

## Using Patient Online in practice nurse teams

**Patient Online** is an NHS England programme designed to support GP practices to offer and promote online services to patients. Currently these include:



Ordering of repeat prescriptions



Booking and cancelling of appointments



Viewing of coded information in records (detailed coded record access)

Patient Online is helping **patients** by:

- supporting the self-management of their condition(s)
- providing more choice in accessing GP services
- empowering them to be more involved in their care

**Practice nurses and practice nursing teams** are ideally placed to promote online services through their regular contact with patients with long term conditions. These patients could benefit the most from access to online services.

- registering patients for transactional services (ordering repeat prescriptions and booking appointments online at every consultation)

- assessing patients' suitability for accessing test results and record access, particularly patients with long term conditions

- suggesting patients sign up for online test results, after a blood test for instance. Access to previous test results will help them monitor and self-manage their condition

### What other practice nurse teams are doing:



- sign posting to validated information about their condition to support self-management

- discussing security issues with patients, following practice protocol (password sharing)

- using the 'vouch for' method of ID verification as part of the registration process for online services, if the patient is known to them

- encouraging patients with long term conditions to order their repeat prescriptions online

## Why Patient Online?

Nearly all GP practices offer online services. Studies show that patients are ready to take more **control of their own health** and wellbeing. **Digital technology** has the power to help do this. It can make services more convenient, personal and efficient.

“Technology has helped transform care and our roles in providing it. We need to continue to be at the forefront of innovation, enabling individuals to access information, use diagnostic tests, record their own health data and live more independently and safely in their own homes.

We need to be prepared for routine tasks we currently undertake to be replaced by technological developments and to use the advances to improve outcomes, promote self-management and increase efficiency and productivity.”

Commitment 10 in “Leading Change, Adding Value”, the national framework for nursing, midwifery and care staff in England, published by Jane Cummings in May 2016 (<https://www.england.nhs.uk/ourwork/leading-change/>)

## Patient Online support and resources available online

Go to [www.england.nhs.uk/patient-online](http://www.england.nhs.uk/patient-online) to find guidance, practical tools for practices, links to RCGP guides and local support arrangements.

There are a wide range of promotional materials for patients available as well. These include posters, leaflets, bunting, website banners and more. Please note that these now say GP online services instead of Patient Online, as a large survey revealed that people don't think of themselves as patients unless they are in a hospital. To download and order these, please visit

<https://www.england.nhs.uk/materialsforpatient/>

Have a look at our case studies and video case studies to find out more about the benefits for practices and patients: <http://www.england.nhs.uk/patient-online/case-studies>

Any questions or feedback? Please get in touch: [england.patient-online@nhs.net](mailto:england.patient-online@nhs.net)

**“I think online record access is a brilliant idea. It allows people to take ownership of their medical conditions. They can see areas that they might want to address themselves. They can look at past test results so that when they come in for their consultation they've got a better idea of things that they want to address.”**

Helen McMorran, nurse at the Swan Practice in Buckingham