



Picton Neighbourhood Medical and Children's Centre
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Online Access to your Medical Records

Starting from 30th November, the ability to access your medical records through a mobile phone App such as the NHS app or myGP is being updated by the NHS. This will mean that full access to future records the default setting for all patients aged 16 and over. This update will be phased into GP Practices across the country starting 30th November 2022

In the past, you have always had the ability to request full access through an App, however going forward, it will be automatically visible. In some cases, for Safety and Data Quality reasons your records may need reviewing by us before full access is granted. This update will not make your historical records visible, only future records from the date we go live. You have the right to request access to your historical records and our policy is to review these records for Safety and Data Quality purposes before granting access, as we already do for any other Access to Records request.

Depending on demand at the time of the request, we will estimate a time frame for reviewing your records for this purpose. In most cases, we expect this to be within 1 month. If you register at a new GP Practice, the default setting for your records access will revert to future records only and from the date of registration at that Practice. This allows the new Practice an opportunity to review your records again for Safety and Data Quality reasons.

Access to historical records would need to be requested again with that Practice and they will have their own process for handling that request. If you already have access to your records through an App you do not need to do anything except consider the impact that the update will have on you. If you currently allow someone else access to your online records, for example someone that helps you order your medication, that person will be able to see your full records going forward.

If you don't want your full records to be visible for any reason, you have the right to opt out of this and can do so by emailing us at gp.pgfpn82089@mhs.net or calling reception on 0151 295 3377 after 12 o'clock.

What will I be able to see after the update?

Your medical record is made up of different sections, described below.

Currently Medication and Allergies are always visible for everyone as a minimum. After the update, all the below will be visible.

Again, please consider the impact of this if someone else currently has access to your records.

- Medication o

Acute

- Temporary and limited medication for a short-term condition
- Prescribed for something new until reviewed as appropriate for continued prescribing
- Cannot be ordered through an app
- Can be ordered by email to gp.pgfpn82089@nhs.net or a handwritten note
- Can be ordered by phone only for patients who are housebound or over the age of 75 o

Repeat

- Ongoing medication for a chronic illness or long-term condition
- You can order repeat medications through your phone app, they will be reviewed by a clinician before issuing to ensure it clinically appropriate, the same as any other medication request is.

Automatic

- Regular medication that may need an additional clinical check before prescribing.
- Cannot be ordered through an App

Consultations

Following a Clinical interaction with a member of the Practice Team, details of that interaction/conversation will be recorded in your record o

Some administrative conversations may also be recorded o Consultations recorded after the update will be visible to you o

Consultations are primarily designed to communicate in the most effective way, to the next clinician reading them, what is required for your continued care o

Every clinician is an independent practitioner with different backgrounds, specialities, experiences, and ongoing professional training. As such there is no one correct way to record a consultation and each clinician will do so in the way they see as best for the patients care

When reading a consultation, it may not all make sense to you, but it will to other clinicians and staff viewing your records for your care o Sometimes the details of a consultation may present risk to the patient or a third party and in these cases, we may choose to hide this from the online access o We cannot amend the content of a past consultation, even based on a patient's request to do so. If a Factual error has been made, this can be documented separately in the record. A differing opinion to that of a clinician does not constitute an error

Problems

Within a consultation, details of a diagnosis or illness are recorded as a 'problem' o Recording problems allows us to ensure you the best ongoing care for that problem through

processes such as annual reviews or Problems entered onto your record after the update will be visible to you

Lab results

The results of tests such as Blood tests, Xrays or ECGs will be visible after the update or Without a clinical understanding of these results and the context around them including other relevant factors, it is easy to be confused or worried about them, especially if you see them before a clinician has had a chance to review them and speak to you or We will contact you to discuss results if we need to. Contacting us to discuss them will not speed up the process and creates additional work for the practice which can delay care for others or Our reception team are not trained to interpret results but may be asked by a clinician to pass on information to a patient regarding them.

Please wait for us to contact you

- Documents or Letters we receive from outside organisations regarding your care will be visible to you or Letters we send to you or on your behalf (e.g. referrals) will be visible to you
- Allergies or Any allergies we have recorded for you will be visible regardless of when they were inputted onto your record Data Quality
- If you see information that is not about you or is factually inaccurate, please contact us via email at gp.pgfpn82089@nhs.net or phone the main reception team on 0151 295 3377 after 12 o'clock Monday – Friday

Privacy

- If someone else currently has access to your online medical records, please consider the impact of all the above on your personal situation
- If you would prefer that full access to your future records is not granted, then please contact us via email at changemydetails.seftonpark@nhs.net or phone the main reception team on 0151 295 3377 after 12 o'clock Monday – Friday. We can agree with you which sections of your record are visible if any.
- If you feel under pressure to give access to someone else, please contact us via email at gp.pgfpn82089@nhs.net or phone the main reception team on 01512953377 after 12 o'clock Monday – Friday to let us know