



1 Active signposting

Online portal

Street Lane Practice patient online service

Street Lane Practice in Leeds has always tried to involve patients in their own health and believes online record access is the right way forward. As soon as this functionality became available with their software supplier, the GP practice started offering it to their patients.

The idea

When online access to records became available about eighteen months ago, the practice didn't hesitate to launch it. "After reviewing this new enhancement to our system, the GP partners all agreed on the benefits. By opening up health records online, patients no longer need to come to the practice but can view their records from home. It saves them time and money, and at the same time, it frees up time at the practice for other patients.

Impact

Benefits noticed by the practice thus far include improved quality of consultations, with patients being better prepared and more knowledgeable; reduced work in reception, as patients can check results, order prescriptions and book appointments themselves; and improved satisfaction, as patients feel more in control of their own health.

Implementation tips

To prepare staff, the GP practice organised a target training session. "We gathered everyone and explained how it works with print screens and what the benefits are. We even did a few tests with dummy patients to show how easy it was, and we also set up an online protocol, all tied up around ID checks," John explains. "Everybody was OK with it and felt it was straight-forward."

Street Lane Practice decided to launch slow and easy, and opened up about 60 records during the first six months. "We agreed to test full record access with the group of patients who regularly asked to see their files," John explains. "Patients were really interested to see what was in their records. There were no issues reported, although we did receive a couple of comments about understanding the code doctors wrote in and we also had the odd password request."

Link(s)

www.england.nhs.uk/wp-content/uploads/2015/11/benefits-online-access-records-gp.pdf

www.england.nhs.uk/ourwork/pe/patient-online/learning-so-far/case-studies/