

## 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 \(ODS\) code](#).

### Policies and processes should be reviewed or updated prior to 'go-live'

- 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 redaction guidance for [TPP SystemOne](#) or [EMIS Web](#).
- Review patients at risk of harm from access to records. See [RCGP GP Online Services Toolkit](#) and the [enhanced review codes](#) (SNOMED CT) 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 [RCGP GP Online Services Toolkit](#).
- Ensure processes are in place to manage requests to amend or change a patient record. See [Amending patient and service user record guidance](#).
- Ensure information is entered in a way that is suitable for the patient view. See [Information governance \(IG\) guidance](#) and a [national template to support Data Privacy Impact Assessment](#).
- Review learnings from some practices that have already successfully implemented this change. See [learning and good practice from early adopter sites](#).

See how to [set up a test patient](#) to confirm what your patients will see and test your processes.

### Staff should be fully trained

- 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](#), [short videos](#) and GP system supplier guidance ([TPP SystemOne](#) or [EMIS Web](#)).
- Ensure practice staff are familiar with any changes to the registration process(s) of new patients to enable identification of potentially 'at risk' patients. See [Patient Registration section on the RCGP GP Online Services Toolkit](#).

[Awareness webinars](#) are available and practice staff are encouraged to attend and should familiarise themselves with any change in business processes and GP system functionality.

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

- Appoint an online services champion/lead 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:

### Patient benefits:

- 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 review up-to-date and relevant information before or after their consultation, at any time of the day.

### Staff benefits:

- Following an initial rise in new enquiries as practices and patients become familiar with routine record access, increased record access is expected to reduce administrative workload for practice staff by reducing patient phone calls, emails, and visits.
- Although GPs will be required to consider the potential impact of each entry and customise or remove access for some individuals in rare 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 check-in
- notify patient participation groups in your area and review feedback
- proactively target patient groups who may benefit from having access to their record prior to 'go-live'
- ensure a service registration form is included in new-patient registration packs
- highlighting in the practice answerphone message
- advertising on repeat prescription forms

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

We will continue testing and co-producing materials with patients and will provide additional resources to support the national automation in November 2022.

Thank you for taking the time to review this checklist.

Should you have any queries about any of the documentation provided in this checklist, please direct these to [england.nhseimplementation@nhs.net](mailto:england.nhseimplementation@nhs.net)

For more information join our [FutureNHS Implementation Workspace](#) (Login required or register for a login).