



# National Patient Access Records

A Guidance Document for Practices

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# Accelerating patient access to their record

Enabling patients to view their medical record through the NHS App and other online services	Guidance
<p>• From April 2022, patients with online accounts such as through the NHS App will be able to read new entries in their health record as well as: full text, results and documents that patients will prospectively receive. This applies to patients whose practices use the TPP and EMIS systems. Arrangements with practices which use Vision as the clinical system are under discussion.</p> <p>This is an NHS England programme supported by NHSX and NHS Digital.</p> <p>The change supports NHS Long Term Plan commitments to provide patients with digital access to their health records. It means GPs will need to consider the impact of each entry, including documents and test results, as they add them to a patient's record. Patients will not see personal information – such as positive test results – until they have been checked and filed, giving GPs the chance to contact and speak to patients first.</p> <p>We also aim to enable patients to request their historic coded records in 2022 through the NHS App.</p> <p>Research shows that increasing numbers of patients want easy access to health information about them, including 80% of the 20 million NHS App users. Better access supports patients as partners in managing their health, and can help reduce queries to general practice such as on negative test results and referral letters.</p> <p>The change also supports existing <b>GMS contract</b> requirements to promote and offer online patient access to all future information, unless exceptional circumstances apply.</p>	<p><a href="#">Accelerating patient access to their record – by NHS Digital</a></p>
<p>*For further information provided by NHS Digital, including what practice staff should know, the resources, support and guidance on offer, plus details from a patients' perspective, please see the above guidance link on the right.</p>	

# Joint NHS England and BMA statement: Online access to Digital GP records 2019/20

Joint NHS England and BMA statement: Online access to Digital GP records 2019/20	Guidance
<ul style="list-style-type: none"> <li>● A somewhat dated statement issued jointly by NHSE and the BMA is available to read by clicking on the guidance link on the right.</li> <li>● It was initially planned for new registrants would have full online access to prospective data from April 2019, but this has since been delayed. The statement confirmed that prospective access to full records would be subject to the same safeguarding information requirements as applied to Detailed Coded Record (DCR) access and includes comments on               <ul style="list-style-type: none"> <li>*Safeguarding</li> <li>*Sensitive information</li> <li>*Third party information</li> </ul> </li> </ul>	<a href="#">The NHSE &amp; BMA joint statement for: Online access to Digital GP records 2019/20</a>
<p>* Further information supporting the implementation of prospective records access, the detailed coded record (DCR) and GP online services is available in the pages below.</p>	

# GP online services

## Support and Resources Guide

GP online services Support and Resources Guide	Guidance
<p>● The guidance document on the link provides a range of information and advice to GP Practices for providing patients with access to their record. The following information can be found in the document for:</p> <ul style="list-style-type: none"> <li>*Practice Managers – <b>pages 4 to 10</b></li> <li>*GP online services Communications Toolkit &amp; Contract – <b>pages 11 &amp; 12</b></li> <li>*Practice reception team including information for patients and accessible information – <b>pages 13 to 20</b></li> <li>*GPs – <b>page 21</b></li> <li>*Practice Nurses – <b>pages 22 &amp; 23</b></li> <li>*Accessible information standard – <b>page 24</b></li> <li>*RCGP guidance and toolkit – <b>page 25</b></li> </ul> <p>The remainder of the document includes: case studies and benefits, a time saving calculator, about GP online services, why patients want it, why the NHS are doing it, in general practice today, why and how, how you can be supported and a glossary and terminology section.</p> <p><b><u>What general practice staff should know</u></b></p> <ul style="list-style-type: none"> <li>● General practice staff should:           <ul style="list-style-type: none"> <li>● be aware that patients will be able to see their future records</li> <li>● know how to manage this as a change to your workflow - ensuring sensitive information is redacted as it is entered onto the clinical system, or in rare circumstances know when it may be inappropriate to give a patient access to their record.</li> </ul> </li> </ul> <p><b><u>What general practice staff should know</u></b></p> <ul style="list-style-type: none"> <li>● A series of training sessions to support staff with these changes are available. Please <a href="#">book onto the session here</a> most relevant to your role.</li> </ul>	<p><a href="#">GP online services Support and Resources Guide</a></p>
<p>* Further information supporting the above can be found in the above guidance link on the right.</p>	

