

# Getting ready for patient full access to GP records

March 2022

Implementation Team  
Citizen Experience



By empowering people to manage their health and care we are able to deliver **better health outcomes**, improve patient **experience** and **increase efficiency**



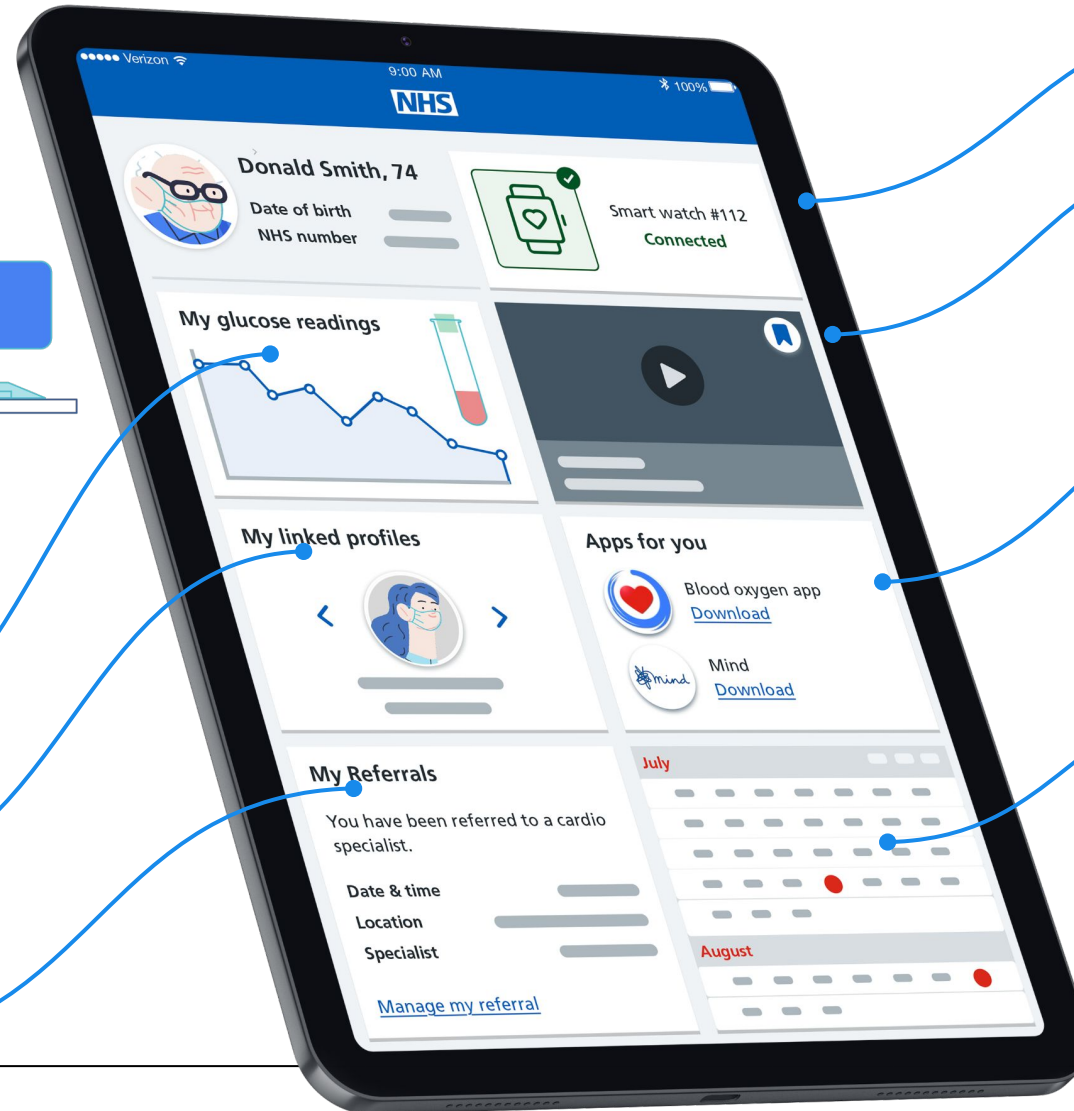
# In future your app could look like this



