessing via the following:

Patient online access web site - <https://systmonline.tpp-uk.com>

User information page & how to guides <https://systmonline.tpp-uk.com/help/help.html>

To use the SystmOnline service, you will need to go to your GP practice to request a user name and password. You cannot register for this service online because your identity needs to be verified. Please bring with you a form of photo ID and a utility bill with your name and address visible. The level of information available to patients and by when is shown in our online timetable below:

How to give feedback to the practice about online services

To give feedback about the online services you can:

- use the practice website
- leave comments with the receptionist
- Write a letter to the practice (include practice address)