

IT/ELECTRONIC PATIENT RECORDS
STATEMENT OF INTENT FOR CROSS KEYS PRACTICE

New contractual requirements came into force from 1st April 2014 requiring that GP practices should make available a statement of intent in relation to the following IT developments:-

1. Referral Management
2. Electronic Appointment Booking
3. On line Booking of repeat prescriptions
4. Summary Care Record
5. GP2GP transfers
6. Patient Access to records.
7. Enable patient feedback (FFT)

Please find below details of Cross Keys Practice stance with regards to these developments:-

- Referral management

All practices must include the NHS Number as the primary identifier in all NHS clinical correspondence issued by the practice.

- Electronic appointment booking

Practices are required to promote and offer the facility for all patients, who wish to, to book, view, amend, cancel and print appointments online.

We currently offer the facility for booking and cancelling appointments online. Please visit www.crosskeyspractice.co.uk to register for online services or come into the practice.

- Online booking of repeat prescriptions

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

We currently offer the facility for ordering repeat prescriptions online. Please visit www.crosskeyspractice.co.uk to register for on line services or come into the practice and request access to order your repeat medication online.

- Interoperable records/Summary Care Record.

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.

Cross Keys Practice is already live with SCR. However, if you do not want your medical records to be available in this way and have not already informed the practice then you will need to let us know, so that we can update your record. You can do this via the 'opt out form' or on our website www.crosskeyspractice.co.uk/Forms.htm

Please visit <http://systems.hscic.gov.uk/scr> for more information.

- GP2GP record transfers

There is a requirement for GP Practices to 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. With GP to GP record a transfer, your electronic record is transferred to your new practice is within 24hrs.

Cross Keys Practice confirms that GP2GP transfers are already active and we send and receive patient records via this system.

Please visit <http://systems.hscic.gov.uk/gp2gp> for more information

- Patient access to their GP record

Practices are required to promote and offer the facility for patients to view online, export or print any summary of information from their records relating to medications, allergies, adverse reactions and any other items/date such as 'additional' record elements which has been agreed between the practice and the patient i.e. Immunisations & Test results

Our clinical system supplier EMIS Web has not yet made our system compliant for you to access information on line from your medical record, but we are working closely them to achieve this functionality.

Please visit <http://www.england.nhs.uk/ourwork/pe/patient-online/po-public/> for more information

Information to support patients accessing online services

Patients will be able (By March 2015) to access online services by visiting or by accessing the online services pages for your practices clinical system (*see below*)

EMIS Practices –

Patient online access web site - <https://patient.emisaccess.co.uk>

User information page & how to guides <http://patient.uservice.com/knowledgebase>

To use Patient Access, you can go to your GP practice to request a user name and password or you can register for this service online and book one appointment. Your identity needs to be verified when you attend the online booked appointment before you will be given full access to your clinical record. ID required: any photo ID and utility bill with your name and address visible. The level of information available to patients and by when is shown in our online timetable below:

Timeline for implementing Online Services and Patient Record Access

Patient online Services	Sep-14	Oct-14	Nov-14	Dec-14	Jan-14	Feb-14	Mar-14	Apr-14
Register for online services on line	LIVE							
Repeat medication available to order online*	LIVE							
20% of GP Appointments available to book on line*	LIVE							
Communicate by e-mail with GP Practice	LIVE							
Patient access to GP electronic record	Sep-14	Oct-14	Nov-14	Dec-14	Jan-14	Feb-14	Mar-14	Apr-14
Medications, Allergies & Adverse reactions*				TEST		LIVE		
Immunisations				TEST		LIVE		
Test results						TEST	LIVE	

How to give feedback to the practice about online services

To give feedback about the online services you can:

- use the practice website to send an e-mail
- leave comments with the receptionist
- Write a letter to the Practice Manager at Cross Keys Practice, 60 High Street, Princes Risborough, Bucks, HP27 0AX
- www.nhs.uk
- www.iwantgreatcare.org