

Patient Online

Support and Resources Guide

third edition



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User information

Coloured boxes

Each colour is a topic. Selecting these boxes moves you to different sections in the Support and Resources guide.

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Dark grey boxes

These are hyperlinks to webpages and email addresses which are external to the Support and Resources Guide. You will need to be connected to the internet for these to work.

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Depending on your internet connection speed, these links could take several moments to open.

Light grey boxes

These are navigation boxes and move you about the Support and Resources guide.

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GP practices

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Practice managers

This part of the guide is primarily intended for practice managers although other practice staff, clinical commissioning groups (CCGs) and commissioning support units (CSUs) who are providing support to GP practices implementing Patient Online may also find it useful.

GP practices are leading the way in the NHS's ambition to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers.

Patient Online is NHS England's programme designed to support GP practices to offer and promote online services to patients.

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[GP online services toolkit](#)

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What you need to do 1

Continued

Practice
manager

GP
practices

As a practice manager you would need to:

- ensure that policies and procedures are in place and that staff are completely familiar with these and understand what they need to do to register patients who request access to online services
- include the roles and responsibilities of staff in policy documents
- agree policy review dates to ensure that the policies/protocols remain aligned with any revisions to regulations and/or other changes in local practice
- make all staff aware of any version upgrades or changes in policy or processes and how these might affect what they are doing

**Making the most of
online appointments
and
repeat prescriptions**

**Offering patients
access to detailed
online records**

**Registering patients
for GP online
services**



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What you need to do 2

As a practice manager you would need to:

- include policies in new staff induction packs
- arrange training for all staff on the registration process, including registering patients who may wish to nominate someone for proxy access
- appoint a Patient Online champion or super-user within the practice (e.g. a patient participation group member, member of staff or volunteer to help patients register for online services when they visit the practice.
- include patient information leaflets and online registration forms in new patient packs and invite patients to complete the registration for online services at their first visit

Making the most of online appointments and repeat prescriptions

Offering patients access to detailed online records

Registering patients for GP online services



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Identity checking

ID check

Vouching

Vouching with confirmation

There are three approved methods for checking a patient's identity. It is likely that a practice will need to use all three, but may have a preferred method for most patients.

Further information and guidance has been produced by the RCGP – click on the image to go to the webpage.

RCGP guidance



ID documents

[Identity checking](#)[Practice manager](#)[GP practices](#)

- Most patients are able to prove their identities using documentation
- Just as with DBS checks, two forms of documentation must be provided as evidence of identity and one of these must contain a photo
- Acceptable documents include passports, photo driving licences and bank statements, but not bills

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Vouching

[Identity checking](#)[Practice manager](#)[GP practices](#)

- Vouching for a patient's identity requires an authorised member of staff who knows the patient well enough to verify that they are who they say they are, and that no deception is taking place
- Consideration should be given to how long each patient has been registered with the practice as well as how many times the staff member has met them
- Vouching might therefore be appropriate for patients who have been registered for a short period involving frequent appointments, and also for patients registered for a long time but seen less frequently

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Vouching with confirmation

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- In a situation where the applicant is not known sufficiently well by an authorised member of staff to vouch for them on this basis, their identity may still be verified by obtaining responses to questions from information held in the medical records
- This should take place discreetly and ideally in the context of a planned appointment. It is extremely important that the questions posed do not incidentally disclose confidential information to the applicant before their identity is verified

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GP online services promotional toolkit

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GP practices

The aim of this toolkit is to help you to:

- promote GP online services to the public
- increase patient awareness so that they are able to use GP online services

This toolkit will support you to raise awareness, providing template articles for your practice website or blog, social media posts for websites such as Facebook and Twitter, and a press release for use with your local media.



Other toolkits are available for CCGs, CSUs and NHS trusts and Patient Participation Groups (PPGs)

GP online toolkit

CCG, CSU, NHS Trusts toolkit

PPG toolkit



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Contracts

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About

GMS contract, **PMS** and **APMS** agreements 2015/16 required GP practices to offer and promote online appointment booking, online ordering of repeat prescriptions and online access to the detailed information in patients' medical records held in coded form. This requirement continues to apply in 2016/17 and in future.

In 2016/17 has also reached an agreement with the British Medical Association (BMA) to work toward a joint ambition of getting at **least 10% of patients in each practice signed up** for online services.

In addition, this year's contract (2016/17), requires practices to provide patients with online access to clinical correspondence such as discharge summaries, outpatient appointment letters, and referral letters unless specific requirements of the Data Protection Act 1998 apply to restrict this. Patients should be enabled to have dialogue with the practice as the primary route to discuss such correspondence. (Practices have the facility to make available online only those letters received from a chosen prospective date which will be no later than March 2017.)

BMA

NHS
England



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Practice reception team



You are the first point of contact for patients so it is helpful for you to confidently offer the

promotional material and information supporting Patient Online services.

You can download materials and templates designed to help practices promote their online services to patients. You can add your own local information to these to suit your practice.

Patients they will know this service as [GP online services](#) rather than Patient Online.

Click on a tile and you will be taken to the YouTube clip of reception teams experiences of Patient Online.

A video thumbnail showing a man with glasses and a blue shirt. A caption at the bottom left reads 'John Gilroy RECEPTIONIST' and a duration of '2:22' is shown at the bottom right.

A video thumbnail showing a woman with dark hair, likely a receptionist, speaking.