# Prospective record access guidance

Prospective record access guidance	Guidance
<ul style="list-style-type: none"><li>• Prospective record access guidance has been developed by NHS England and BMA General Practitioners Committee in England to support GP practices in meeting the commitment to give new registrants with full online access to prospective data, subject to existing safeguards for vulnerable groups and third party and system functionality</li></ul> <p>To view the guidance, please click on the link on the right.</p>	<p><a href="#">Prospective record access guidance</a></p>

# Patient online services toolkit and NHS App guidance

Patient online services toolkit and NHS App guidance	Guidance
<ul style="list-style-type: none"><li>● The patient online toolkit has been written by the RCGP with NHS England. It is for GPs, nurses and practice staff to offer patient online services to patients effectively, efficiently, safely and securely. The toolkit also includes clinical examples which demonstrate how online services can empower patients to take greater control of the management of their health conditions as part of a person-centred approach to care. This is general guidance that was developed before the changes giving people access to future information.</li><li>● Find additional <a href="#">primary care guidance on the NHS App</a>. Existing guidance and materials are available to support administrative staff with these changes.</li></ul>	<a href="#">Patient services online toolkit</a>

# Guidance and materials available to support administrative staff with these changes

Guidance and materials available to support administrative staff with these changes	Guidance
<ul style="list-style-type: none"> <li>● This <a href="#">NHS website guide</a> is for patients on what health services are available online and how to use these services to manage their own health care needs.</li> <li>● Meanwhile, the link on the right contains further guidance as follows:               <ul style="list-style-type: none"> <li>*<b>Patient guidance materials</b> - This is a set of <a href="#">downloadable patient</a> materials, some in easy read format. You can use these to help patients understand how GP online services work and how to use them to take more control of their health care.</li> <li>*<b>Patient case studies</b> - Several <a href="#">patient videos</a> describing how access to GP online services such as GP record and online test results, helps patients to better manage different health conditions and surgery staff explaining how access to GP online services is revolutionising and improving care for patients with long term medical conditions. There are also videos on promoting online services.</li> <li>*<b>Giving patients online access to their medical records</b></li> <li>*<b>What records access will be given to patients</b></li> <li>*<b>Will patients automatically see all new information about them</b></li> <li>*<b>Patients access to past or historic records</b></li> <li>*<b>General practice as the sole data controller</b></li> <li>*<b>Updates to the general practice Data Protection Impact Assessment</b></li> <li>*<b>Patients understanding their medical records</b></li> </ul> </li> </ul> <p>If you have any questions or would like to discuss anything within this guidance document further, please e-mail: <a href="mailto:england.NHSXimplementation@nhs.net">england.NHSXimplementation@nhs.net</a></p>	<p><a href="#">Guidance and materials to support admin staff</a></p>



# Exporting Patient Medical Records

## Patient Medical Records

- Patients will effectively be able to perform their own GP summary. See below for EMIS patient Access functionality (other online services providers like Evergreen Life etc. work similarly)
- Generating a PDF record using the export function as shown in the screenshot below will look similar to an EMIS GP brief summary, with full text consultations as far back as the patient is approved access.

Export Record

Exporting your medical record does not include any date range filters you may have applied. Exported files will contain sensitive information from your medical record. It is your responsibility to ensure that any files you download are stored securely and protected from unauthorized access. By exporting and downloading files from Patient Access, you agree to the [terms and conditions](#).

Select sections to export

<input type="radio"/> Allergies	<input type="radio"/> Consultations
<input type="radio"/> Immunisations	<input type="radio"/> Medications
<input type="radio"/> Problems	<input type="radio"/> Test results

