

Patient Access to Records

Plan to meet GMS/PMS 2014-15 Contractual Requirement for Patient online service.

Task Number	Task	Date to be completed	Additional Information to consider
1	The practice currently offers patients the facility to book, view, amend, cancel and print appointments online. Patients can also view and order their repeat prescriptions for drugs, medicines or appliances. The practice plans to offer patients facilities online to export and/or print information from their record relating to medications, allergies, immunisations.	Dec 2014 onwards	This is an ongoing process and discussions will take place with our PPG in October 2014. Staff will also need training and patients will need to be informed.
2	Practice staff training	Ongoing	Training is planned. Date TBA. Internal staff awareness sessions will be run.
3	Patient access registration	Dec -2014	To continue to promote patient access in practice.
4	Promote patient access in practice	Dec-2014	To publicise and promote online services through the practice display, practice website, leaflets, and posters.
5	Consent forms, to re-design/amend protocols	Dec-2014	To re-designed consent form and refine practice protocols where deemed necessary.
6	Inform community staff and locums Those patients will be offered online access. Commence summary information access to records for patients who request it. Publicise online services to patients through PPG and website	Ongoing	To be discussed in practice.
7	Review progress of service benefits /resource requirements to improve the service provided.	Ongoing	Numbers to be audited using the system and consult with PPG.