Posters promotion

Information for patients

Why and how



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Posters and leaflets



Appointment cards



Balloons and bunting



Information for patients

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Patient leaflets

Patient
info

GP
practices

The Patient Online team has designed a series of leaflets to explain about GP online services for patients. There are three types of leaflets available

- **Plain English**
- **Easy read**
- **Access needs**

Materials and templates can be

- **Downloaded** and you can add your own local information to these to suit your practice
- **Viewed by patients** on the NHS Choices website
- **Ordered** from the NHS orderline

Plain English

Easy Read

**Access
considerations for
patients with
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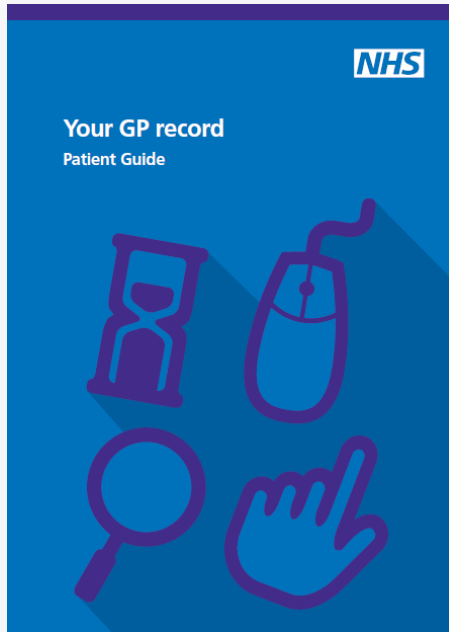
Plain English leaflets

Patient info

GP practices

Patient leaflets

Accessible info



Plain English is writing in a clear and friendly way, keeping the information

- Clear
- Concise
- Jargon-free

Plain English helps you to communicate effectively.

We have produced a series of patient guides in Plain English which explain about GP online services. You can share them with your patients via your website or order paper copies from the NHS orderline.

Easy read

Access considerations for patients with disabilities

Document: Accessible communication formats

Plain English gets its meaning across clearly and concisely to its intended audience.

The Plain English Campaign



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Easy read leaflets

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Patient leaflets

Accessible info

Plain English

Access considerations for patients with disabilities

Document: Accessible communication formats

What you need to know

Wouldn't it be great if you could look at your GP records online? Well, you can!

You can also book and cancel appointments at your GP surgery.

You can also order repeat prescriptions online.

You can already see some of the information in your GP online records, including your medications and allergies.

The easy read format was created to help people with learning disabilities understand information easily. Easy read uses simple, straight-forward language and pictures to support the meaning of text.

As well as supporting people with learning disabilities to access information independently, it can be used by a carer to talk through information with someone with learning difficulties so that they can understand it, for example making a decision about using Patient Online services.

Easy read is often also preferred by readers without learning disabilities, as it gives the essential information on a topic without a lot of background information. It can be especially helpful for people who are not fluent in English.

*Adapted from Section 5, Accessible Communications Formats
Department of Work and Pensions and Department of Disability Issues*



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PPG toolkit by NAPP

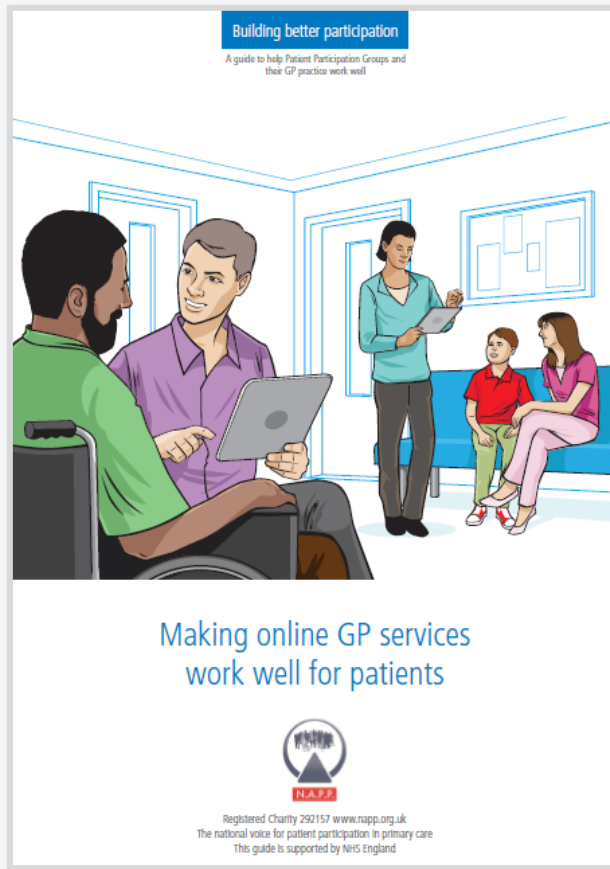
Patient
info

GP
practices

Promo
toolkit

NAPP

PPG toolkit



NAPP is the National Association of Patient Participation.

Their aim is to see an effective Patient Participation Group (PPG) in every GP practice and that each group is based on the mutual interests of the primary care team and patients of the practice.

NAPP has produced this short guide to support patients and practices get the most out of GP online services.



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Access considerations for patients with disabilities

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GP practices

Patient leaflets

Accessible info

As with other aspects of GP services, it is essential that the information and communication needs of patients are recognised in order for them to have equitable access.

Advice and guidance has been developed with four of the leading charities who support patients with disabilities.

This highlights the specific access needs of certain groups of individuals and outlines potential solutions specifically for:

- People with sensory impairments (including visual impairments, hearing impairments and dual sensory impairments) and/or
- People with learning disabilities and/or
- People with autism spectrum disorder.

