

# GP online services

## Support and Resources Guide

third edition



**GP practices**

**RCGP guidance  
and toolkit**

**Case studies  
and benefits**

**About GP online  
services**

**Glossary and  
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**GP online services  
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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 GP online services 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

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

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# What you need to do 1

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As a practice manager you need to ensure that:

- policies and procedures are in place, with agreed review dates to ensure alignment with any revisions to regulations and/or other changes in local practice
- staff are completely familiar with the policy and procedures in place and understand what they need to do, to register patients who request access to GP online services
- policy documents include the roles and responsibilities of staff
- you keep all staff up to date regarding any version upgrades or changes in policy or processes and how these might potentially impact on their practice.

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

**Offering patients  
access to detailed  
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**Registering patients  
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# What you need to do 2

As a practice manager you 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 GP online services 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  
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**Registering patients  
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# Identity checking

Practice  
manager

GP  
practices

ID check

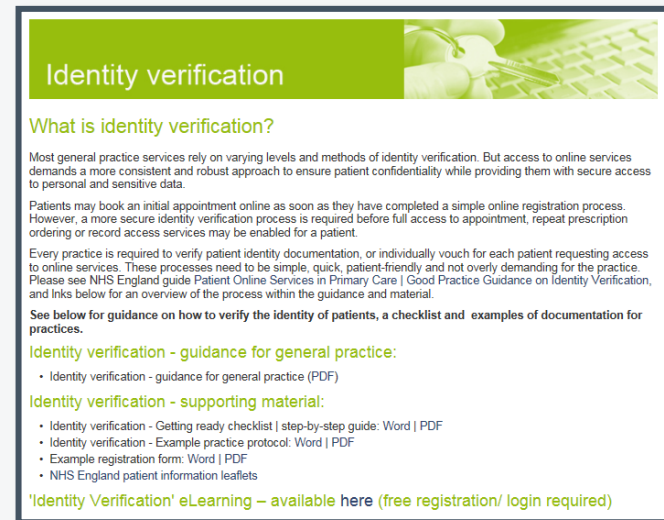
Vouching

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



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# ID documents

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- Most patients are able to prove their identity 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 utility bills.

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# Vouching

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- Vouching for a patient's identity requires an authorised member of staff, who knows the patient, to verify that no deception is taking place and that the patient is who they claim to be
- 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, as well as 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 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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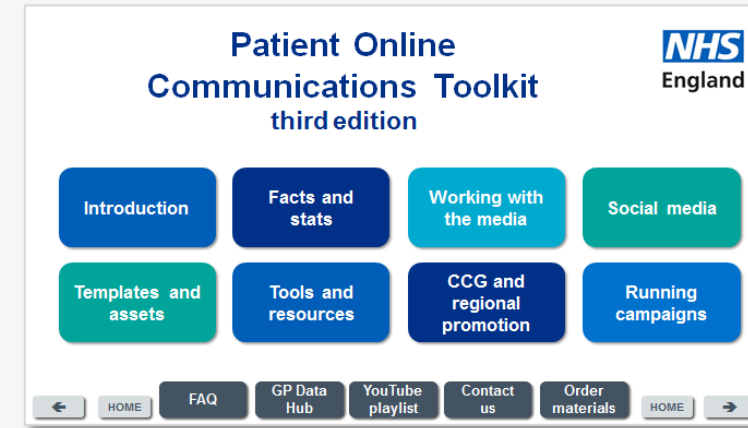
# GP online services Communications Toolkit

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

The aim of the Communications toolkit is to help you to effectively:

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

It includes, among other things, suggested content for your website, social media channels and newsletter. You can tailor the information, template articles and patient focused resources to make them relevant to your practice, staff and patients.



Other support and resource guides are available from the GP online services team. These are suitable for GP practices, CCGs, CSUs, NHS trusts and Patient Participation Groups (PPGs).

