

GP Practices:

Record Access Support, guidance and resources

What is prospective (future) record access?

1. Providing patients view to all detailed coded access and prospective (future) access
2. Providing patients view to all detailed coded access
3. Enabling patients to view all of their prospective (future) medical record

Enabling patients to view all of their medical record through the NHS App and other online services.

Patient access to future health records

*By empowering people to manage their health
and care we are able to deliver **better health outcomes,**
improve patient experience and increase efficiency.*

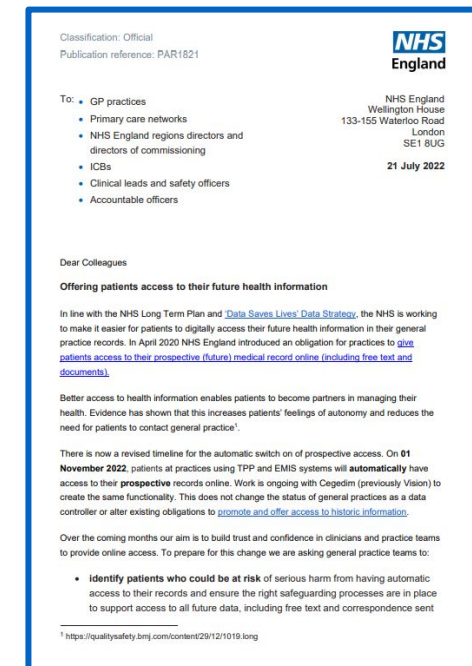


Offering patients access to their prospective (future) health information

A letter to general practice staff from Dr Ursula Montgomery, Interim Director of Primary Care and Dr Nikita Kanani MBE, Medical Director for Primary Care

Be prepared

- Identify patients who could be at risk of serious harm from having automatic access to their records.
- Ensure the right safeguarding processes are in place to support access to all future data, including free text and correspondence sent into general practice.
- Consider increasing the number of patients who have online access and/or enhance their level of access gradually over coming months prior to automatic rollout.



Benefits

Benefits to practices



Greater operational efficiencies and a **decrease in workload** for practice staff by reducing patient phone calls, emails and visits.



Improved data quality through increased transparency and patients being able to highlight significant errors.



Increased staff wellbeing from greater patient partnership and patients being able to take more active participation in their care.

Benefits for patients



Increased knowledge, health literacy and autonomy / collaboration, enabling more informed decision making.



Greater compliance with treatment regimens due to better understanding.



Increased patient care and safety as patients can spot errors and accurately share records with other health professionals.



Patients feel more prepared and informed with 24/7 access to health information allowing them to prepare for appointments.



Increased patient satisfaction as patients are empowered to undertake simple tasks without needing to contact general practice.

Meeting contractual requirements



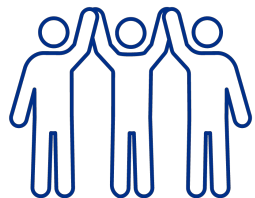
General Medical Services (GMS) contract obligations



Data Saves Lives: reshaping health and social care with data



NHS Long Term Plan



Support guidance and resources

NHS App guidance for GP practices - [accelerating patient access to their records](#)

[Live webinars for prospective records access:](#)

- ❑ GPs, operational staff and primary care commissioners awareness
- ❑ Safeguarding awareness
- ❑ Train the trainer

[Royal College of General Practitioners \(RCGP\)](#)
[- GP Online Services Toolkit](#)

Implementation team FutureNHS collaboration platform
(login required or register to join)



Additional resources

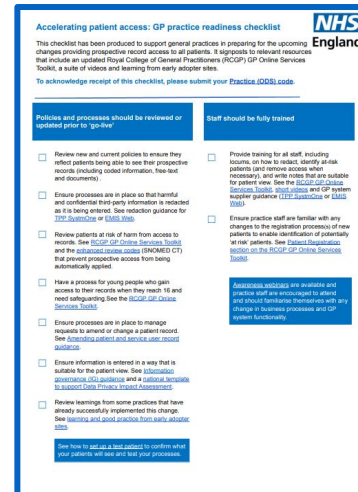
[Information governance guidance](#), including Data Protection Impact Assessment (DPIA) template