Having a disability must never mean exclusion from online services. Quite the opposite, online services can make access easier and deliver new opportunities.

National Autistic Society

Action on Hearing Loss

RNIB



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GPs

Most GP practices in England are now offering all online services to their patients. These are booking and cancelling appointments, ordering repeat prescriptions and viewing the detailed coded information in the medical record. Some practices have extended this and provide online access to the full medical record.

Feedback from practices highlights the benefits which are now being realised even from those who raised some concerns over the potential workload that online services would create. The benefits are discussed in other sections of this guide.

Your responsibility

GPs have an important role in the provision of online services to their patients. This includes both a legal and a contractual responsibility. In legal terms the practice is a data controller as defined in the Data Protection Act 1998. Contractually, GP practices are required to offer and promote online services to patients since this was introduced in the 2014 GMS/PMS/APMS agreements.

Decisions about granting online access to records to individual patients lie with the GP. This means that all policies and procedures that practice staff are required to comply with are approved by the appropriate clinical lead/group.

RCGP guidance

Practice nurses 1

[Continued](#)

Practice nurses and practice nursing teams are ideally placed to promote online services with patients as they have the most regular contact with patients with long term conditions. In most cases these patients could benefit the most from access to online services, as these services will support them in their self-management.

You can:

- register patients for transactional services at any consultation (ordering repeat prescriptions and booking appointments online)
- at the same time assess the patients' suitability for accessing their record including test results and if appropriate
- suggest patients sign up for online test results, (describing the benefit to them after blood test for instance)
- explain that access to previous test results will help them monitor and self-manage their condition
- sign post patients to validated information about their condition to support self-management
- spend a short period of time elaborating on the benefits, i.e. record their own health data and live more independently and safely in their own homes

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Practice nurses 2

Registration of long term condition patients

- If the patient is known to you and you can evidence that, you can use the 'vouch for' method of ID verification as part of the registration process for online services, particularly transactional services (i.e. online booking of appointments and online ordering of repeat prescriptions)
- We recommend that for access to records, you request that the patient to bring in their identity documents when they come to see you
- You can check those and then ask reception to print the password and pin for the patient
- Do discuss security issues with patients, following practice protocol (for example not to share their password)

Promotion to patients

- Provide information and leaflets available free to order through the NHS orderline to patients
- Refer to the benefits and case studies on this site to help patients understand how they can help themselves

Why and how



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Accessible Information Standard

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GP practices

Accessible Information Standard (AIS) guidance tools, support and resources are available from

- NHS England
- Sense
- Health Education England
- BMA
- The Department of Work and Pensions and Department of Disability Issues.

From 01 August 2016 onwards, all organisations that provide NHS care or adult social care are legally required to follow the **Accessible Information Standard** (AIS).

The Standard requires providers, including GP practices, to identify, record, flag, share and meet the information and communication needs of patients and carers with a disability, impairment or sensory loss.

Patient Online offers a practical, cost-effective way of communicating with many people with such needs, for example as an alternative to the telephone for people who are deaf or have hearing loss, and an alternative to printed letters for people who are blind or have visual loss (who may be able to access electronic information using assistive technology).

Support should be provided to enable people with a disability, impairment or sensory loss to access Patient Online services. Further information is in the section on **patients with additional needs**.

Information for patients

Plain English

Easy read

Access considerations for patients with disabilities

NHS England AIS website

Sense: AIS Glossary

Health Education England AIS eLearning

BMA AIS FAQs

Accessible communication formats



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RCGP guidance and toolkit

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GPs

The **Royal College of General Practitioners** guidance contains best practice advice, eLearning and downloadable resources, which you can add your local information to inform patients about your practice.

Below are the nine guidance topics.

Identity verification

Registration for online services

Patient centred care

Appointments prescriptions

Records access

Information governance

Proxy access

Coercion

Promoting Patient Online

ELearning Sections

(Free registration/login required)

- Coercion
- Identity Verification
- Proxy Access
- Children & Young People
- Overview and Benefits
- Protecting Patients and Practices

These eLearning courses are available at

www.elearning.rcgp.org.uk/patientonline



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Case studies and benefits

Practice case studies

Patient case studies

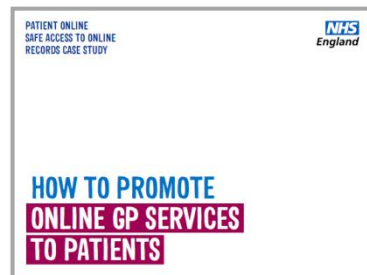
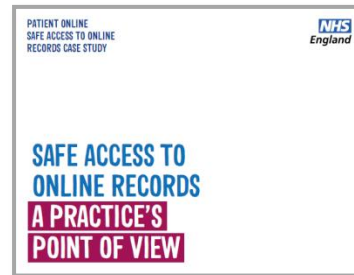
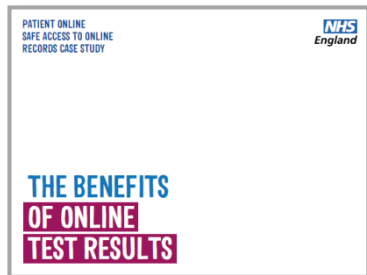
Time saving calculator

Practice case studies

A collection of both written and video case studies are available. These detail the experiences of GPs, practice managers, reception and admin teams, and patients while using GP online services.

Case studies

Written case studies



A collection of video case studies are available on the NHS England website (see above), and on the Patient Online YouTube playlist.

YouTube playlist



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Patient case studies

Patients
want it?

Benefit

These six patients explain why they find GP online services useful.

