

What you need to know about GP online services

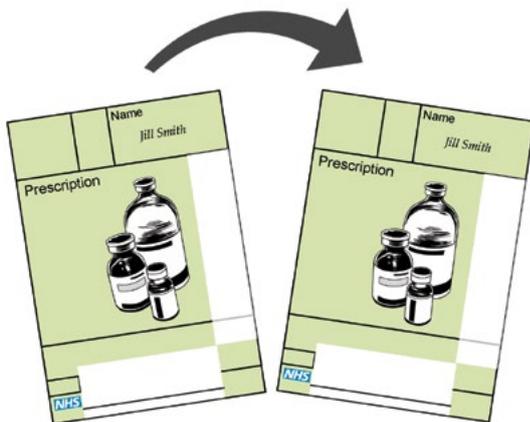
Easy
Read



For more information visit www.nhs.uk/patientonline and register for your online services at your GP.



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.



In the next year, you will be able to see even more. This will include illnesses, immunisations and test results.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone.

If you would like to start using online services, see the **Getting Started with GP Online Services** guide for more information.

This guide is also available online at:

www.nhs.uk/patientonline

or from your surgery or on their website.

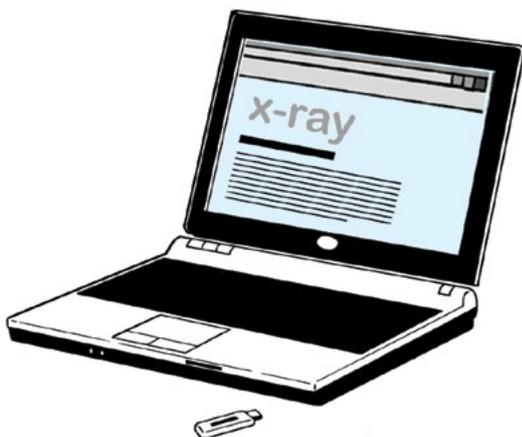
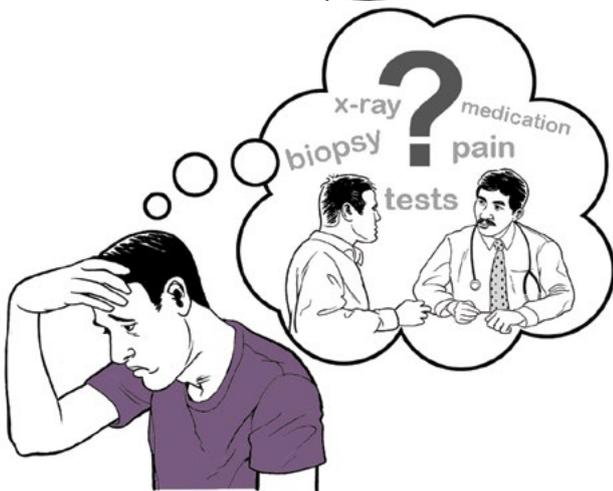
What's in it for you?



You can look at your records whenever you choose to, without needing to print them or pay for them. Online records are up to date and are more safe than a printed paper record, which could get lost or seen by others.

People who have long term conditions, for example diabetes, high blood pressure or heart disease, have found that looking at their test results online helps them make positive changes to be healthier.

They can see if their condition is getting better or getting worse by looking at past test results. **Adam**, a patient at **University Health Centre** said: 'Record access is useful for people like me, who need to be in touch with their GP more often'

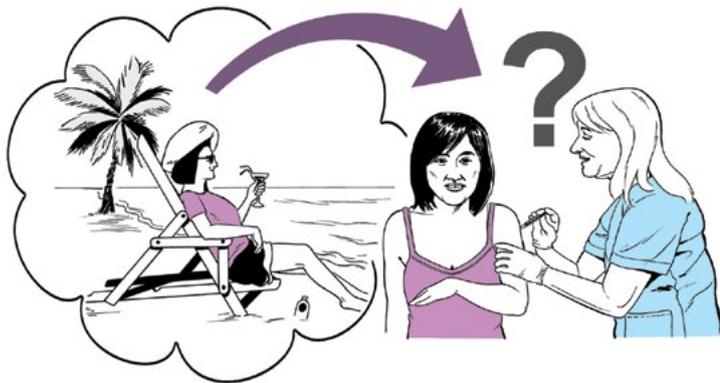


You can look at your records online before your appointment to see if there is anything you need to talk to your doctor or nurse about. This could be your test results, illnesses you have had in the past or new information added to your records.

This would help you talk about any worries you may have and help you get more from your appointment.

Sometimes when you see your doctor, you are given a lot of information and might not be able to remember it later. You may also want more information once you have had time to think about what was said.

You can look at your online records after your appointment to make sure you understood what your doctor or nurse said.



You can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not written in your record.

Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery.

Understanding your records



Your records are written to help medical staff look after you and so in some cases, you may not understand everything you see.

If you find anything difficult to understand, you can talk to your doctor or nurse, and you can go to the NHS Choices website by using this link: www.nhs.uk



www.patient.info
www.labtestsonline.org.uk



NHS Choices is the NHS website for patients where you can look for information on illnesses, being healthier and find NHS services in your area.

Other websites with information on illnesses and test results are Patient – www.patient.info and Lab Test Online UK – www.labtestsonline.org.uk. These are not owned or checked by the NHS, but other patients have found them useful.

A few things to think about



There are a few things you need to think about before registering for online records.



Your GP may not think it is best for you to look at your GP records online. If this happens, your GP will talk about their reasons with you. It is up to your GP to decide if you should be allowed to see your online records.



You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.



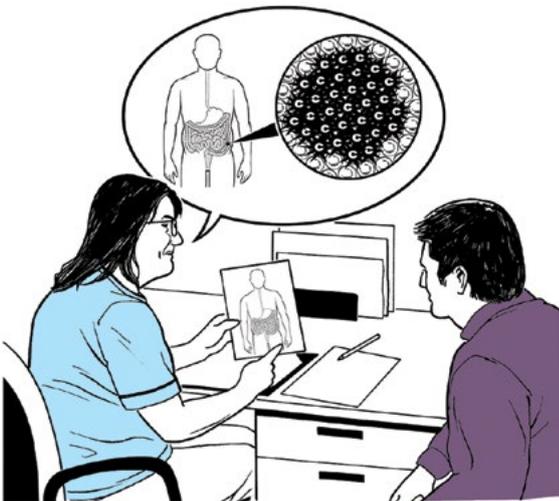
Information in your records might need correcting. If you find something you think is not right, you should contact your surgery.



The staff will be able to answer your questions and set things right when needed. Please remember that you cannot change the record yourself.



There may be information in your records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident.



If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.



If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.



If you have questions about any of these things, please talk to your surgery and they will be able to help you.

This easy read document has been produced by CHANGE.
www.changepeople.org



Contact us

NHS England is committed to working and engaging with patients. Ensuring that your views are heard at all levels and across all parts of the healthcare system is essential for creating and delivering better health and care services.

We'd like to hear your feedback or answer questions you may have about Patient Online.

Telephone: 0300 311 22 33

Email: england.patient-online@nhs.net

Post: NHS England, PO Box 16738, Redditch B97 9PT

British Sign Language (BSL): If you use BSL, you can talk to us via a video call to a BSL interpreter. Visit NHS England's BSL Service.