System supplier guidance ([TPP](#) and [EMIS](#) only)

[Shared learning from 16 Early Adopter sites](#)

[Accelerating access to GP records - Frequently asked questions](#)

[GP readiness checklist](#)



Accelerating patient access: GP practice readiness checklist

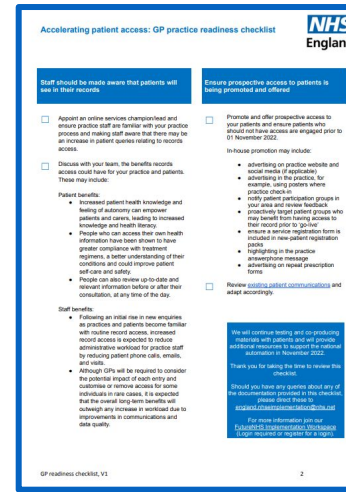
This checklist has been produced to support general practices in preparing for the upcoming changes providing prospective record access to all patients. It signposts to relevant resources that include an updated Royal College of General Practitioners (RCGP) GP Online Services Toolkit, a suite of videos and learning from early adopter sites.

To acknowledge receipt of this checklist, please submit your [Practice IDGS code](#).

| Policies and processes should be reviewed or updated prior to 'go-live' | Staff should be fully trained |
|--|---|
| <ul style="list-style-type: none"> Review new and current policies to ensure they reflect patients being able to see their prospective records (including coded information, free text and documents). Ensure processes are in place so that harmful and confidential third party information is redacted as it is being entered. See reduction guidance for TPP Toolbox or EMIS Toolbox. Review patients at risk of harm from access to records. See RCGP GP Online Services Toolkit and the updated access codes (FRCMD C7) that prevent prospective access from being automatically applied. Have a process for young people who gain access to their records when they reach 16 and need safeguarding. See the Access GP access Services Toolbox. Ensure processes are in place to manage requests to amend or change a patient record. See Accelerating patient and service user record updates Toolbox. Ensure information is entered in a way that is suitable for the patient view. See Accelerating patient and service user record updates Toolbox and GP Online Services Toolkit. Review learning from some practices that have already successfully implemented this change. See Learning and good practice from early adopter sites. | <ul style="list-style-type: none"> Provide training for all staff, including locums, on how to redact, identify at-risk patients (and remove access when necessary), and write notes that are suitable for patient view. See the RCGP GP Online Services Toolkit, Practice IDGS code and GP Online Services Toolbox. Ensure practice staff are familiar with any changes to the registration process of newly at risk patients. See Access Registration Toolbox or the RCGP GP Online Services Toolkit. |

Additional resources are available and practice staff are encouraged to attend and should familiarise themselves with any change to business processes and GP system functionality.

We have to update and confirm with our patients what we can and can't do.



Accelerating patient access: GP practice readiness checklist

Staff should be made aware that patients will see in their records

- Appoint an online services champion and ensure practice staff are familiar with your practice process and making staff aware that there may be an increase in patient queries relating to records access.
- Discuss with your team, the benefits records access could have for your practice and patients. These may include:
 - Increased patient health knowledge and feeling of autonomy can empower patients and carers, leading to increased knowledge and health literacy.
 - People who can access their own health information have been shown to have greater compliance with treatment regimens, a better understanding of their conditions and could improve patient self care and safety.
 - People can also receive up-to-date and relevant information before or after their consultation, at any time of the day.

Staff benefits

- Following an initial one to one meeting as practices and patients become familiar with record access is expected to reduce administrative workload for practice staff by reducing patient phone calls, emails, and texts.
- Although GPs will be required to consider the potential impact of each entry and customer or remove access for some individuals in some cases, it is expected that the overall long term benefits will outweigh any increase in workload due to improvements in communications and data quality.

