



Improving Access to Practice Appointments

www.onecareconsortium.co.uk

About the service

Sunnyside Surgery, the Medical Centre Clevedon and Langford Surgery are taking part in a pilot scheme to offer Saturday morning GP and Nurse appointments to North Somerset Patients. If there isn't an appointment available at our Practice when you want to book one, then you may be offered an appointment at one of the two other practices.

The doctor or nurse who sees you, wherever your appointment is, will have access to your patient record, as long as you have agreed to this.

This service is supported by One Care and we expect it to help patients who find it difficult to attend their GP surgery during the current opening hours.

Who is One Care?

One Care have received government funds to improve access to GP practices and other health care services. GP practices across Bristol, North Somerset and South Gloucestershire have come together to form One Care.

Who can use the service?

The service is for anyone who is booking an appointment to discuss a routine problem with their doctor or practice nurse. If you don't want to visit a different surgery then you don't have to – it's entirely up to you.

What are the benefits of the service?

Many practices already offer appointments in evenings and at weekends. What is new here is that practices are working in groups to offer more appointments at more flexible times which should make it easier for patients to see a doctor or nurse.

But won't the doctor need access to my patient record?

In order for this service to work, the doctors and nurses need access to your patient record. Your practice has signed a local Data Sharing Agreement (not linked to any national data sharing agreement) to allow this to happen, but you can opt out at any time.

/continued over

Your patient record

- The health professional you see as part of this service will need to access your medical record so that they can make safe and effective decisions about any treatment you may need.
- So this can happen, your practice has signed a local Data Sharing Agreement with One Care Consortium. This is not linked to any national data sharing agreement and you can opt out at any time by contacting your practice.
- If you have already chosen to opt out of the local data sharing agreements, your choice will continue to be in place. Opting out will prevent you from using this new service, as we require access to your patient record to safely treat you.
- Sharing your patient record will give the doctor or nurse at the practice you visit access to the same details as your GP has. All information about you is treated in the strictest confidence and will not be accessed without your consent.
- One Care is committed to ensuring that personal data is protected and that all information is handled responsibly in order to maintain the highest levels of patient privacy and security.
- Your doctor or nurse will ask you before accessing your information.

Questions?

If you have any questions or concerns about this pilot, please do not hesitate to contact One Care on 0117 941 0900 or email enquiries@onecareconsortium.co.uk