

# Your GP record

## Patient Guide



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Since April 2015, you have been able to see some of the information in your GP record, book appointments and order repeat prescriptions online using your computer, tablet or smartphone. When you ask your surgery to give you access to your record, they will set up an online account and give you login details. You will then create a new password that you will use to view your information.

Looking at your online record will help you better understand what was said during an appointment with your doctor. It will also remind you what has happened with your health in the past. You can look at your record whenever you want and find answers to questions you may have without ringing your doctor. You can also see your most recent test results.

Other patients have found having online access to their records useful, for example, when they see another doctor while on holiday, or when they have had an accident. They have found it easier to share with the new doctor, which medications they are taking and provide information on their existing medical conditions.

For videos of what more patients had to say, go to [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

Ingrid (Thornley House Medical Centre) said:

**'I have had access to my online records since 2006. With online access to all my GP held information, I have all I need, anywhere in the world 24/7. With several chronic conditions, I can share the information with other health professionals to keep me safe.'**

More information is available in the guide 'What you need to know about your GP online records' which can be found online at [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

## What is in your record

Your GP record is the one place where almost of your medical information is kept.

This includes:

- Illnesses or diagnoses.
- Operations.
- Examinations and screening.
- Medicines.
- Allergies, for example to a medicine like penicillin or to pollen if you have hay fever.
- Vaccinations and immunisations, for example tetanus and polio.
- Test results, such as blood and urine tests, peak flow readings for breathing difficulties.
- X rays and scans.
- Notes about your appointments with doctors and nurses at your surgery.
- Letters from hospitals, community nurses, such as district nurses, podiatrists and other medical staff that look after you.
- Lifestyle information, for example whether you smoke and drink alcohol or not, or how much you exercise.
- Height and weight.
- Contact details.

If you ask for access to your online record, you will be able to see most of this information but not all of it. Things that you might not be able to see straightaway are notes about your appointments and letters, although this will be different for every surgery. You can speak to your surgery to find out what you can see in your record.

### **How your surgery uses your online record**

When you visit your doctor or nurse you will see them checking and adding information into your record, on their computer, but these are not the only people at your surgery who need to use your record. Other staff, for example practice managers and receptionists will use it to

- Book your appointments.
- Write letters and fill in forms to refer you to hospital or community services.
- Enter your test results so that the doctors and nurses can see them.
- Check your address and contact details.
- Send recall letters.
- Send you invitations for annual check ups, or for winter flu jabs.

You may be able to see the names of the staff who have added this information into your record, or booked an appointment for you, and the date on which they did this.

Staff are only able to access your record when they have an official need to, they can't look at your record for no reason. They can only see the information they need to use in order for them to do their job properly and help you manage your

health. This means that your doctor will see much more of the information in your record than the receptionist does.

In some parts of England, hospitals, community, out of hours and ambulance services use the same computer system as your GP surgery. This could mean that when you use one of these services, they might ask you to give them permission to look at your GP record while they are treating you. They will not ask you for your login and password, they will have their own.



## Understanding your record

Your record is written to help medical staff look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand you can talk to your doctor or nurse. You can also go to the NHS Choices website by using this link [www.nhs.uk](http://www.nhs.uk). NHS Choices is the NHS website for patients where you can look for information on illnesses, improving your health and find NHS services in your local area.

Other websites often used to search for information on illnesses and test results are Patient – [www.patient.info](http://www.patient.info) and Lab Test Online UK – [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk). Although these are not owned or checked by the NHS, other patients have found them useful.

## What to do if you think something is wrong or missing

On very rare occasions information in your record might need to be corrected. If you find something you think is not right, you should contact your surgery as soon as possible.

The staff will be able to answer your questions and set things right when needed. Please remember that you cannot change the record yourself.

[www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)