

Getting started with GP online services

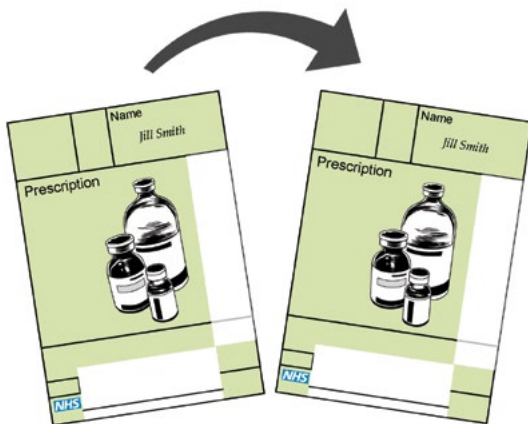
Easy
Read



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.

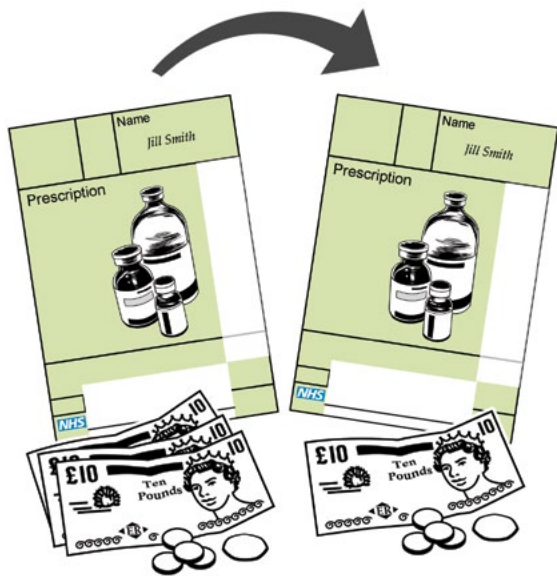


In the next year, you will be able to see even more. This will include illnesses, immunisations and test results.

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.

You can also still ask for your full printed records from your surgery. You might have to pay for this.



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

You can choose to:

Book and cancel appointments with your doctor or nurse online.

Your surgery will choose which appointments can be booked online.

Order repeat prescriptions online.

This could save you money and time as you won't need to go to your surgery to order repeat prescriptions.

Look at part of your GP records online.

You can look at your records whenever you want, even from home, and find answers to questions you may have without ringing your doctor.



Online services are free to use and are just another way of getting in touch with your surgery. You can still ring them or go to your surgery in person like you do now.

Anyone can benefit from using online services



A lot of people can benefit from using online services.



“I am a carer for my mother and a mother to two small children. It has now become really important for me to book GP appointments online. The online booking system lets me fit appointments around our whole family. I can plan my time and life better.”

Keymn – Arran Way Medical Centre.



“Ordering repeat prescriptions online saves me a lot of time. If I find I’m running low and the practice is closed on the Saturday, all I do is log on, ask for the medication from the list and then pick it up a few days later.”

Adam – University Health Centre.



“Because I can look at my records online, I have all the information I need, anywhere in the world all the time. I have several long term conditions and so, I can share the information with other health professionals to keep me safe.”

Ingrid – Thornley House Medical Centre



For a video of what other patients had to say, go to:
www.nhs.uk/patientonline

How to sign-up for online services



It is not hard to start using online services.

Your surgery wants to protect your records from people who are not allowed to see them.

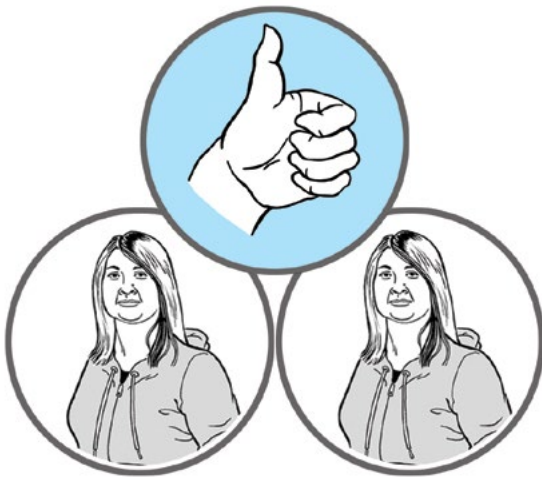
To do this, your surgery will check who you are.

To sign-up for online services you need to:

- 1 Tell your GP surgery you would like to start using online services.



