

PRACTICE STATEMENT OF INTENT

IMPROVING PATIENT ONLINE SERVICES 2014-2015

Practice Contact Details

Practice name: Sunnyside Surgery

Address: 4 Sunnyside Road, Clevedon, North Somerset, BS21 7TA

Telephone: 01275 873588

Email address: reception@GP-L81102.nhs.uk

Website: www.sunnysidesurgery.co.uk

Current online patient services

GP system supplier - EMIS WEB

It is Sunnyside Surgery's intention to expand our electronic communication services to our patients, and where appropriate carers, in line with the new GMS/PMS Contractual Requirements for 2014-2015.

By April 2015 we will be (or already are) offering:

1. Referral Management

The practice will include the NHS Number as the primary identifier in all NHS Clinical correspondence issued by the Practice.

2. Online Appointment Booking

We offer the facility to all patients, who wish to, book, view, amend, or cancel GP appointments online.

3. On-line Repeat Prescriptions Requests

We offer the facility for all patients, who wish to, order online, view and print a list of their repeat prescriptions for necessary drugs, medicines or appliances.

4. Summary Care Record (SCR)

All practices are required to enable successful automated uploads of any changes to a patient's summary information at least on a daily basis to the Summary Care Record.

Having your Summary Care Record available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.

The SCR is not live in our area yet. Sunnyside Surgery is ready to upload this data as required as soon as the local IT infrastructure is in place, which we understand will be by March 2015. If you do not want your medical records to be available in this way, then you will need to let us know so that we can update your record. Please see the receptionist for further information and an 'opt out form'.

5. GP2GP transfers

Sunnyside Surgery confirms that we utilise the GP2GP facility for the transfer of patient records between practices, when a patient registers or de-registers.

It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new GP, your medical records will be removed from your previous doctor and forwarded on to your new GP via NHS England. It can take several weeks for your paper records to reach your new surgery. With GP2GP record transfers your electronic record is transferred to your new practice much sooner.

6. Communication via email and text

Patients can sign up for receiving surgery information updates by email or text and to receive appointment reminders by text. Please see a receptionist to sign up for these facilities.

7. Online Patient Access to Medical Records

The practice plans to offer patients the facility to view online, export or print their Summary Care information from their record, relating to medications, allergies, adverse reactions, as well as any individual information specifically agreed between the patient and GP, by the **end of March 2015. This date is subject to the necessary NHS GP Systems and software being available to the practice by NHS England.**