Ensure prospective access to patients is being promoted and offered

- Promote and offer prospective access to your patients and ensure patients who should not have access are engaged prior to 01 November 2022.

In-house promotion may include:

- Advertising on practice website and social media if applicable.
- Advertising in the practice, for example, using posters where practice checks in.
- Identify patient participation groups in your practice and invite them to practice, target patient groups who may benefit from having access to their record prior to go-live.
- Ensure a service registration form is available in the practice registration points.
- Highlighting in the practice answerphone message.
- Advertising on relevant prescription forms.

Review [practice patient communications](#) and adapt accordingly.

We will continue to build and co-produce materials with patients and we provide additional resources to support for patient information in November 2022.

Thank you for being the first to review this checklist.

Should you have any queries about any of the information provided in this checklist, please email practiceidgs@nhs.uk.

For more information join our [Accelerating patient and service user record updates](#) [Toolbox](#) or [GP Online Services Toolkit](#) sign up for a signpost.

GP readiness checklist, V1

Sign up to the [Primary Care Bulletin](#) for regular updates

Key steps for in preparing for the change

- Raise awareness among all staff (including temporary staff and locums)
- Review and update policies and processes
- Train all staff (including temporary staff and locums)
- Promote and offer to patients

Frequently Asked Questions (FAQs)

When will patients start to see their information on their record?

Do we need to make any changes to our system to make this happen?

Will patients be able to see information where hospitals and primary care provider systems are securely linked?

Are we going to have to review all our patient records prior to automatic go-live in November 2022?

What will happen to new patients – how will they gain access?



[Record access - FAQs](#)



Films to support general practice staff



Giving patients access to future general practice records
(2:41 minutes)



Why and when to make information not visible in patient records
(2:52 minutes)



When to consider not providing record access to a patient
(10:26 minutes)



How to redact on TPP SystmOne (4:11 minutes)



How to redact in EMIS Web (4:28 minutes)



Conducting and documenting consultations that empower patients when they access their records (4:32 minutes)



Use a test patient in the NHS App

Using a test patient will enable you to view how a patient sees their online record.

| Your test patient must | You will also need |
|--|--|
| <ul style="list-style-type: none">• have a valid NHS number• be aged 16 or over• be set up for GP Online Services on your system | <ul style="list-style-type: none">• an Apple or android phone or tablet• an email account (set up a free one if needed)• a mobile phone number to receive verification text messages |

To get details of a test patient with a valid NHS number or more advice on how to set up a test patient please contact: nhsapp@nhs.net



[Request a test patient with a synthetic NHS number](#)

Summary: Next steps for general practice

Inform | Train | Support

Raise awareness

Ensure all staff - across the workforce - are aware that patients will be able to see their records.

Review and update

Update policies and processes:

- Hide/redact information from patient view when necessary
- Identify and prioritise vulnerable patients, to ensure the right safeguarding processes are in place
- Write correspondence and consultations with the patient in mind

Train

Ensure that all staff receive necessary training and understand the change - in particular regards to checking and entering information into patient records.

Promote and offer

Promote and offer access to patients - no need to wait for future access by default!

Increasing the level of access you routinely provide will help prepare.

Contact for queries

General practice contact for queries



Technical errors

- Report technical errors or issues to the **local service desk** or **clinical system supplier** as per usual processes.
- Unresolved issues escalated via **service management**.
- Local GP IT support team



Safeguarding incidents

Report to **local safeguarding team** (who in turn should escalate as needed to NHS England)



Patient safety service

Use the new Learn from patient safety events service at <https://record.learn-from-patient-safety-events.nhs.uk/> (you can report anonymously or create an account)



A central mailbox england.nhseimplementation@nhs.net is available to raise issues directly to the programme and implementation team. Awareness webinars will continue throughout with dedicated Q&A and feedback.