

What you need to know about your GP online record

Patient Guide

easy
read





Reading this booklet

This booklet uses easy words and pictures to help you understand more about GP online services.



You might want to read through it with someone else to support you to understand it more.

Contents

What you need to know - Page 3

What's in it for you - Page 5

Understanding your record - Page 9

A few things to think about - Page 11



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.



You can look at your GP record on a computer, a tablet, or a smartphone, using a website or an app.



If you would like to start using online services, see the '**GP online services**' guide for more information.



This guide is also available online at www.nhs.uk/GPonlineservices

What's in it for you?



- You can look at your GP record online whenever you want, without needing to print it.

Your GP online record is up to date and more secure than a printed paper record which could get lost or seen by others.

- People who have a long term health problem like diabetes, have found that looking at their test results online can help them to stay healthy.



They can see if their condition is improving or getting worse by looking at past test results.



Adam, a patient at University Health Centre said about the GP online service 'it is useful for people like me, who need regular contact with their GP'.



- You can look at your GP record before your appointment to see if there is anything you need to discuss with your doctor or nurse.



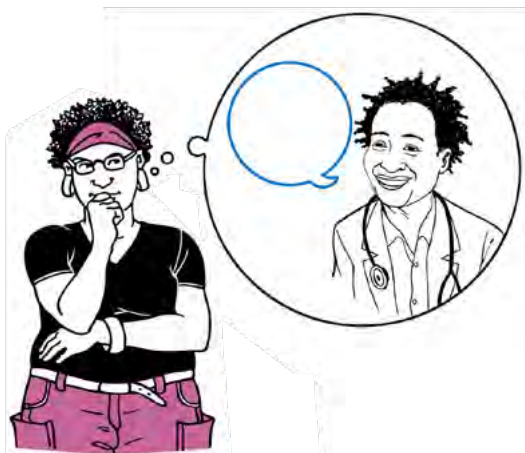
It could be test results, illnesses or any new information added to your records.



This means you can talk to your doctor or nurse about any problems you have and get the most out of your appointment.



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



- Sometimes your doctor will give you a lot of information and you might not be able to remember it all.

- You may also want more information once you have had time to think about what was said.

One of the most useful things patients have found is that you can make sure the information in your record is correct.

- For example, you can tell your doctor if you have an allergy that is not already in your record.



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

Understanding your record



Your GP record is written to help medical staff look after you. This means that sometimes you may not understand everything you see.



If you find something you don't understand, you can talk to your doctor or nurse. You can also go to the NHS Choices website.

www.nhs.uk



NHS Choices is the NHS website for patients where you can look for information on illnesses, how to look after yourself, and find NHS services in your local area.



Other websites used to search for information on illnesses and test results are:

- Patient
www.patient.info
- Lab Test Online UK
www.labtestsonline.org.uk

NHS



Patient

Lab Tests Online®
Empower Your Health. Understand Your Tests.

These sites are not owned or checked by the NHS, but some people find them useful.

A few things to think about



There are a few things you need to think about before registering for online record access. These are:



- Your GP may think it would not be good for you to look at your GP record online. If this happens, your GP will talk to you about it.



It is up to your GP to decide if you should be allowed access to your online record.



- You may see test results before you have talked to your doctor about them. This may be when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor about the results.



- Information in your GP record might be wrong. If you find something you think isn't right, you should contact your surgery. The staff will be able to answer your questions.



You cannot change information in your record yourself.



- There may be information in your GP record that you did not know was there or that you had forgotten about.



This could be an illness or an upsetting incident. If you see anything that worries you please speak to your surgery.



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 please talk to your surgery who can help you.



All illustrations ©CHANGE
www.changepeople.org