

Digital First GP practice readiness checklist

This checklist has been designed to support practice staff in optimising the use of digital tools to support COVID-19 pressures and new ways of working

Online & Video Consultation

- Are practice staff familiar with the online resources available to support the OC and VC service? Find the resource [here](#)
- Are practice staff familiar with NHSE's "[Top tips for Online Consulting](#)" p.15-16
- Do practice staff feel confident in identifying where a video consultation would be most appropriate for the patient? This [guidance](#) provides some rules of thumb, which should be combined with clinical and situational judgement.
- Has the practice updated its automated telephone message to explain and promote the use of the practice's online consultation system?
- Have you considered the benefits of developing an e-hub model to online consultations, particularly if capacity is an issue within your practice? Guidance can be found [here](#) (p52-56).
- Has the practice considered how to accommodate those patients that are not digitally literate? Find out how to support digital inclusion [here](#)
- Has the practice reviewed their online/telephone triage process to ensure every patient contacting the practice is triaged before making an appointment? Guidance on how to implement Total Triage can be found [here](#).
- Has the practice made use of NHS England's "[Health at Home](#)" [communications pack](#), with copy and templates to advise patients on how they can access services from home?
- Are practice staff signed up to the national NHS Futures online platform to obtain guidance on delivering digital in the practice? You can request access [here](#)
- Is the practice familiar with the South East Support & Resource guide for implementing digital services? Find the document [here](#).

Practice Websites

- Is COVID information displayed, including a description of how appointments and contacting the practice has changed?
- Is the Online Consultation system advertised with instructions for using online consultations on the website?
- Does the website state the expected response times (in-hours & out-of-hours) to manage expectation and avoid patients unnecessarily phoning the practice?
- Are the key messages about your flu campaign in a prominent position on your website? Example text on who is eligible and how high risk groups are being prioritised is available [here](#) (slide 19).
- Has the practice introduced online tools for patients to update their address or demographics to reduce footfall / queuing in the practice? See here for [guidance](#).

E-Prescribing (EPS) & GP Connect

- Have all practice staff read the fact sheet and additional information on [EPS](#)?
- Has the practice added information on EPS to your website and social media?
- Are all practice staff aware of the [EPS prescription tracker](#) and can they use it to track prescriptions?
- Is the practice promoting EPS services to patients as it is a data controller requirement that practices signpost patients to information at www.nhs.uk/eps
- Is the practice providing appointments to 111 & CCAS via GP Connect in line with GMS requirements? See guidance [here](#)
- Are practice staff aware of the latest GP Connect appointment configuration guidance? Contact gpconnect@nhs.net for the latest information and support.