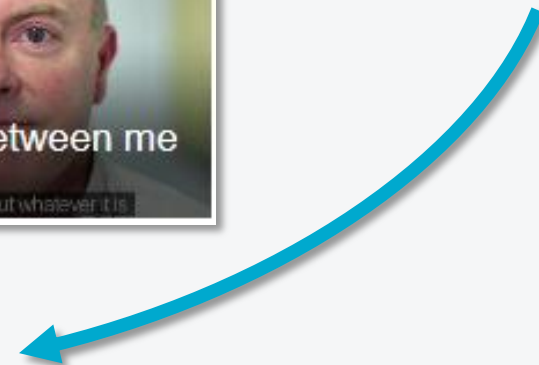
Click on a tile and you will be taken to the YouTube clip

These can take a moment
or two to open

**YouTube
playlist**



These videos are available on the Patient Online YouTube playlist and the NHS Choices website



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Time saving calculator

Time saving
calculator

NHS
England

	Enter the average minutes taken to process in the box below	Enter the average number each day in the box below
Appointment bookings		
Appointment cancellations		
Repeat prescriptions		
Test results		

Appointment bookings		
	Time saved	
	hours : minutes	working days*
Day		
Week		
Month		
Year		

Appointment cancellations		
	Time saved	
	hours : minutes	working days*
Day		
Week		
Month		
Year		

Repeat prescriptions		
	Time saved	
	hours : minutes	working days*
Day		
Week		
Month		
Year		

Test results		
	Time saved	
	hours : minutes	working days*
Day		
Week		
Month		
Year		

* based on a 7:30 working day

**How many *DAYS* could
Patient Online
save your practice?**

The time saving calculator is an excel spreadsheet which allows you to enter average times and numbers per day.

Then see how much time could be released for other things over a day, week, month and year.



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GP online services delivered by Patient Online

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PATIENT ONLINE

The programme is called Patient Online. All information for GP practices, CCGs, CSUs and NHS trusts will be labelled this way.

#PatientOnline

<http://www.england.nhs.uk/ourwork/pe/patient-online/>

<http://elearning.rcgp.org.uk/patientonline>



When we communicate with patients we use 'GP online services'. Our research showed that people don't think of themselves as patients, unless they are in a hospital.

#GPOnlineServices

www.nhs.uk/gponlineservices



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About Patient Online



Patient online is an NHS England programme designed to support GP practices with the provision and promotion of online services to patients, including

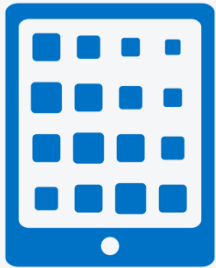
- access to detailed coded information in records,
- appointment booking, and
- ordering of repeat prescriptions.

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Why patients want it



Patients have been telling us that they are ready and want the opportunity to take more control of their health and wellbeing.



Digital technology has the power to change the relationship between patients and their GP practice, just as it has changed relationships in other walks of life, such as managing finances or shopping.



It can make services more convenient, personal and efficient.

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Why the NHS is doing it

The NHS's ambition is to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way.

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In general practice today

Today, the majority of GP practices already offer online services, including appointment booking, ordering of repeat prescriptions, and access to the detailed information in GP records. GP practices will increasingly expand online services over the few years.



By 31 March 2017, at least 10% of patients in a practice should be able to access online GP records and be able to view detailed coded data on medication, allergies, illnesses, immunisations and test results.

These online services will be offered in addition to the traditional ways of communicating with a GP practice such as telephone and face-to-face interactions.

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Benefit




Publications Gateway Reference 06286



Patient Online - registering patients for online services

Why do it?

There are many benefits to patients or their carers when they register for online services.

-  Practices with more patients registered for online services receive fewer phone calls and face-to-face transactions with patients, which releases time for reception and administration staff to be deployed on other tasks.
-  Patients with internet access will use the online services available to them.
-  This will free up phone lines for patients who still wish to contact the practice using the telephone, and transfer valuable resource from the traditional contact channels (phones and face to face), to other essential tasks within the practice.

This series of fact sheets brings together experiences from other practices on the benefits they found from implementing GP online services and tips on how they achieved this.

Register patients

Test results

Book and cancel appointments

For practice nurse teams

Repeat prescriptions

Click on a tile and you will be taken to the YouTube clip

These can take a moment or two to open



Test results



Records access

YouTube playlist



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How we can support you

This guide provides links to resources and guidance which have been developed to help practices successfully deliver online services to their patients.

NHS England also has an experienced support team including **implementation leads, digital clinical champions** (DCCs) and engagement support managers who are able to present at meetings, conferences, or other events in support of Patient Online. Implementation leads and DCCs are regionally based and are in regular contact with practices and CCGs in their area. Visits can also be arranged on request to the implementation lead in your area.

Webinars

A series of webinars focusing on topics that practices, CCGs and CSUs have asked for and include checking records, children's access and governance and clinical correspondence.

Webinars are held during the lunchtime period and are published on the NHS England website.