**Integrating health records from primary & secondary care**

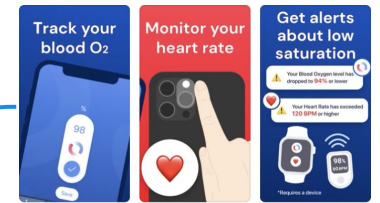
**Joining up your health and care**

**Coordinating access to national services that operate across clinical settings**



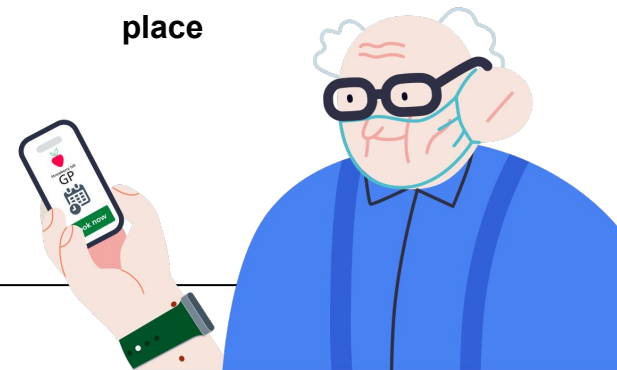
**Connecting the health data you want to share with us**

**Connecting approved media and content from others**



**Signposting out to apps and services specific to you**

**Connecting activity completed in other channels in to one central place**



# Increase in NHS App uptake and usage

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**56% (25+ million people)** of adults registered **February 2022**  
(up from 5% in January 2021 (1.5m))



**1.6m repeat prescriptions ordered** in **January 2022**  
(up from 325K in January 2021)



**7.8m+ record views** in **January 2022**  
(up from 1.6m in January 2021)



# The GMS contractual requirements

Year	Requirement
2015	<u>Promote and offer facility to access online the information held in coded form</u>
2019	<u>Offer all patients online access to all prospective data on the patient record unless exceptional circumstances apply.</u>
2019	<u>Full record access upon written request</u>

# Records access approach



**Future full access**  
After April 2022  
TPP and EmisWeb  
Vision to follow later



**Historic coded access**  
To follow later

# What will happen



- Automatic enablement by suppliers
- NHS App and other patient facing apps
- **From the date this is enabled in the clinical systems** patients will see:
  - All coded information + free text (**unless hidden at time of entry**) added to their record
  - All documents and test results **once filed in their record**
- Patients will **not** see:
  - Admin tasks
  - Information visible in the GP system from third parties, eg, TPP Community modules
  - Historic information (unless already enabled for patient)

# Next steps for practices

## Inform | Train | Support

### Raise awareness

Ensure **all staff** are aware that patients could see their records

Support patients to benefit from access

### Review and update

#### Update policies and processes:

- Hide information from patient view when necessary
- Identify patients for whom full record access would be inappropriate (serious harm)

### Train

Ensure that all staff receive necessary training with regards to checking and entering information into patient records

### Promote

Promote and offer full access to your patients - no need to wait for full access by default!



## [NHS App guidance for GP practices - accelerating patient access to their record](#)

### Live webinars

- GP Staff and Operational Staff
- Primary Care Commissioners
- Safeguarding and Caldicott Leads

#### Accelerating Record Access Programme



Getting ready for patients to have access to their future GP records

[Join the Implementation Team's FutureNHS Collaboration Platform](#)

Practice guidance  
**Offering patients prospective record access**

Version 1.2  
09 December 2019  
Ref: 000946



[Click here to go to a fully accessible version of this guide](#)

# General guides and resources

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[NHSE guidance on offering prospective record access](#)

[GP online services support and resources guide](#)

GP online services (Patient Online) toolkit [www.rcgp.org.uk/patientonline](http://www.rcgp.org.uk/patientonline) \*  
(currently being updated)

Patient information at [www.nhs.uk/gponlineservices](http://www.nhs.uk/gponlineservices)

[Patient guidance \(downloadable\)](#)

[Patient case studies \(YouTube\)](#)

[NHS App guidance](#)

[Set up an NHS App test patient](#) \*

[NHS App help for patients](#) \*

**Please note: this general guidance on online services has not yet been updated to reflect the changes being made**

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# Any questions? .....

If you think of anything after today's session, please drop us a line

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# Levels of access

Appointments			
Prescriptions			
Summary information (from April 2014)	Detailed coded record (DCR) (from April 2015)	Full access (from April 2019)	Custom level of access
<b>Includes:</b>  Demographics Allergies and adverse reactions Medications	All coded information (3rd party and sensitive content excluded)  <b>Includes:</b> Results / Values Problems and diagnoses Procedure codes Codes showing referral made or letters received Other codes (for example ethnicity or QOF)	All coded information  <b>Includes:</b> Free text Documents (3rd party and sensitive content excluded)	Selected items depending upon the clinical system in use and the patient
		Proxy access - no change	