ONLINE SERVICES – OUR STATEMENT OF INTENT

New contractual requirements came into force from 1st April 2014 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.
7. Enable patient feedback (Friends & Family Test)

* Referral management

All practices must include the NHS Number as the primary identifier in all NHS clinical correspondence issued by the practice.

**We routinely include the NHS no. on all NHS clinical correspondence.**

* Electronic appointment booking: book, view, amend, cancel and print appointments online.
* Ordering of repeat prescriptions: view, order and print a list of repeat prescriptions online.

**We currently offer a facility for booking and cancelling appointments on-line, and for ordering repeat prescriptions. This is either available via the Online Services link on our website at:**

[www.newsurgerychesham.nhs.uk](http://www.newsurgerychesham.nhs.uk)

**OR: via direct registration at the service logon screen at:**

<https://new-surgery-chess-medical-centre.appointments-online.co.uk>

* Summary Care Record.

Practices are required to enable successful automated uploads of any changes to a patient’s summary information (medication, allergies, and adverse reactions), on at least a daily basis to the Summary Care Record. Having your Summary Care Record available will help the NHS to treat you safely out-of-hours without your full medical record.

**The Summary Care Record is already live in the surgery. 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’ on our website at** [www.newsurgerychesham.nhs.uk](http://www.newsurgerychesham.nhs.uk) **(‘SCR: your Questions’ in the right hand menu) or via the opt-out form available in the surgery.**

* GP2GP record transfers

There is a requirement for GP Practices to use 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 GP to GP record transfer, your electronic record is transferred to your new practice within 24hrs.

**We can confirm that we already send and receive patient records via the GP2GP record transfer system.**

* Patient access to their GP record

Practices are required to promote and offer the facility for patients to view online, export or print any summary of information from their records relating to medications, allergies, adverse reactions and any other items/date such as ‘additional’ record elements which has been agreed between the practice and the patient i.e. Immunisations & Test results.

**We are working with our system supplier and it is our intention to have this facility available to patients by 31st March 2015**

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

To give feedback about the online services you can:

1. Use the practice website Contact Details page: “Send us your comments or suggestions”
2. Complete the FFT (Friends & Family Test) survey on the practice website
3. Write a letter to the practice (include practice address)
4. Email: newsurgery.admin@nhs.net