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Glossary and terminology

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Glossary

Coercion	Act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will.
Digital clinical champion(s)	Health professionals providing clinical advice and guidance to aid national implementation of the Patient Online programme.
Identity management (also referred to as ID Verification)	The process of checking that a patient wishing to register for online services is who they say they are.
Implementation lead	NHS England staff with experience of change management appointed to provide support to health bodies/organisations (e.g. CCGs, CSUs) to influence national uptake of the Patient Online service.
Summary information	Summary in patients' GP records (e.g. allergies, adverse reactions and medications) as outlined on the GMS contract.
Proxy access	Access to a patient record, with the patient's consent, by somebody other than the patient (e.g. patient's relative)



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Terminology

Beacon Sites	GP practices experienced in offering online services to patients. NHS England is working with them to learn from their experiences and use them as exemplars for national roll-out of the Patient Online programme.
Case study (-ies)	Descriptive research using direct observations, interviews and protocols that looks at how practices and patients use online services.
Clinical system supplier(s)	IT providers (such as EMIS, INPS, Microtest, Paers, TPP) who are providing the IT systems that GP practices use and are making necessary developments to their systems to meet the needs of the patient online programme.

Acronyms and abbreviations

APMS	Alternative provider medical services
CCGs	Clinical commissioning groups
CSUs	Commissioning support units
EPS	Electronic Prescription Service
EMIS	GP practice IT system provider
FAQs	Frequently asked questions
GP	General practitioner
GMS	General Medical Services
GPSoC	GP Systems of Choice
INPS	GP practice IT system provider

LMCs	Local medical committees
Microtest	GP practice IT system provider
NAPP	National Association of Patient Participation
NHS	National Health Service
PC	Personal computer
PAERS	GP practice IT system provider
PMS	Personal Medical Services
PPGs	Patient participation groups
RCGP	Royal College of General Practitioners
TPP	GP practice IT system provider



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GP Online Services - what patients see

Patients can access GP online services through both websites and smartphone apps. This is to make it convenient for the patient and to let them get online and use GP online services in they easiest way for them.

Patient Access

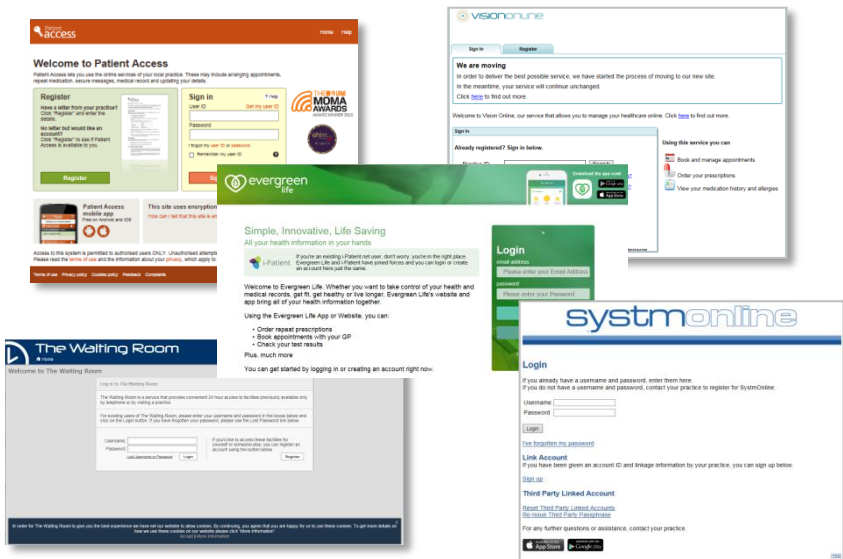
Vision Online

The Waiting Room

SystemOnline

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Websites



Apps for tablets and smartphones

Android



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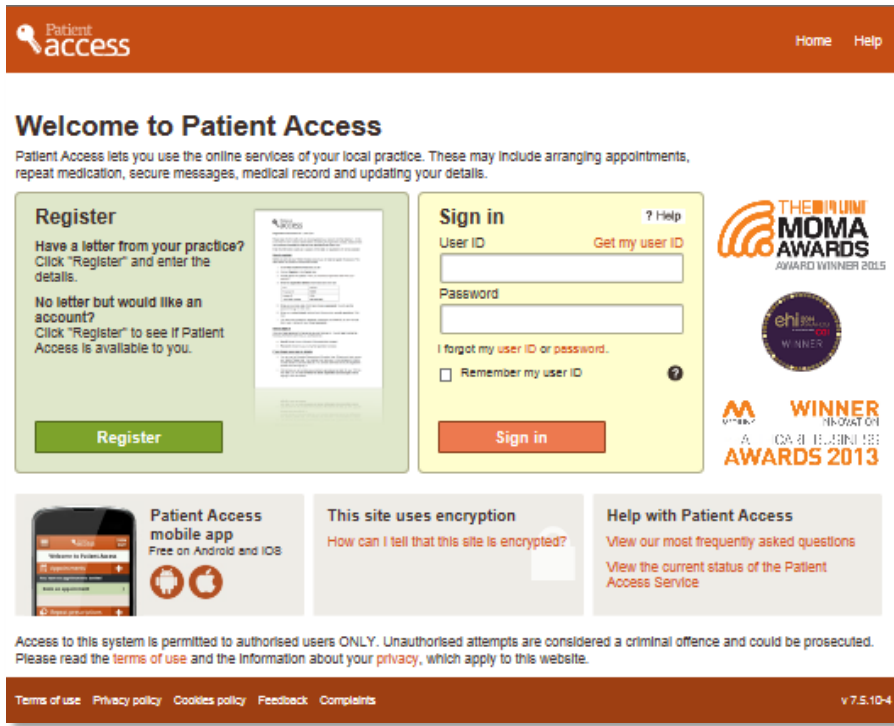