[Support and Resource Guides](#)[PPG toolkit](#)[HOME](#)[FAQ](#)[Find your local team](#)[Contact us](#)[NHS Choices](#)[Order materials](#)[INDEX](#)



## Patient access to GP online services

- Practices are required to offer and promote online services to patients for appointment booking, ordering of repeat prescriptions and access to information in their GP record
- To support the increased use of these services and build on the 2016/17 target of ten per cent, practices were encouraged to aim for twenty per cent of their registered patients to use one or more online services by 31 March 2018
- Practices that actively promote these services are already seeing significant benefits in time saving, safety, reduced DNA rates and improved patient satisfaction

This requirement is included in the **GMS** contract, **PMS** and **APMS** agreements.

# 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 GP online services.

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

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

Click on the tiles to hear reception staff talk about their GP online services experience in these YouTube videos.



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promotion

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# Posters and promotion

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## Posters and leaflets



## Appointment cards

**GP online services**  
Quick, easy and secure  
Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://nhs.uk/GPonlineservices)

**Your next appointment**

Date	Time
Surgery	
Doctor	

Did you know? You can book appointments, order repeat prescriptions and access your GP records online. Register for online services at your GP surgery.

## Name badges



## Balloons and bunting



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for patients

FREE to order from the NHS orderline



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# Information for patients

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# Patient leaflets

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

- **Plain English**
- **Easy read**
- **Access needs guides for GP staff.**

Materials and templates can be:

- **Downloaded** and can be tailored with your own local information
- **Viewed by patients** on the NHS Choices website
- **Ordered** free from the NHS orderline.

Plain English

Easy Read

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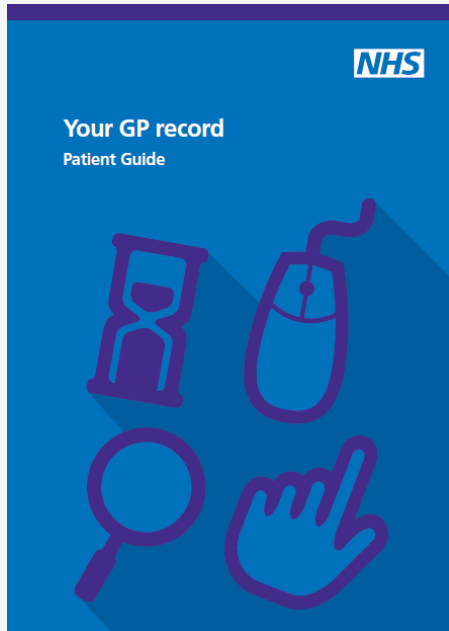
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# Our plain English leaflets

[Patient info](#)[GP practices](#)[Patient leaflets](#)[Accessible info](#)

Plain English helps you to communicate effectively, in a clear and friendly way, keeping the information

- Clear
- Concise
- Jargon-free

We have produced a series of patient guides in plain English to explain the different GP online services and how to use them.

You can share these guides with your patients on your website and by using paper copies (which are available free, from the NHS orderline).

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

*The Plain English Campaign*

[Easy read](#)[Access considerations for patients with disabilities](#)[Document: Accessible communication formats](#)[HOME](#)[FAQ](#)[Find your local team](#)[Contact us](#)[NHS Choices](#)[Order materials](#)[INDEX](#)

# Easy read leaflets

[Patient info](#)[GP practices](#)[Patient leaflets](#)[Accessible info](#)

## What you need to know



You can now look at your GP record online.



You can see information in your GP record like your medications, allergies, test results, immunisations and illnesses.



You can also book and cancel appointments, and order repeat prescriptions online.

To help people with learning disabilities to understand the information easily, our easy read guides use simple, straight-forward language and pictures to support the meaning of the text.

To make an informed decision about using GP online services, people with learning disabilities can access the information independently, or, talk through the information with a carer.

The easy read guides are often preferred by readers without learning disabilities too, as they give the essential information without a lot of background information. They can be especially helpful for people who are not fluent in English.

