**An Example Practice Plan**

**Practice contact details**

Practice name: Holby Medical Practice

Address: Ist Avenue, Holby Town, County

Telephone: 007007777

Email address:holbymed@nhs.net

Website: [www.holbymed.nhs.uk](http://www.holbymed.nhs.uk)

**Current online patient services**

*GP system supplier -*

*GP system version –*

**Plan to Meet GMS / PMS 2015-16 Contractual Requirement for Patient Online Service**

This practice plans to offer the facility for patients to view online, export or print detailed coded information held in their own records from **xx date.**

These dates are subject to the necessary NHS GP systems and software being available to the practice.

This practice currently offers the facility for patients:

* to book, view, amend, cancel and print appointments online
* to order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
* to view online, export or print summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient

We will publicise and promote our online services to our practice’s patients through the practice website, practice waiting room leaflets, posters and the Patient Participation Group by **xx date.**

**(In addition to the above, you may wish to provide further details of your plan as per the example below.)**

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| --- | --- | --- |
|  | **Planned activity** | **Date** |
| 1 | Write up practice policies and ensure staff are made aware of these  Train relevant staff for patient records access, e.g. receptionists  Review any nationally provided support material from RCGP/NHS England | October 2015 |
| 2 | Agree an initial small group of patients to access coded information from their records | October 2015 |
| 3 | Prepare promotion and information activities for patients | November 2015 |
| 4 | Publicise online services to patients through posters, website and PPG  Commence access to detailed coded information in patients own records for patients who request it | December 2015 onwards |