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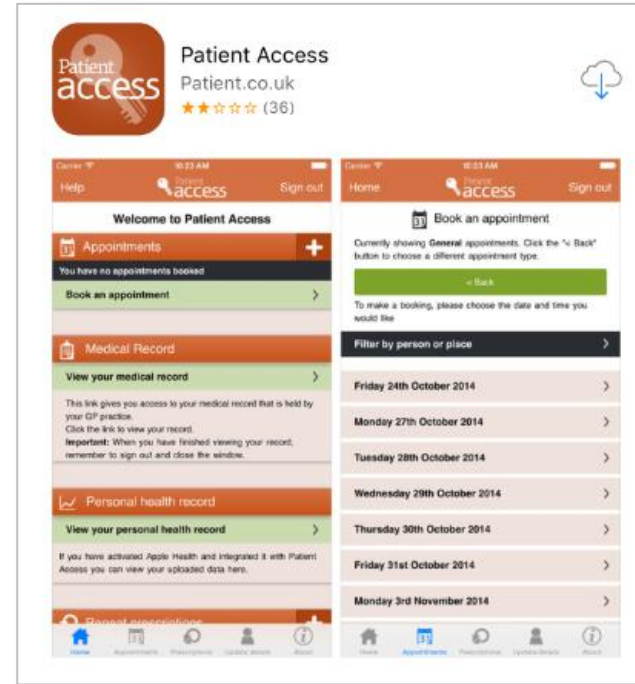
EMIS – Patient Access

<https://patient.emisaccess.co.uk/>



The screenshot shows the Patient Access website homepage. At the top, there is a navigation bar with the Patient Access logo and links for Home and Help. Below this is a 'Welcome to Patient Access' section with a brief description of the service. The main content area is divided into two columns: 'Register' and 'Sign in'. The 'Register' section includes a 'Register' button and a 'Get my user ID' link. The 'Sign in' section includes fields for User ID and Password, a 'Sign in' button, and a 'Remember my user ID' checkbox. To the right of the sign-in section, there are two award logos: 'THE INQUIRY MOMA AWARDS AWARD WINNER 2015' and 'WINNER 18-30s 2011 A CA B HEALTH CARE AWARDS 2013'. At the bottom, there are three boxes: 'Patient Access mobile app', 'This site uses encryption', and 'Help with Patient Access'. A footer contains links for Terms of use, Privacy policy, Cookies policy, Feedback, and Complaints, along with the version number v7.5.10-4.

App - Patient Access



The screenshot shows the Patient Access mobile app interface. At the top, there is a header with the Patient Access logo, the text 'Patient Access Patient.co.uk', and a 36-star rating. Below this is a 'Welcome to Patient Access' section with a 'Sign out' button. The main content area is divided into two columns: 'Appointments' and 'Medical Record'. The 'Appointments' section includes a 'Book an appointment' button and a 'Filter by person or place' dropdown. The 'Medical Record' section includes a 'View your medical record' button and a list of dates from Friday 24th October 2014 to Monday 3rd November 2014. At the bottom, there is a navigation bar with icons for Home, Appointments, Personal Health Record, and About.



More about Patient Access



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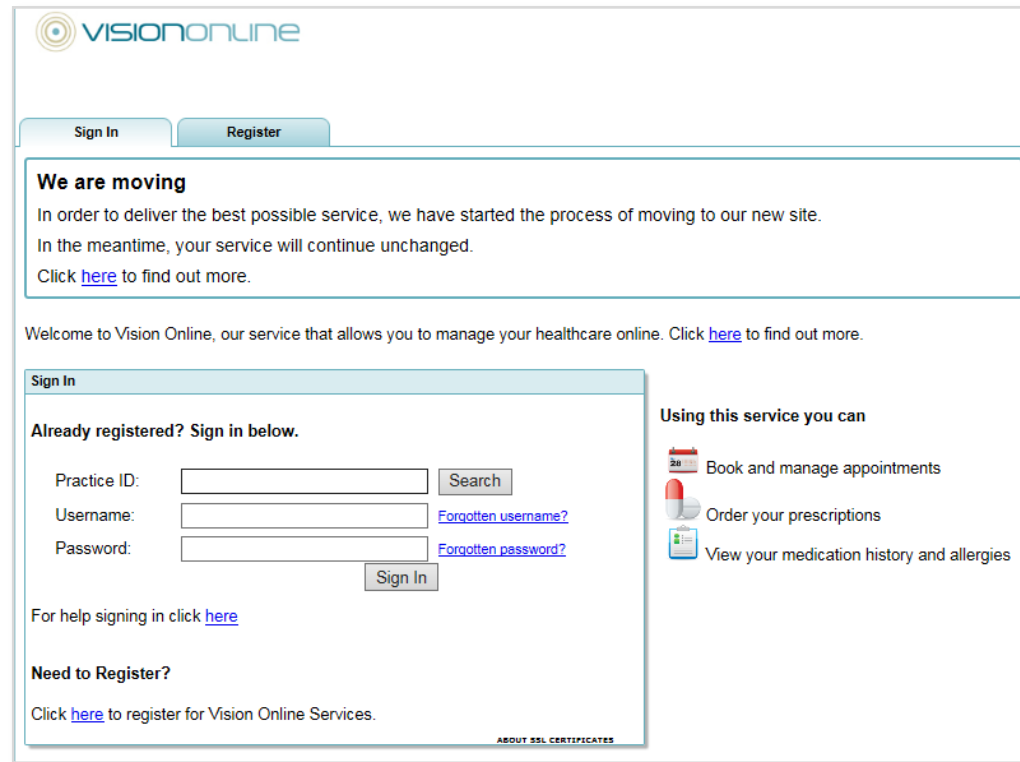
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Vision – Vision Online

