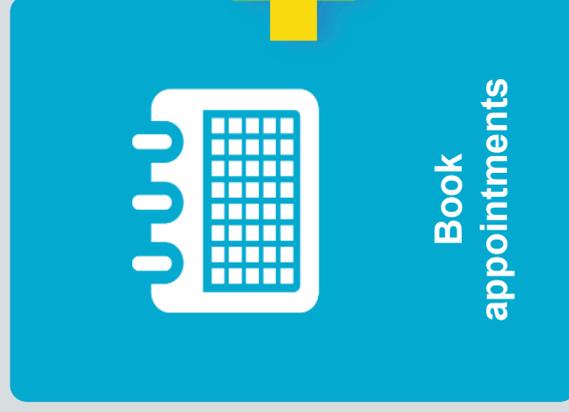


An introduction to GP Online Services

GP Online Services are an alternative way that patients can get in touch with their practice. These services are online and enable patients to become more engaged in their care and treatment.



Patients can still contact their practice in the traditional way, by phone or in person. GP Online Services does not change that, it simply gives patients more choice about how they contact their practice.

Why over 14 million people currently use GP Online Services

Order repeat
prescriptions

*Patients are more
involved and have
more control over
their healthcare*

Book
appointments

Check test
results

*A patients carer can
also have access and
help them with their
care*



*Patients can only order
what has been
prescribed to them and
they cannot over order*

*Saves time and
money*

View their record

*Many patients with
disabilities find using online
services easier and more
convenient than calling or
visiting the practice*

*Patients have greater
control and
understanding of their
medicines*

*Available 24/7 to book
and order when they
need to and not just
when the practice is
open*

Why do we need to transform primary care?



Many patients are living with one or more long term condition, which are increasingly complex to diagnose and treat. As a result we need services that can keep up with these health changes.



People are living longer, so we need to be able to provide care which is appropriate for all patients at every stage of their life.



The NHS is struggling to retain staff due to high stress and increased workloads. We need to change how we work in order to make the working life of staff in the NHS more enjoyable.



The demand for GP appointments is increasing all the time and the current system can't deal with sudden change. We need new, smarter ways of working to help GPs and practice staff manage these pressures.

Everyone is transforming

All these services offer their users/customers an online option in order to make it easier and more convenient for them to engage with the service.

Why not give an online option for healthcare?



Online banking



Online travel



Online shopping



Online tax returns

How will digital transformation benefit the patient?

General Benefits

- 24-hour access to information, appointment booking and repeat prescription ordering gives patients more flexibility and easier access.
- Option for patients to share their information with others in different care settings and other NHS organisations.



Online appointment booking

- Appointments can be made and cancelled quickly and easily, avoiding 'did not attends'.
- Patients can input information about the appointment to avoid unwanted questions at reception.



Online repeat prescription ordering

- Patients can review and ensure only medication that is needed is re-ordered.
- Ability to inform the practice about where they would like to collect their prescriptions from.



Online viewing of GP records

- Patients can check test results, allergies and medication etc.
- Patients feel more prepared before attending their appointment.
- Patients feel empowered and involved in their own care.

What are the benefits for the practice and staff?

- Fewer clerical errors - safer process
- Fewer phone calls from patients to the practice – releases time for reception and admin staff to work on other important tasks
- Reduces calls and appointments from patients wanting to know their test results
- Encourages patients to have a greater involvement in their care
- Improved doctor/patient communication, leading to higher levels of collaboration
- Reduces the number of “did not attends” (DNAs) as it is easier for patients to cancel or re-book appointments online
- Reduces costs by eliminating prescription waste, encouraging patients to avoid stock-piling through only ordering medication they genuinely need.