

# PATIENT ONLINE ACCESS

What is Patient Access Online?

**Patient Online Access services will give you the option to:**

- Make appointments online
- Order repeat prescriptions online
- View your own medical record online



You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit the surgery.

## What are the benefits of online services?

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery and can free up phone lines for people without access to a computer.

Having access to records means, that you could be more in control of your health and well-being. This is particularly helpful for people who live with a long-term condition such as Diabetes that needs regular monitoring and frequent prescriptions.

Practices tell us that online access helps to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

## Why are you doing Online Services?

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care and wish to be involved in deciding on the best way they are treated and cared for. Patient Online is part of making this happen. Online services are an additional way of accessing services for those patients who want it.

## How can I get access to my GP Record?

Generally, you will need to fill in a short form and bring proof of your identity into your GP surgery so that they can provide you with login details and with a password. Please speak to your practice who will advise you how to do this.

## How can I be certain that no one else can get access to information from my GP record?

Only you will be given access to your record.

When you sign-up to Patient Online, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

# OLD HALL SURGERY

## NEWSLETTER

April - June 2018



### PATIENT NOTICE



We would like to welcome

Dr Richard Dufton - who started with us at the end of February and works on Tuesday, Wednesday and Friday.

Dr Saira Javed - who is started with us at the beginning of March and works on Monday, Wednesday and Thursday.

There will be some days that we are still unable to provide GP cover at the surgery after 4.30pm.

We have 5 GP Partners who also work as Partners at other surgeries. They are

Dr Tracy Shaw , Dr Marc England and Dr Emily Morton at Whitby Group Practice

Dr David Thorburn and Dr Andrew McAlavey at Great Sutton Medical Centre.

If you need an urgent appointment on one of the days when we are short of GP cover, a GP Partner of the surgery will call you first and if they feel you need to be seen you may be asked to attend where they are working on that day.

Thank you for your patience at this difficult time

Julie Spinks

Practice Manager



## STAFF TRAINING DAYS

THE SURGERY WILL BE CLOSED BETWEEN 12 NOON &  
5PM ON

TUESDAY 24.04.2018

TUESDAY 22.05.2018

THURSDAY 28.06.2018



### PATIENT PARTICIPATION GROUP

The next meeting will be held at Old Hall Surgery on Tuesday 1st May 2018 Starting at 6pm Everyone is welcome to attend

PLEASE INFORM THE SURGERY IF YOU CHANGE YOUR ADDRESS OR TELEPHONE NUMBER  
THANK YOU

### REPEAT PRESCRIPTION REQUESTS

Due to increased demand of medication requests from patients and pharmacies please allow 72 hours for your medication to be ready when ordering.  
Thank you



## E - CONSULT

E-Consult is an on line patient triage system for non-urgent medical problems which allows patients to access self-care advice, signposting to specific local services e.g pharmacy first or their symptoms can be triaged for a GP appointment/ telephone consultation or a prescription if required

Patients must be 18 years and over and registered at the practice to use this service.

Patients access e-consult via the practice website and complete a multi-choice questionnaire regarding their symptoms.

If a patient selects a red flag question within the questionnaire the consultation will end and the patient will be directed to seek urgent medical attention.

Once the consultation is completed an email will be sent to the practice.



## PATIENT ONLINE ACCESS

You can register to gain access to your care record.

You can view the following information once you register

Problems	Medications
Immunisations	Allergies

This allows you to be more involved in your care, make more informed decisions i.e. can alert the Practice to medications you no longer take and understand your conditions better.

If you wish to have this access please ask at reception for a registration form, we also require 2 forms of identification when registering for this service.

Please see over the page for more information