**Plain English**

**Access considerations for patients with disabilities**

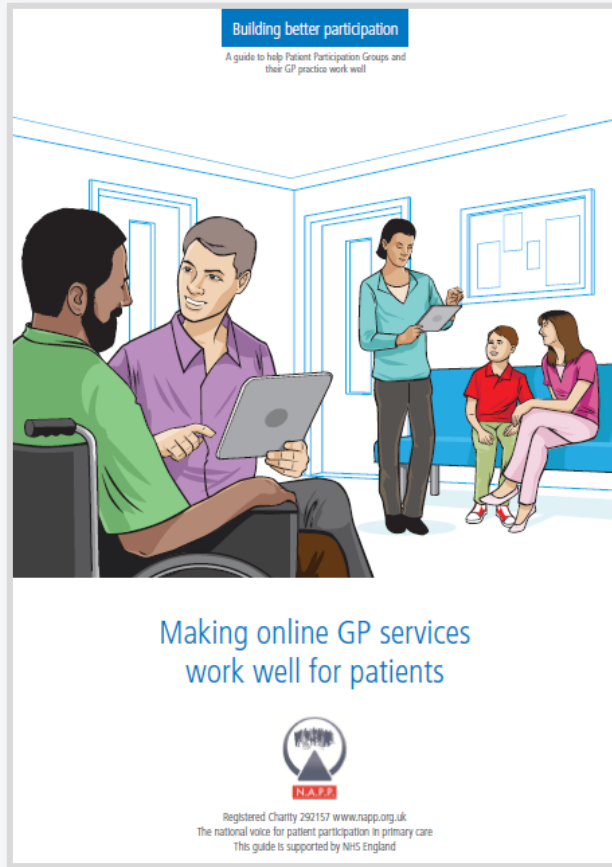
**Document: Accessible communication formats**

*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 is the National Association of Patient Participation.

Their aim is for every GP practice to have an effective Patient Participation Group (PPG) based on the mutual interests of the primary care team and patients of the practice.

Your PPG can actively help introduce new programmes, such as GP online services, offering patient-to-patient support and sharing their own experiences.

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

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# Access considerations for patients with disabilities

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

The Access Needs Group recently developed four new guides to support GP staff to help patients with:

- sight loss
- hearing loss
- autism
- learning disabilities

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

Our Access Needs Guides will help you to provide practical support and advice to anyone who wants to book their appointments, order repeat prescriptions and view their GP record, online.

[www.england.nhs.uk/patient-online/support/](http://www.england.nhs.uk/patient-online/support/)

[National Autistic Society](#)[Action on Hearing Loss](#)[RNIB](#)[Change](#)[HOME](#)[FAQ](#)[Find your local team](#)[Contact us](#)[NHS Choices](#)[Order materials](#)[INDEX](#)

Most GP practices in England now offer patients access to all of the GP online services. These are booking and cancelling appointments, ordering repeat prescriptions and viewing the detailed coded information in the medical record. Some practices have extended this, to 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 GP online services would create. The benefits are briefly discussed in a different section of this guide and in more detail in our Benefits Support and Resources 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, GMS/PMS/APMS agreements have required GP practices to offer and promote GP online services to patients since their introduction in 2014.

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

**RCGP  
guidance**

**Benefits  
support and  
resource guide**

# Practice nurses 1

[Continued](#)

Practice nurses and practice nursing teams are ideally placed to promote GP online services with patients as they have regular contact with patients with long term conditions. Potentially, these patients could benefit the most from access to online services, using them to 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 access to their GP online record including test results and, if appropriate
- suggest patients sign up for online test results, (describing the benefit to them after blood test for example)
- explain that access to previous test results will help them monitor and self-manage their condition
- signpost 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 you ask a patient requesting access to their online GP record, to bring in their identity documents when they come to see you
- Once you have checked those and are satisfied, ask reception to print a password and pin for the patient
- Remember to 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
- Help patients to understand how they can use GP online services to manage their health by using and referring to patient benefits and case studies

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# Accessible Information Standard

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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.

NHS England  
AIS website

BMA  
AIS FAQs

Health Education  
England  
AIS eLearning

Accessible  
communication  
formats

From 01 August 2016 onwards, 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.

GP online services 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 GP online services. Further information is in the section on **patients with additional needs**.

