



**Patient Participation Groups**

**What you need to know about GP Online Services**

**August 2018**

# Dear Patient Participation Group member

First of all, thank you for taking the time to read through this document. We hope it will give you a clearer picture of GP Online Services and how it works for patients in today's world, along with why we believe it will help transform primary care (GP Practices) and patient care.

Within this document we aim to outline what the benefits of GP Online Services are to patients, as well as the benefits it can bring to our many GP practices and the staff that work within them.

Finally we will explain how, as a member of a PPG, you can support the programme and your practice by spreading the word and raising awareness about online services.

Thank you and we hope you find this document helpful.

With thanks to the PPG networks at Brighton and Hove CCG and Guildford and Waverley CCG for their feedback and input into the creation of this document.

# An introduction to GP Online Services

GP Online Services are an alternative way that patients can get in touch with their practice. These services are online and enable patients to become more engaged in their care and treatment.



Patients can still contact their practice in the traditional way, by phone or in person. GP Online Services does not change that, it simply gives patients more choice about how they contact their practice.

# Why over 14 million people currently use GP Online Services

Order repeat prescriptions

*Patients are more involved and have more control over their healthcare*

Book appointments

Check test results

*A patients carer can also have access and help them with their care*



*Patients can only order what has been prescribed to them and they cannot over order*

*Saves time and money*

View their record

*Many patients with disabilities find using online services easier and more convenient than calling or visiting the practice*

*Patients have greater control and understanding of their medicines*

*Available 24/7 to book and order when they need to and not just when the practice is open*

# Why do we need to transform primary care?



Many patients are living with one or more long term condition, which are increasingly complex to diagnose and treat. As a result we need services that can keep up with these health changes.



People are living longer, so we need to be able to provide care which is appropriate for all patients at every stage of their life.



The NHS is struggling to retain staff due to high stress and increased workloads. We need to change how we work in order to make the working life of staff in the NHS more enjoyable.



The demand for GP appointments is increasing all the time and the current system can't deal with sudden change. We need new, smarter ways of working to help GPs and practice staff manage these pressures.

# Everyone is transforming

All these services offer their users/customers an online option in order to make it easier and more convenient for them to engage with the service.

Why not give an online option for healthcare?



**Online banking**



**Online travel**



**Online shopping**



**Online tax returns**

# How will digital transformation benefit the patient?

## General Benefits

- 24-hour access to information, appointment booking and repeat prescription ordering gives patients more flexibility and easier access.
- Option for patients to share their information with others in different care settings and other NHS organisations.



### Online appointment booking

- Appointments can be made and cancelled quickly and easily, avoiding 'did not attends'.
- Patients can input information about the appointment to avoid unwanted questions at reception.



### Online repeat prescription ordering

- Patients can review and ensure only medication that is needed is re-ordered.
- Ability to inform the practice about where they would like to collect their prescriptions from.



### Online viewing of GP records

- Patients can check test results, allergies and medication etc.
- Patients feel more prepared before attending their appointment.
- Patients feel empowered and involved in their own care.

# What are the benefits for the practice and staff?

- Fewer clerical errors - safer process
- Fewer phone calls from patients to the practice – releases time for reception and admin staff to work on other important tasks
- Reduces calls and appointments from patients wanting to know their test results
- Encourages patients to have a greater involvement in their care
- Improved doctor/patient communication, leading to higher levels of collaboration
- Reduces the number of “did not attends” (DNAs) as it is easier for patients to cancel or re-book appointments online
- Reduces costs by eliminating prescription waste, encouraging patients to avoid stock-piling through only ordering medication they genuinely need.



