

# IT and Electronic Patient Records

## Statement of Intent for The Swan Practice

New contractual requirements came into force from 1<sup>st</sup> April 2015 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.

Please find below details of *The Swan Practice* 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.

### Electronic appointment booking

We currently offer the facility for booking and cancelling appointments on- line. Please visit [www.theswanpractice.co.uk](http://www.theswanpractice.co.uk) to register for online services or come into the practice.

### Online booking of repeat prescriptions

We currently offer the facility for ordering repeat prescriptions online. Please come into the practice and request access to order your repeat medication online.

### Interoperable records/Summary Care Record.

Practices are required to enable successful automated uploads of any changes to a patient's summary information, at least on a daily basis to the Summary Care record.

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.

*The Swan Practice* is live with Summary Care Record. 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. You can do this via the 'opt out form' available on our website or at reception.

<http://www.nhscarerecords.nhs.uk/optout/optout.pdf>.

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 GP2GP record transfer, your electronic record is transferred to your new practice within 24hrs.

*The Swan Practice* can confirm that GP2GP transfers are already active 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 by 31<sup>st</sup> March 2016 to promote and offer the facility for patients to view online, export or print the detailed information from their medical record, ie information held in coded form.

The Swan Practice is working with our clinical system supplier to achieve this functionality and it is our intention to have this facility available to patients by 31<sup>st</sup> March 2016

## How to give feedback to the practice about online services

To give feedback about the online services you can:

- Use the practice website to send a “comment & suggestions” message.
- Leave comments with the receptionist
- Write a letter to the practice manager.
- NHS Choices: [www.nhs.uk](http://www.nhs.uk)
- Friends and Family Test