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# RCGP guidance and toolkit

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

[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](#)

Use the link below to access these eLearning courses

[www.elearning.rcgp.org.uk/patientonline](http://www.elearning.rcgp.org.uk/patientonline)

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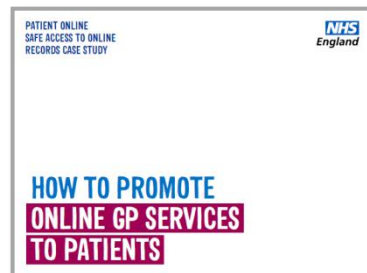
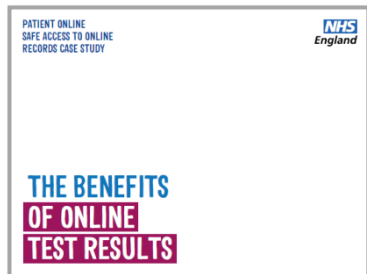


# Practice case studies

A collection of both written and video case studies are available below. These detail GP's, practice manager's, reception and admin team's, and patient's experiences of using GP online services.

[Case studies](#)

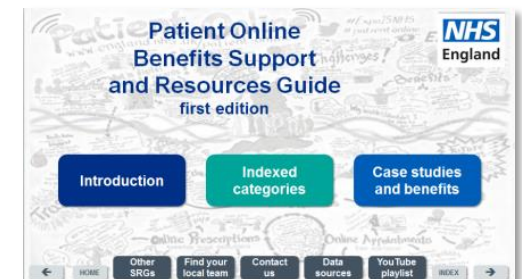
## Written case studies



A collection of video case studies are available on the NHS England website (see above) and on the GP online services YouTube playlist.

[YouTube playlist](#)

Our Benefits Support and Resources Guide provides real-life examples of best practice that you can adopt to promote GP online services to your patients, as well as case studies that highlight the benefits of the service for patients and practices.

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# Patient case studies

Patients  
want it?

Benefit

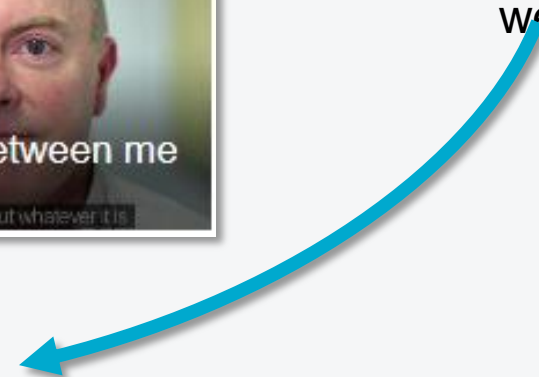
These six patients explain why they find GP online services useful.

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  
GP online  
services YouTube  
playlist and the  
NHS Choices  
website



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# Time saving calculator

## Time saving calculator

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

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



### 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

The time saving calculator is an excel spreadsheet in which you enter the average time spent on a daily task and how frequently you do that task. It will then show you how much time could be released for other things over a day, week, month and year with uptake of GP online services.



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# About GP online services

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# About GP online services



GP online services 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
- booking and/or cancelling of appointments
- ordering of repeat prescriptions.

Why patients  
want it

Why the NHS  
is doing it

In general  
practice today



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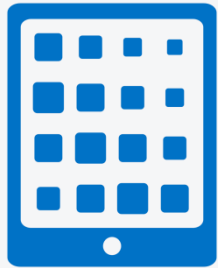
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# Why patients want it



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 our 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

The vast majority of GP practices (97%) 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 next few years.



By 31 March 2018 at least **10%** of patients in most practices were able to access their GP online record and view detailed coded data on medication, allergies, illnesses, immunisations and test results.

These online services are 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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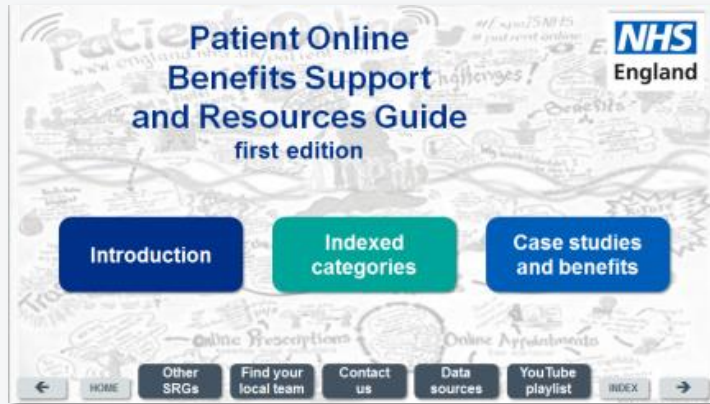
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Benefit



The Good Practice Support and Resources Guide brings together experiences from other practices on the benefits they found from implementing detailed coded records and best practice tips on how they achieved this.

