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Online access to GP health records – what's in it for patients?

- Rachel Power, Chief Executive of the Patients Association
- Tristan Stanton, Registered Nurse and Assistant Director of Programmes (Primary Care) at NHS England
- Greta Green, Patient
- Claude Cheta, Patient
- Dr Brian McMillian, GP and an NIHR Advanced Fellow at the University of Manchester

Welcome to the Patients Association Webinar: Online access to GP Health Records – what's in it for patients?

- The webinar will begin shortly.
- This webinar will be recorded.
- Feel free to use Chat to introduce yourself to other attendees.
- Please use the Q&A function to ask questions.
- The Closed Captions function has been enabled.

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Seeing your online GP health records



What is changing?



NHS

- People will automatically be able to see new information added to their online GP health record
- Only information added after your GP has given access
- You can see this on the NHS App, or another online patient app

See new entries in your GP health record on your NHS App

VIEW YOUR GP HEALTH RECORD

Visit www.nhs.uk/gp-record

When and why are these changes taking place?

- 6.5 million patients can now see their online GP health record. This is already being automatically provided in 1 in 5 practices.
- Remaining practices will make these changes by 31 October, and you continue to be able to request access before this date.
- Your records are only made visible once you have securely signed up and try to view them in the NHS App (or another approved app). Your practice can also disable this access if you ask them to.
- We know people want to be able to see their health record
- Lots of benefits to patient and to practices

What kind of information will I see?





Test results (although your GP might talk to you about these first)



Notes from your appointments



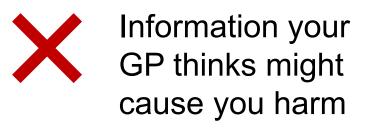
Letters or referrals



Notes from hospital appointments, or other specialists



Information about someone else



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 2 May 2021 3:29 pm

 Asthma Control Test score: 22

 Variation Asthma Control Test score: 22



This is only about giving access to **your own health information**, not any access that may have been given to others, i.e. proxy access

If your GP is worried about you seeing your health record, they will be able to:

- hide information as it is entered into the patient record
- remove access to future data or decide not to switch on records access for certain patients

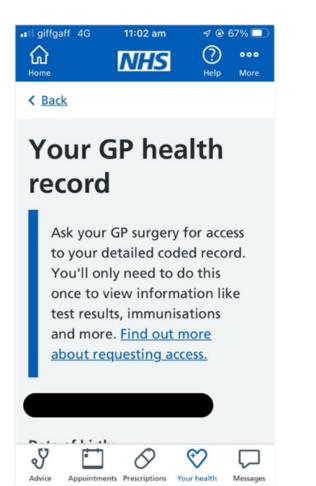
They would usually talk to you about this.

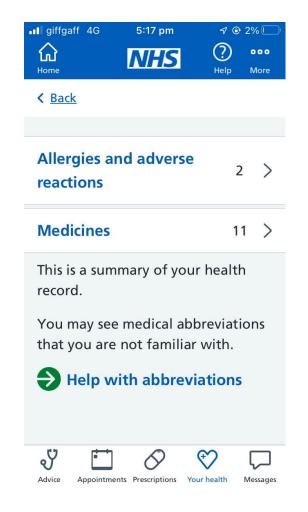
If you **don't want to see your records**, you can speak to your GP and they will switch it off for you.

What this currently looks like



App with summary records access (most basic level)





What this will look like



App with full records access

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Immunisations 46 >		Predicted peak expiratory flow rate using EN 13826 standard: 416 L/min			(JPG, 735KB)				 Any questions about my asthma and how to cope with it. 				
Health conditions	56 >				Attachment	added on 18 June 2	021	>		view date: 06/05/2022	\supset		
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Online access to GP health records – what's in it for patients?



Records access: a GP Perspective

Dr Brian McMillan GP & Senior Clinical Lecturer Centre for Primary Care and Health Services Research, University of Manchester brian.mcmillan@manchester.ac.uk



Records access: different perspectives

- Patient
 - Wanted full access but found process frustrating
- GP
 - Empathise with colleagues concerns regarding workload and safety
- Researcher
 - Evidence for potential benefits (and drawbacks)
- Advisor
 - Understand motivation behind current policy

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Putting principles into practice: A qualitative exploration of the views and experiences of primary care staff regarding patients having online access to their electronic health record

Gail Davidge, Lindsey Brown, Moira Lyons, Blease Charlotte, David French, Tjeerd van Staa and Brian McMillan British Journal of General Practice 9 February 2023; BJGP.2022.0436. DOI: https://doi.org/10.3399/BJGP.2022.0436

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Article	Info	eLetters		Previous Article	Next Article 😜
Abstract				Online First	
Background	I: NHS Engla	nd have announced plans to enable all a	Jult patients to have full		

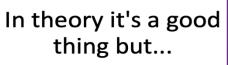


Methods

- Semi structured interviews (Nov 21 Mar 22)
- Good spread of deprivation & levels of records access
- 30 Primary care staff, 10♂, 20♀ (25 practices)
- Aged 25-64 (mean 44.8, SD 11.7) years
- GPs (9), GP trainee (1), Receptionists (3), Admin (2), Practice Managers (3), Nurses (7), HCAs (2), Physio (1), Pharmacist (1), Physician Associate (1)







Opportunities and challenges for patient-centred care We need to keep ourselves and our patients safe

Navigating change



Theme 2: Opportunities and challenges for Patient-Centred Care

- Patient ownership, empowerment and control
- Patient engagement & health literacy
- Confirmation & reassurance
- Communication and involvement of others
- Equity of access for all patients



Theme 3: Keeping ourselves and our patients safe

- May make patients feel worse or put safety at risk
- Safeguarding and unauthorised access
- Improving patient safety
- What about us? Staff well-being and workload



Theme 4: Navigating change

- Changing relationships: transparency & trust
- Changing the function and purpose of the health record
- Changing how we work and relate to patients
- Training & support needs



Next steps

- Developing support materials for staff
 eLearning modules
- Building topic into medical / allied professions
 university teaching
- Developing tools for patients
 - Understanding test results
 - Managing long term conditions
 - Interactive risk calculators



Acknowledgements

This project is funded by the NIHR Advanced Fellowship programme (NIHR300887). The views expressed are those of the authors and not necessarily those of the NIHR or the Department of Health and Social Care.

Reference

Davidge, G., Brown, L., Lyons, M., Blease, C., French, D., Van Staa, T., & McMillan, B. (2023). Putting principles into practice: A qualitative exploration of the views and experiences of primary care staff regarding patients having online access to their electronic health record. *British Journal of General Practice*, <u>https://doi.org/10.3399/BJGP.2022.0436</u>

Thank you for attending this event

- If you enjoyed this event and would like to be among the first to know about future Patients Association events, think about joining us
- Membership of the Patients Association is open to anyone interested in health and social care. Visit <u>www.patients-association.org.uk/membership</u>
- If you'd like to get involved and partner with us, contact us at <u>mailbox@patients-association.org.uk</u>

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