<https://myvisiononline.co.uk/vpp/login.jsp>



The screenshot shows the Vision Online login page. At the top left is the 'visiononline' logo. Below it are two tabs: 'Sign In' (selected) and 'Register'. A message box titled 'We are moving' states: 'In order to deliver the best possible service, we have started the process of moving to our new site. In the meantime, your service will continue unchanged. Click [here](#) to find out more.' Below this is a welcome message: 'Welcome to Vision Online, our service that allows you to manage your healthcare online. Click [here](#) to find out more.' The main 'Sign In' section contains the text 'Already registered? Sign in below.' and three input fields: 'Practice ID:' with a 'Search' button, 'Username:' with a 'Forgotten username?' link, and 'Password:' with a 'Forgotten password?' link. A 'Sign In' button is at the bottom of these fields. Below the sign-in fields is the text 'For help signing in click [here](#)'. To the right of the sign-in fields is a section titled 'Using this service you can' with three items: 'Book and manage appointments' (with a calendar icon), 'Order your prescriptions' (with a pill icon), and 'View your medication history and allergies' (with a document icon). At the bottom of the page is a small link: 'ABOUT SSL CERTIFICATES'.

More about Vision Online



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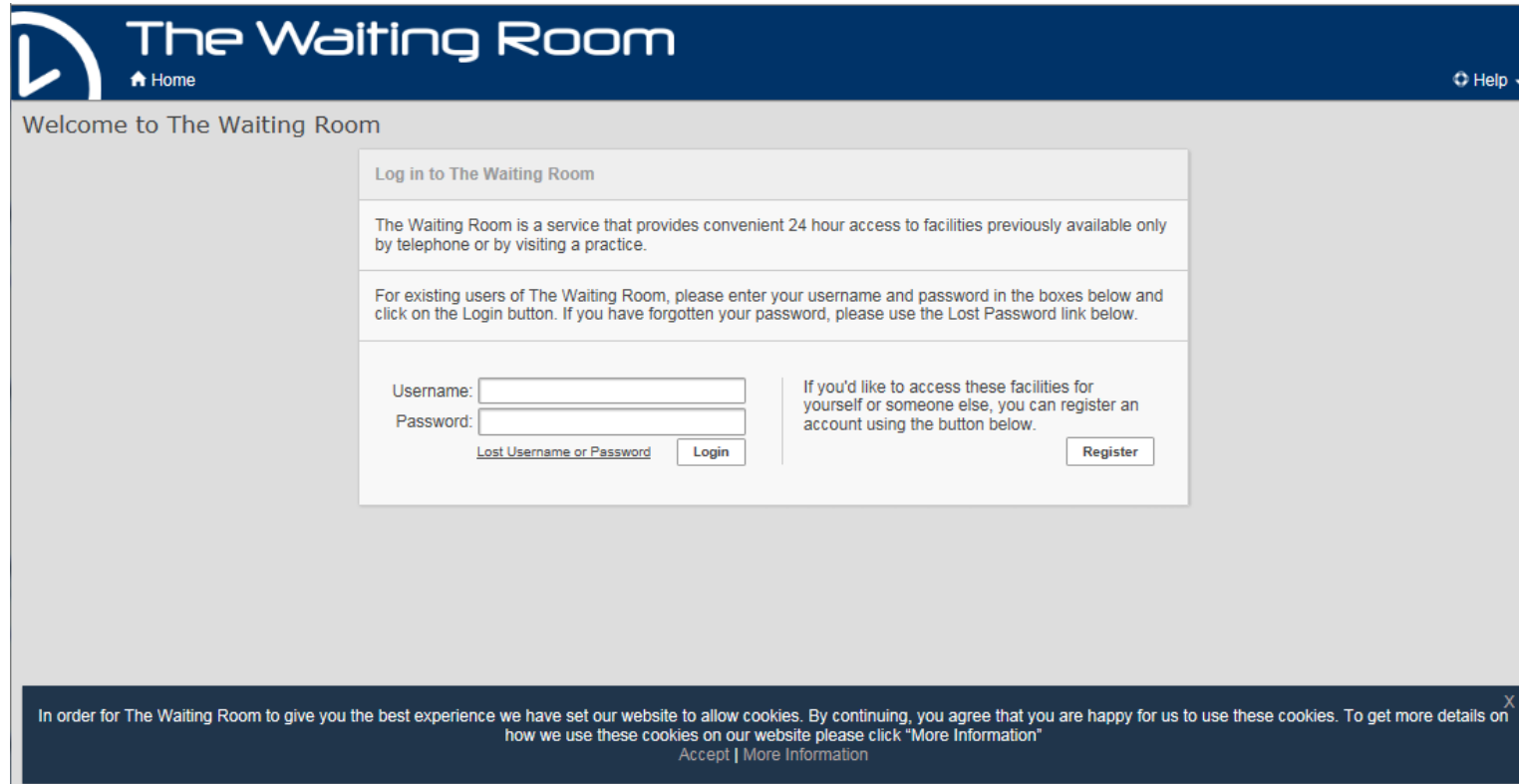
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Microtest – The Waiting Room