Register  
patients

Test  
results

Book and  
cancel  
appointments

For practice  
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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



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# How we can support you

NHS England has an experienced support team including **implementation leads, digital clinical champions** (DCCs) **digital nurse advisors** and **engagement support managers** who are able to present at meetings, conferences, or other events in support of GP online services. 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.

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

## 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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abbreviations



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# Glossary

<b>Coercion</b>	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.
<b>Digital clinical champion(s)</b>	Health professionals providing clinical advice and guidance to aid national implementation of the Patient Online programme.
<b>Identity management (also referred to as ID Verification)</b>	The process of checking that a patient wishing to register for online services is who they say they are.
<b>Implementation lead</b>	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.
<b>Summary information</b>	Summary in patients' GP records (e.g. allergies, adverse reactions and medications) as outlined on the GMS contract.
<b>Proxy access</b>	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

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

<b>LMCs</b>	Local medical committees
<b>Microtest</b>	GP practice IT system provider
<b>NAPP</b>	National Association of Patient Participation
<b>NHS</b>	National Health Service
<b>PC</b>	Personal computer
<b>PAERS</b>	GP practice IT system provider
<b>PMS</b>	Personal Medical Services
<b>PPGs</b>	Patient participation groups
<b>RCGP</b>	Royal College of General Practitioners
<b>TPP</b>	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 makes it convenient for the patient, enabling them to get online and use GP online services in the way that is easiest for them.