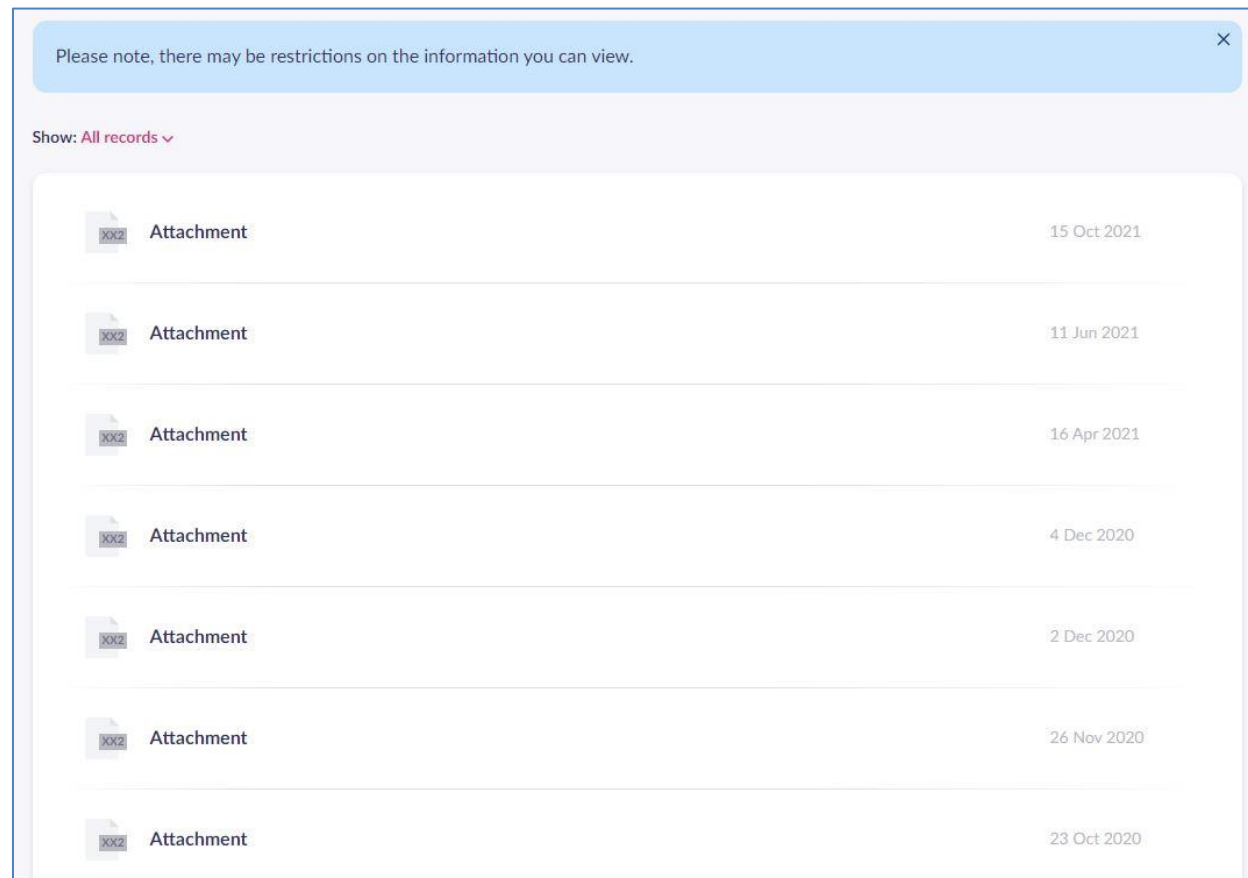
Select export format

<input checked="" type="radio"/> PDF	<input type="radio"/> XML	<input type="radio"/> JSON
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# Medical Record Documents – (part one)

## Medical Record Documents – part one

- The “Documents” section will display as shown in the below screenshot. Letters will be displayed but none will have actual titles and are all labelled ‘attachment’. When a single letter is opened, the patient can read the whole letter and will be able to click for “comments”. This is NOT the GPs Docman filing comment for example: “no action required” or “completed” (or freetext such as “already discussed with patient”):



# Medical Record Documents – (part two)

## Medical Record Documents – part two

- The “document title” is as shown in EMIS documents (see below):



- It has been suggested that if EMIS/online services providers could surface the title in the above screenshot so that it shows on the previous screenshot on page 10, this would avert many queries from patients stating that they cannot tell which letter is which.
- The problem is not unique to EMIS patient access – the same applies for alternate provider of patient online service (e.g. Evergreen Life).



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