<https://thewaiting-room.net/>



The screenshot shows the homepage of 'The Waiting Room' website. At the top, there is a dark blue header with the logo on the left, the text 'The Waiting Room' in the center, and a 'Home' link with an upward arrow. On the right side of the header is a 'Help' dropdown menu. Below the header, the main content area has a light grey background. It starts with the text 'Welcome to The Waiting Room'. Below this is a white box titled 'Log in to The Waiting Room'. Inside this box, there is a paragraph explaining the service: 'The Waiting Room is a service that provides convenient 24 hour access to facilities previously available only by telephone or by visiting a practice.' This is followed by another paragraph for existing users: 'For existing users of The Waiting Room, please enter your username and password in the boxes below and click on the Login button. If you have forgotten your password, please use the Lost Password link below.' There are two input fields: 'Username:' and 'Password:'. Below the 'Password:' field is a link for 'Lost Username or Password' and a 'Login' button. To the right of these fields is a 'Register' button and a paragraph: 'If you'd like to access these facilities for yourself or someone else, you can register an account using the button below.' At the bottom of the page, there is a dark blue footer with a cookie consent message: 'In order for The Waiting Room to give you the best experience we have set our website to allow cookies. By continuing, you agree that you are happy for us to use these cookies. To get more details on how we use these cookies on our website please click "More Information"'. Below this message are two links: 'Accept' and 'More Information'.

More about
The Waiting
Room 2



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TPP - SystmOnline

<https://systmonline.tpp-uk.com/>

systmonline

Login

If you already have a username and password, enter them here.
If you do not have a username and password, contact your practice to register for SystmOnline.

Username

Password

[I've forgotten my password](#)

Link Account

If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

Third Party Linked Account

[Reset Third Party Linked Accounts](#)
[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.

Available on the **App Store** **Google play**

[Help](#)

App - SystmOnline

SystmOnline - patient health management app
TPP
★★★★☆ (18)

Carrier 10:27 AM

systmonline

Username

Password

Carrier 9:59 AM

Select Slot

October 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

7:30 AM - Liang Lin

7:40 AM - Liang Lin

7:50 AM - Liang Lin

8:00 AM - Liang Lin

8:10 AM - Liang Lin

tp



[More about SystmOnline](#)



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Evergreen Life (formerly i-Patient)

<https://e-life.co.uk/r>



Simple, Innovative, Life Saving
All your health information in your hands

i-Patient If you're an existing i-Patient.net user, don't worry, you're in the right place. Evergreen Life and i-Patient have joined forces and you can login or create an account here just the same.

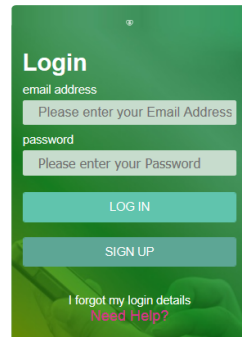
Welcome to Evergreen Life. Whether you want to take control of your health and medical records, get fit, get healthy or live longer, Evergreen Life's website and app bring all of your health information together.

Using the Evergreen Life App or Website, you can:

- Order repeat prescriptions
- Book appointments with your GP
- Check your test results

Plus, much more

You can get started by logging in or creating an account right now.



App – Evergreen Life



More about Evergreen Life



available for use with EMIS



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Find your local team



Local team contact details

What is an implementation lead (IL)

What is a digital clinical champion (DCC)

Implementation leads

Implementation leads provide tailored information and support on a range of subjects, such as:

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efficient use of online appointments



business processes for patients to access their detailed coded information



business processes for ordering repeat prescriptions online



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Digital clinical champions

- Digital clinical champions (DCCs) are doctors and nurses from across the NHS who have experience of Patient Online services.
- They focus on engagement with GP practices in designated geographical areas whilst continuing to develop relationships with area teams and CCGs.

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contact details



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Local team contacts

REGION	NAME	EMAIL	MOBILE
North	Kayleigh Buckley	kayleighbuckley@nhs.net	07710 152 881
North	Pam Jenkins	pamela.jenkins1@nhs.net	07918 336 005
North	Kay Renwick	kay.renwick@nhs.net	07768 535 904
Midlands and East	Martin Foster	martin.foster3@nhs.net	07710 152 750
Midlands and East	Alan Oliver	alan.oliver1@nhs.net	07918 335 997
Midlands and East	Tristan Stanton	tristan.stanton@nhs.net	07710 152 930
London	Jane Nicholls	jane.nicholls6@nhs.net	07710 152 891
London	Ruth Adekoya	ruth.adekoya@nhs.net	07918 368 362
London	Patrick Johnson	patrick.johnson@nhs.net	07730 376 405
South	Emma Halliday	emma.halliday1@nhs.net	07557 744 917
South	Louise Croney	louise.crony@nhs.net	07730 379 275

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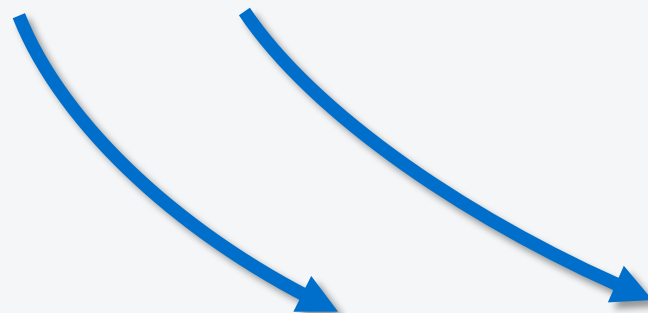
We would like to hear from you

NHS England value your opinions and experiences. We want to ensure that your views are being heard across all parts of the healthcare system, at all levels, and are therefore committed to working and engaging with GPs, practice staff, clinical commissioning groups and commissioning support groups.

We believe that this is essential for creating and delivering better health and care services.

We are continually striving to improve Patient Online and welcome any thoughts, feedback or questions that you may have for us.

Please contact us if you need support, advice or guidance with patient online.



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Patient Online

Support and Resources Guide

Third edition

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Contact | england.patient-online@nhs.net