Patient  
Access

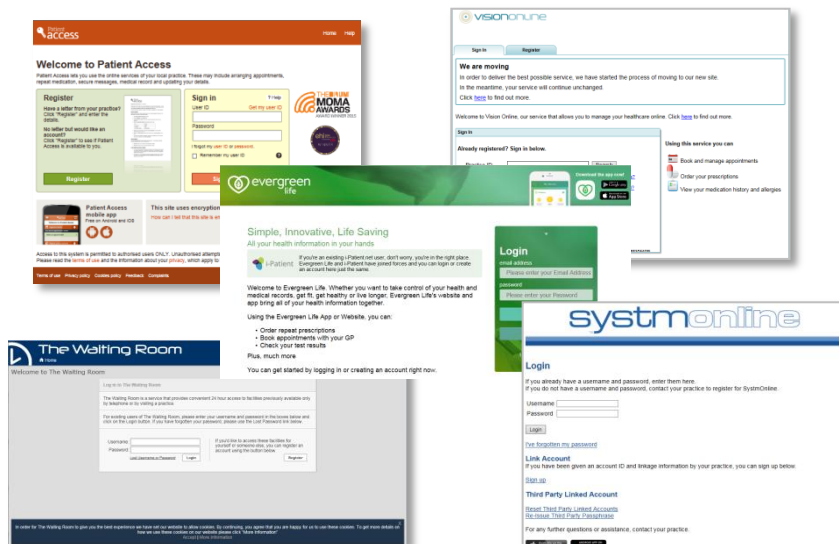
Vision Online

The Waiting  
Room

SystemOnline

i-Patient

## Websites



## Apps for tablets and smartphones

Android

Apple



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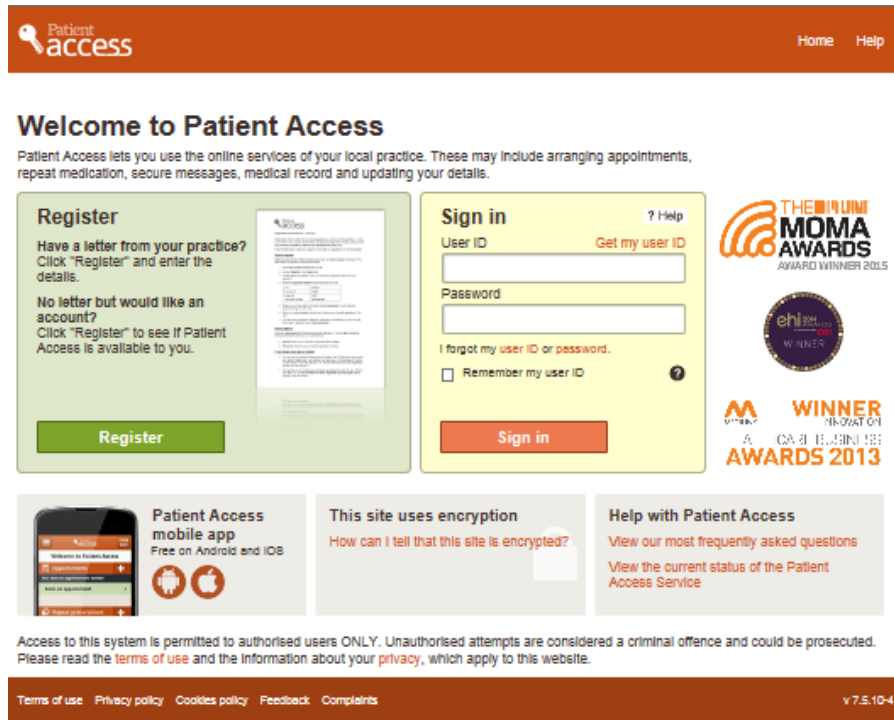


# EMIS – Patient Access

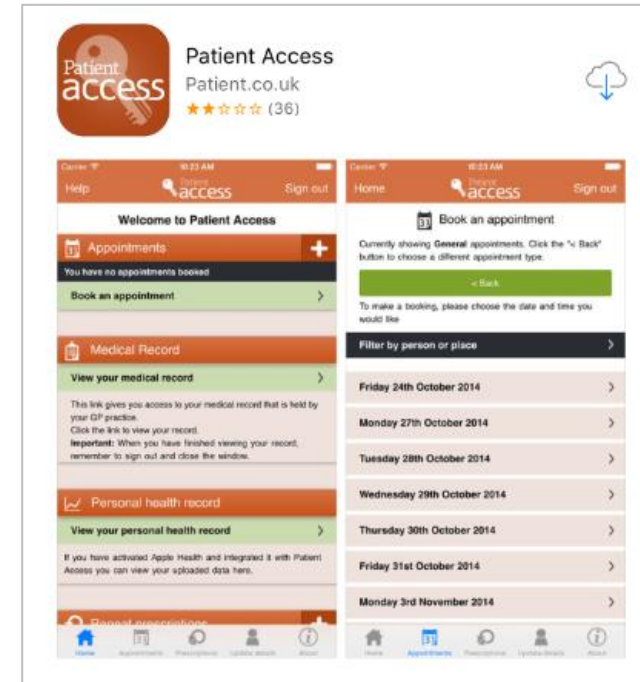
Patient  
screens

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

## App - Patient Access



The screenshot shows the Patient Access website homepage. At the top, there's a navigation bar with 'Patient access' logo and 'Home' and 'Help' links. 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' on the left and 'Sign in' on the right. The 'Register' section includes a 'Register' button and a link to 'Get my user ID'. The 'Sign in' section includes fields for 'User ID' and 'Password', a 'Sign in' button, and a link to 'Get my user ID'. To the right of the 'Sign in' section, there are two award logos: 'THE INQUIRY MOMA AWARDS AWARD WINNER 2015' and 'ehs AWARDS 2013 WINNER'. Below the main content area, there are three sections: 'Patient Access mobile app' (Free on Android and iOS), 'This site uses encryption' (How can I tell that this site is encrypted?), and 'Help with Patient Access' (View our most frequently asked questions, View the current status of the Patient Access Service). At the bottom, there's a footer with 'Terms of use', 'Privacy policy', 'Cookies policy', 'Feedback', 'Complaints', and a version number 'v 7.5.10-4'.



More about  
Patient Access



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# Vision – Vision Online

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



Sign In

Register

**We are moving**

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.

Welcome to Vision Online, our service that allows you to manage your healthcare online. Click [here](#) to find out more.

Sign In

**Already registered? Sign in below.**

Practice ID:

Search

Username:

[Forgotten username?](#)

Password:

[Forgotten password?](#)

Sign In


For help signing in click [here](#)

**Need to Register?**


Click [here](#) to register for Vision Online Services.

