



## Do you know...?

## .....about Patient Online services?

### What is Patient Online?

NHS England's **Patient Online (PO)** scheme has been designed to support GP practices, by offering more services online to patients.

Many GP practices already offer the online services that PO offers, but from April 2016, all GP practices should allow patients to use online services in order to:

- Book (or cancel) **appointments**
- Order repeat **prescriptions**
- Access some coded **information** from your medical records: immunisations, test results, allergies and medications.

### What are the benefits of using Patient Online?

- Book appointments at **convenient** times for you, and be able to see when different GPs and other health professionals are available.
- Book and cancel appointments from home without having to call in surgery hours
- **Save time and money** by not having to make a visit to a GP just to get a repeat prescription order.
- **Monitor** your own health and wellbeing: for instance, you might want to make positive changes to your lifestyle after viewing your test results or blood pressure. You can review the information in your own time and use websites like NHS Choices to look up further information.

 **Will Patient Online replace face-to-face and/or telephone interaction with my GP surgery?**

You can still contact your GP practice by phone or in person. **PO** simply gives patients **more choice and flexibility** about how to access their GP. The online system will hopefully free up phone lines for those who prefer to speak to someone or don't have internet access.

 **Will all GP surgeries have to offer Patient Online services?**

Yes, all GPs will have to offer Patient Online services by April 2016. Many GP surgeries in Southwark already do this. For surgeries not yet offering online services, they must put up a notice at their surgery, stating their intention to create online services as soon as possible.

 **What do I need to do in order to see my online information?  
How do I know that no-one apart from me will see it?**

To sign up to the online booking system and see your online information, you need to go into your GP and fill out a short form.

You'll have to bring along proof of identity and proof of address (such as a bank statement or bill). Upon seeing this, your GP will provide you with a username and password that only you will be able to use.

If your GP surgery does not let you access your information online, they must explain their reasons to you for doing so. Please also tell us so we can monitor this.

 **Can my carer access my online records on my behalf?**

Yes. Your carer can access your information online, provided that you give your permission to the GP practice. You can also agree what information your carer or relative can see online. To find out what you need to do to arrange this, contact your GP practice.

**Your voice counts**

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