# What can PPGs do to help?

Register for online services yourself and note the benefits/issues

Talk to patients in the waiting room about the benefits

Support your practice to run an online services event

Talk to the staff at your practice about online services

Decorate the practice using the free promotional materials



Take leaflets and posters to other organisations in the area

Take leaflets and posters to groups/work you are a part of

Tell your friends and family about online services

Put information in your practice newsletter

Promote GP online services using social media (Twitter/Facebook)

# What can PPGs encourage their practice to do?



## **Run a text or email campaign**

It doesn't need to be to everyone. Target a group of patients who would benefit from the system, like patients living with diabetes.

## **Improve the website**

We know that if patients are interested in online services they will most likely go to the website to find out more information.

## **Use the free promotional materials**

This is not about decorating. It is about having a visual prompt for patients and staff to remember to talk about online services.

## **Have online services on the agenda at every PPG meeting**

Discuss what promotional activities have worked, any benefits that have come from online services and any issues that need to be raised.

# Call to action

We hope you have found this information useful, if your PPG would like any more information, resources or materials please email us at [england.patient-online@nhs.net](mailto:england.patient-online@nhs.net)



Order materials for your practice at [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)

Find more information and resources at [www.england.nhs.uk/patient-online](http://www.england.nhs.uk/patient-online)

Follow us on social media at  
Twitter [@PatientOnline](https://twitter.com/PatientOnline)  
Facebook [GPonlineservices](https://www.facebook.com/GPonlineservices)

# GP Systems

**Click on the videos to learn more about GP systems  
(links to external site)**

We want to give  
GPs the best choice  
of clinical systems



[A quick guide to integration under GPSoC](#)  
[\(3mins\)](#)

**hscic** Health & Social Care  
Information Centre

**GPSoC**

[A quick guide to GP Systems of Choice](#)  
[\(2mins 33s\)](#)

# GP system suppliers – for practice and patients

Doctors, nurses and admin staff use one of these at your practice



Patients access GP Online Services using one of these, either on their mobile (apps) or via websites. These are **patient facing services**.

# Other websites and apps

In addition to the patient facing websites and apps provided by the four [GP system suppliers](#), a number of other external companies have developed similar services to support online services.

The ones listed below have been approved by NHS Digital and meet their security standards.

## Appointments



## Repeat prescriptions



## Viewing of GP record



This list will be updated as new websites and apps are approved. Please contact [england-patient.online@nhs.net](mailto:england-patient.online@nhs.net) for the latest list.

# If you want to know more...

Please watch these videos to get an idea of what's going on in the NHS today (links to external site).



**[NHS Structure](#)**  
(6mins 30s)



**[How does the NHS work?](#)**  
(6mins 33s)



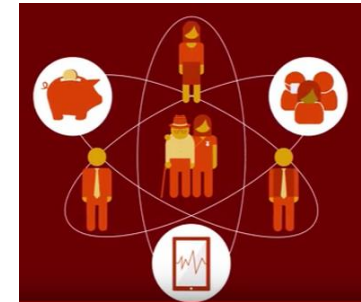
**[Financial Challenge](#)**  
(1min 50s)



**[GP Five Year Forward View](#)**  
(5mins 38s)



**[What is an STP?](#)**  
(2mins 14s)



**[Joined up care](#)**  
(3mins 37s)

# Webinars

Each month we hold a webinar for PPG members. Participants have the opportunity to hear about GP Online Services and the latest developments from the NHS England team. Throughout the webinar there are a number of opportunities to ask questions and share your thoughts and experiences

For further information please go to:

<https://www.events.england.nhs.uk/gp-online-services-webinar-for-patient-participation-group-ppg-members>

Or contact [england-patient.online@nhs.uk](mailto:england-patient.online@nhs.uk)



# Help for those who need support going online

There are a lot of places where people can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is the local library, but there are many other places to learn for free, such as:



UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to [www.learnmyway.com](http://www.learnmyway.com)



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](http://www.ageuk.org.uk) or call the Age UK advice line on 0800 169 2081.



Good Things Foundation in partnership with NHS Digital is running a programme to ensure people have the skills they need to access relevant health information and health services online.

# Patient Participation Groups

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