ABOUT SSL CERTIFICATES


**Using this service you can**



Book and manage appointments



Order your prescriptions



View your medication history and allergies

More about  
Vision Online

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# Microtest – The Waiting Room

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



The Waiting Room

[Home](#)

[Help](#)

Welcome to The Waiting Room

Log in to The Waiting Room

The Waiting Room is a service that provides convenient 24 hour access to facilities previously available only by telephone or by visiting a practice.

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.

Username:

Password:

[Lost Username or Password](#)

Login

If you'd like to access these facilities for yourself or someone else, you can register an account using the button below.

Register

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"

Accept | [More Information](#)


More about  
The Waiting  
Room 2



# TPP - SystmOnline

Patient  
screens

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



### 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.



[Help](#)

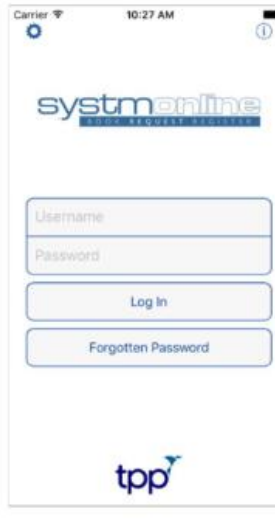
App - SystmOnline




SystmOnline - patient health management app

TPP

★★★★☆ (18)



Carrier 10:27 AM



Username

Password

tp<sup>p</sup>

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



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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.

**Login**

email address  
Please enter your Email Address

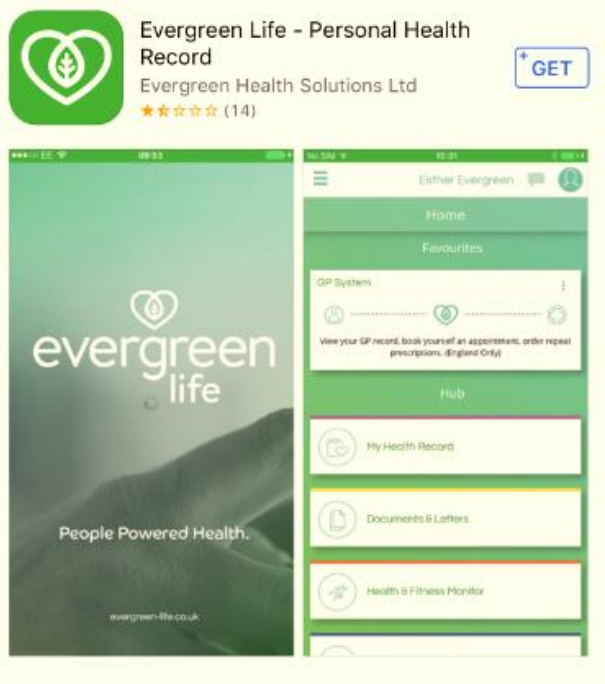
password  
Please enter your Password

LOG IN

SIGN UP

I forgot my login details  
[Need Help?](#)

