**Contractual Requirement - Statement of Intent**

**Offering and promoting Patient Online services by March 2015**

|  |  |
| --- | --- |
| **Practice contact details**  Surgery Name: The Crown Medical Centre  Address: Venture Way, Taunton, TA2 8QY  Telephone: 01823 282151  Email Address: enquiries@crownmedicalcentre.nhs.uk | **Clinical system details**  GP System Supplier – EMIS Web  GP System Version - |

**GMS / PMS 2014-15 Contractual Requirement for Patient online Services**

It is a contractual requirement for GP practices to offer and promote to patients: online booking of appointments, ordering of repeat prescriptions and by 31st of March 2015 access to summary information (as a minimum) in their patient record. If you need any guidance, advice or support please visit NHS England’s Patient Online Programme’s web pages for more information http://www.england.nhs.uk/ourwork/pe/patient-online/

|  |  |
| --- | --- |
| **Patient online access**  ***(GMS Schedule 6, part 5, new paragraph 74C, PMS Schedule 5, part 5, paragraph 70D)***  [*http://www.legislation.gov.uk/uksi/2014/465/regulation/14/made*](http://www.legislation.gov.uk/uksi/2014/465/regulation/14/made) (GMS)  [*http://www.legislation.gov.uk/uksi/2014/465/contents/made*](http://www.legislation.gov.uk/uksi/2014/465/contents/made) (PMS) | |
| 1. Patients at this practice can book appointments online. | Yes |
| 1. Patients at this practice can order their repeat prescriptions online. | Yes |
| 1. Patients at this practice can access summary information from their medical record online. | No |
| 1. Patient records are transferred using GP2GP facility | Yes |
| 1. Information is uploaded to the Summary Care Record on a daily basis (for records of patients opted into this element) | Yes |
| 1. If ‘No’ to questions 3-5 above what plans are in place to enable this facility by 31 March 2015 (subject to systems/software availability)?   See attached plan for patient access to medical records | |

Signed : Mrs Claire Gregory

Title: Managing Partner

**Practice Plan – Improving patient online services 2014/2015**

This practice currently offers patients’ facilities to book, view, amend, cancel and print appointments online.

This practice currently offers the facility for all patients to order online, view and print a list of their repeat prescriptions or medicines and appliances.

This practice plans to offer patients facilities to view on line, export or print summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient, from March 2015 date, subject to the availability of supporting guidance, NHS GP systems and software.

This practice uses GP2GP to transfer patient records when patients move practice.

This practice uploads information daily to the Summary Care Record system (for those patients who have not opted out).

We will publicise and promote our online services to our practice patients through the practice website, NHS Choices, practice waiting room leaflets, posters and the Patient Participation Group by 30th September 2014 date.

**In addition to the above, you may wish to provide further details of your plan as per the example below**

|  |  |  |
| --- | --- | --- |
|  | **Planned activity** | **Date** |
| 1 | Discuss patient access to medical records further at partner level and inform practice staff. | October 2014 |
| 2 | Draft practice policies | November 2014 |
| 3 | Agree the initial small group of patients to use access to records as a testing phase | November 2014 |
| 4 | Review and update practice policies in light of testing phase | November 2014 |
| 5 | Prepare promotion and information activities for the patients  Review any nationally provided supportive material from RCGP/NHS England  Train relevant staff for access (i.e. reception) | January 2015 |
| 6 | Commence summary information access to records for patients in practice who request this  Publicise online services to patients through website and PPG | March 2015 onwards |