- 2 Your surgery will give you a short form to fill in and sign to make sure you agree.



- 3 Your surgery will check you are who you say you are.



They will check your photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.



If you do not have any ID and are well known to your surgery, a member of staff may be able to say who you are.



If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to make sure the record is really yours.



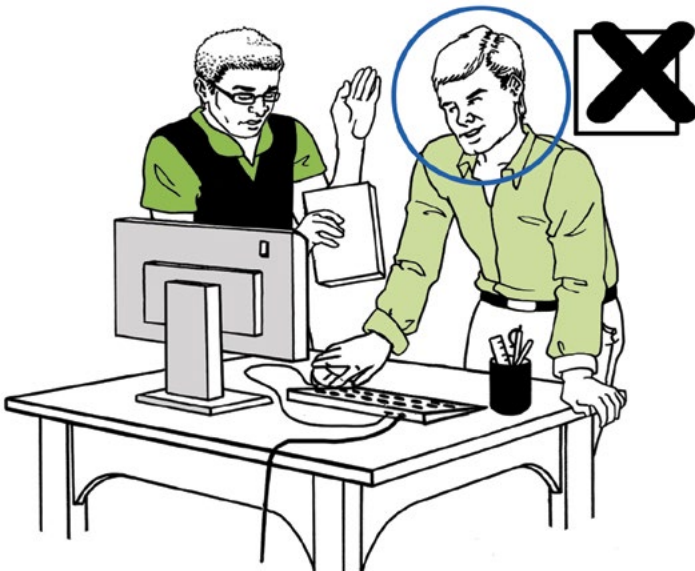
- 4 Your surgery will then give you a letter with your special username and password.



- 5 Your surgery will tell you about the website where you can log in and start using online services.



When you ask your surgery to sign-up for online services, they might talk to you about why you want to use these services.



If they think your record may be seen by someone who shouldn't see it, they might decide you can only book appointments or order your repeat prescriptions.



If your surgery thinks it is best for you to not use GP online services, they will talk about their reasons with you.

If you forget your login details



If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

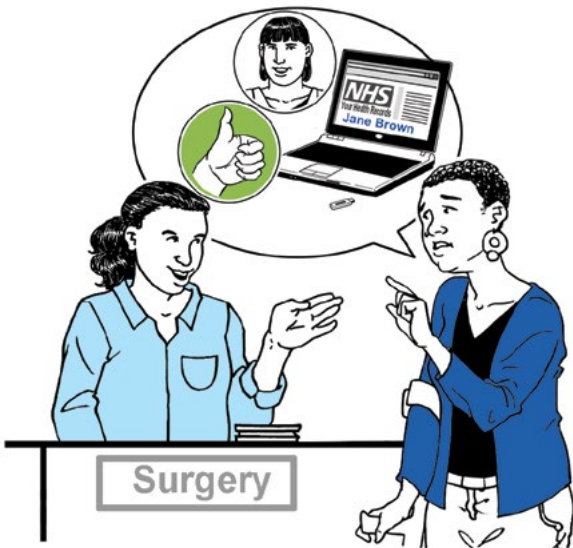
If this does not work, please contact your surgery.

Things to remember



- No one should force you to share your username, password or GP records.

If someone forces you, tell your surgery as soon as possible.



- You can choose to let another person see your medical records, for example members of your family or a carer.

To do this safely, speak to your surgery. Some surgeries are not able to do this at the moment but will be able to in the future.

- You can stop using online services at any time by telling your surgery.

- If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use the internet



There are a lot of places where you can learn how to use the internet. A good place to start is your local library, but there are many others where you can learn for free, such as:



- **UK online centres** which help people learn how to use the internet and look after their health online.

For more information and to find your nearest local venue, please go to:

www.learnmyway.com

or ring **0800 77 1234**.



- **Age UK** helps older people get online.

For more information and to find your local Age UK centre please go to:

www.ageuk.org.uk

or call **Age UK Advice** on **0800 169 6565**.

Digital Eagle Group



<http://www.learnmyway.com/what-next/health>



- **Digital Eagles** at **Barclays Bank** run sessions to teach people how to use the internet.

Call into any branch and ask to talk with their Digital Eagle or book onto a **'Tea and Teach'** session.

Information is also available on their website:

www.barclays.co.uk/DigitalEagles/P1242671738729

If you already know how to use the internet, you can take a short course on how to start using GP services online at

www.learnmyway.com/what-next/health

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.