## App – Evergreen Life



More about  
Evergreen Life



available for  
use with EMIS



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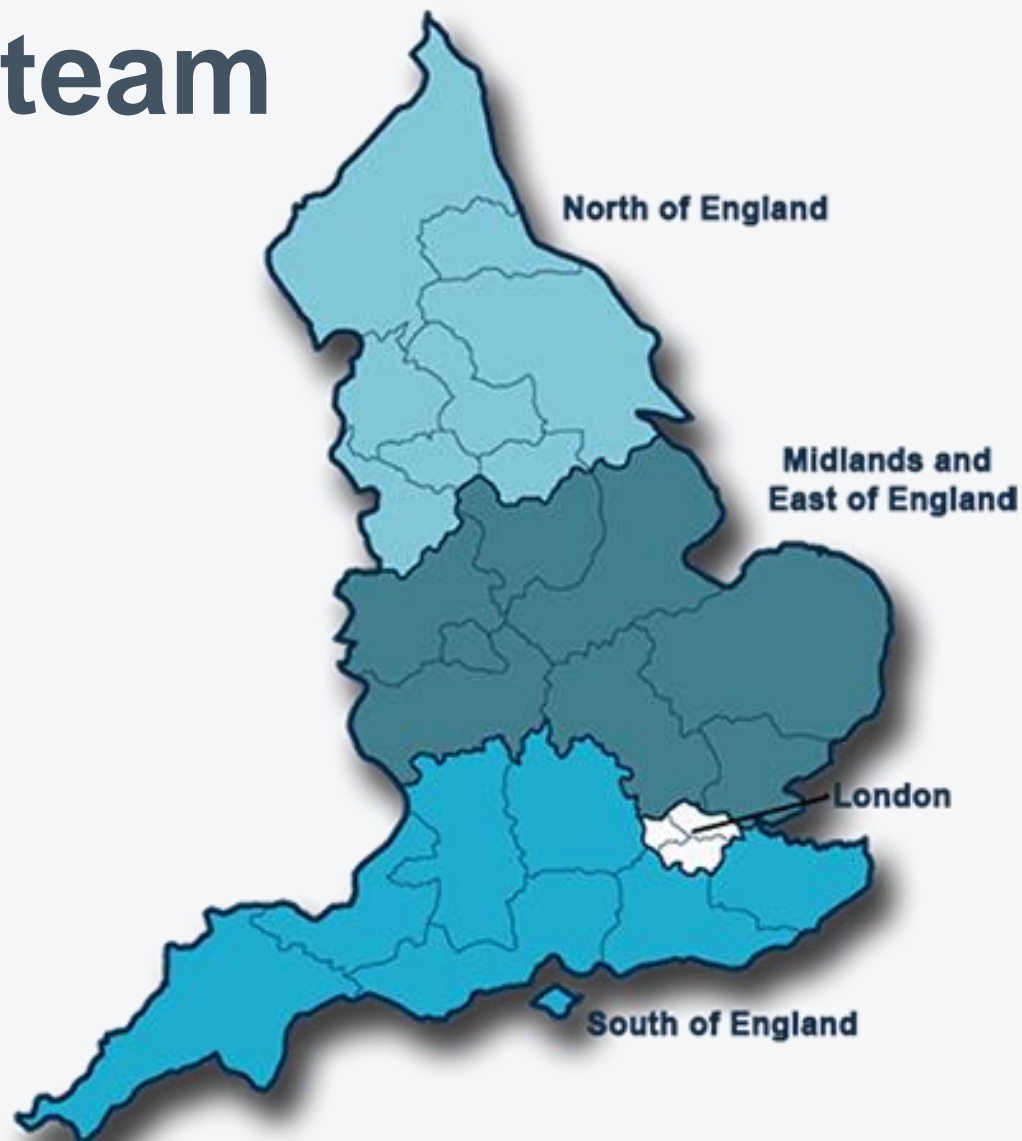
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# Implementation leads

Implementation leads (ILs) 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 GP online services
- They focus on engagement with GP practices in designated geographical areas while 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	Pam Jenkins	<a href="mailto:pamela.jenkins1@nhs.net">pamela.jenkins1@nhs.net</a>	07918 336 005
North	Kay Renwick	<a href="mailto:kay.renwick@nhs.net">kay.renwick@nhs.net</a>	07768 535 904
Midlands and East	Kayleigh Buckley	<a href="mailto:kayleighbuckley@nhs.net">kayleighbuckley@nhs.net</a>	07710 152 881
Midlands and East	Tristan Stanton	<a href="mailto:Tristan.stanton@nhs.net">Tristan.stanton@nhs.net</a>	07710 152445
London	Shona Ash	<a href="mailto:S.ash@nhs.net">S.ash@nhs.net</a>	07900 712 995
London	Patrick Johnson	<a href="mailto:patrick.johnson@nhs.net">patrick.johnson@nhs.net</a>	07730 376 405
South	Emma Halliday	<a href="mailto:emma.halliday1@nhs.net">emma.halliday1@nhs.net</a>	07557 744 917
South	Louise Croney	<a href="mailto:louise.crony@nhs.net">louise.crony@nhs.net</a>	07730 379 275

# Contact us



**Please contact us if you need support, advice or guidance with GP online services.**

## **We would like to hear from you**

NHS England value your opinions and experiences. We want to ensure that your views are 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 units.

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.

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Contact | [england.patient-online@nhs.net](mailto:england.patient-online@nhs.net)

