**What is Patient Online?**

Patient Online 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 your practice.

**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.

Online access helps a Practice to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

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?**

You will need to complete a short form and bring photo ID and proof of address to the surgery so that we can provide you with logon details and with a password. For further information please ask staff at Reception.

**How can I be certain that no one else can gain 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 anyone else unless you choose to let them see it. This is no different to how you would access other online services, for example, banking.

**Where is my information stored?**

Patient information is stored within the IT system and within the practice paper records.

**What will I see?**

You will be given two options for patient access:

1. You will only see your medication and allergies and be able to book appointments.
2. You will have the benefits listed above, plus you will have access to your coded medical record. Please note, there may be some medical terminology or abbreviations that you may not fully understand.

**How will you avoid being forced or misled into providing access to your information?**

GPs will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. Sometimes it is in the patient’s best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at practice level.

GPs are able to refuse or withdraw access to a record if they have concerns.

**If I don’t have a computer, tablet or smart phone what will it mean for me?**

Online services are an extra option for those who wish to use them and will not replace other ways of contacting the practice, such as by telephone or in person.

By freeing up the telephone lines and reducing the need for people to visit in person, it is hoped that patients who don’t have a computer will find it easier to contact their practice.

**Is there any help in getting started on the internet?**

There are a number of different services for people who want to get onto the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library.

NHS England is also working with the Tinder Foundation on supporting people who want to make better use of the health information that is available on the internet. You can find out more on: [www.tinderfoundation.org/what-we-do/uk-online-centres](http://www.tinderfoundation.org/what-we-do/uk-online-centres)

For more information visit [www.nhs.uk/patientonline](http://www.nhs.uk/patientonline) and register for your online services.

If you have any further questions, or would like to give feedback on this new service, please email England.patient-online@nhs.net.