

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

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- Greta Green, Patient
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- 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.

# Seeing your online GP health records



# What is changing?



- 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

An advertisement for the NHS App. It features a large smartphone in the center with the NHS logo and icons for various services. A person is shown interacting with the phone. Surrounding the phone are icons representing a GP surgery, a heart, a doctor, a shield, and a document. The text 'See new entries in your GP health record on your NHS App' is prominently displayed. Below it is a pink button that says 'VIEW YOUR GP HEALTH RECORD'. At the bottom, it says '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 hospital appointments, or other specialists



Notes from your appointments



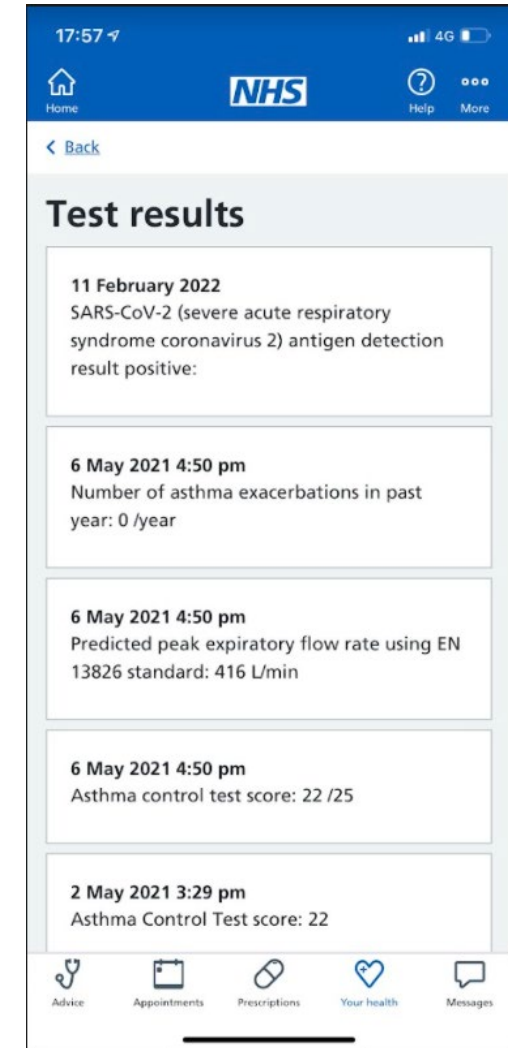
Information about someone else



Letters or referrals



Information your GP thinks might cause you harm



# A few points to note



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

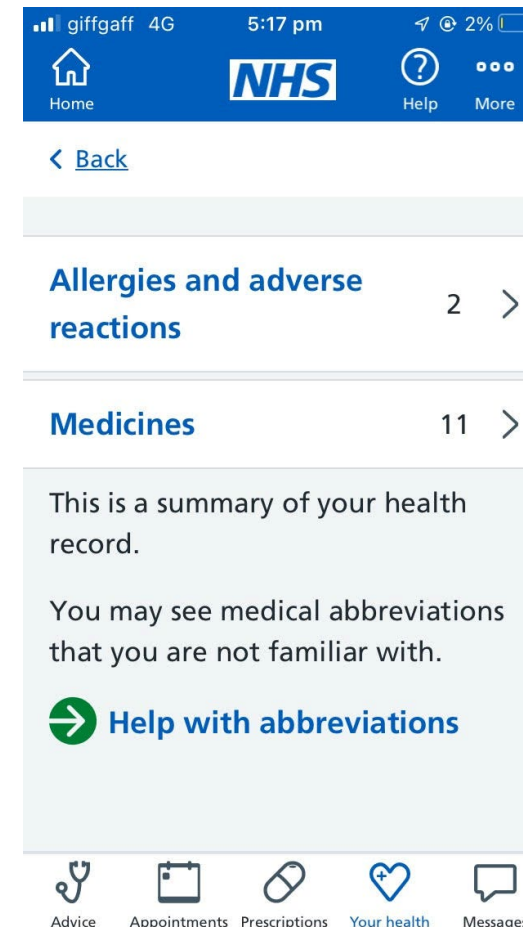
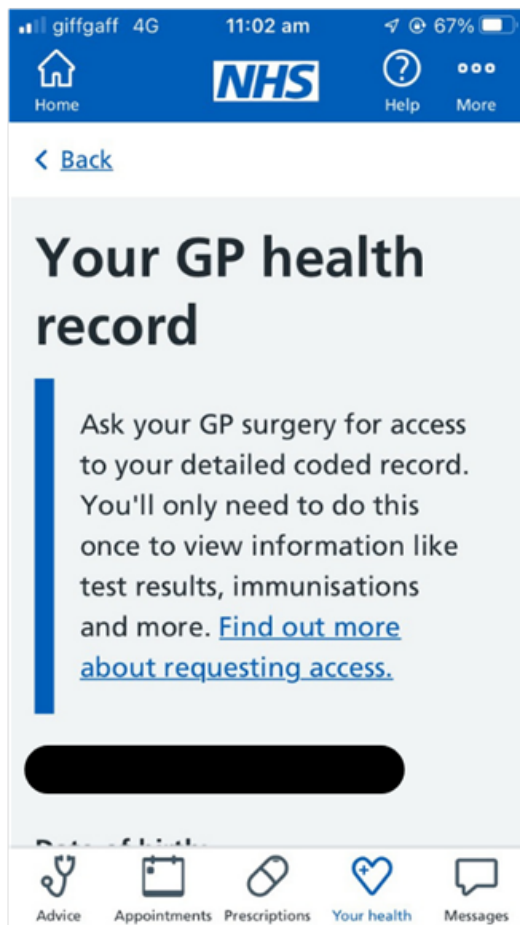
They would usually talk to you about this.

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)

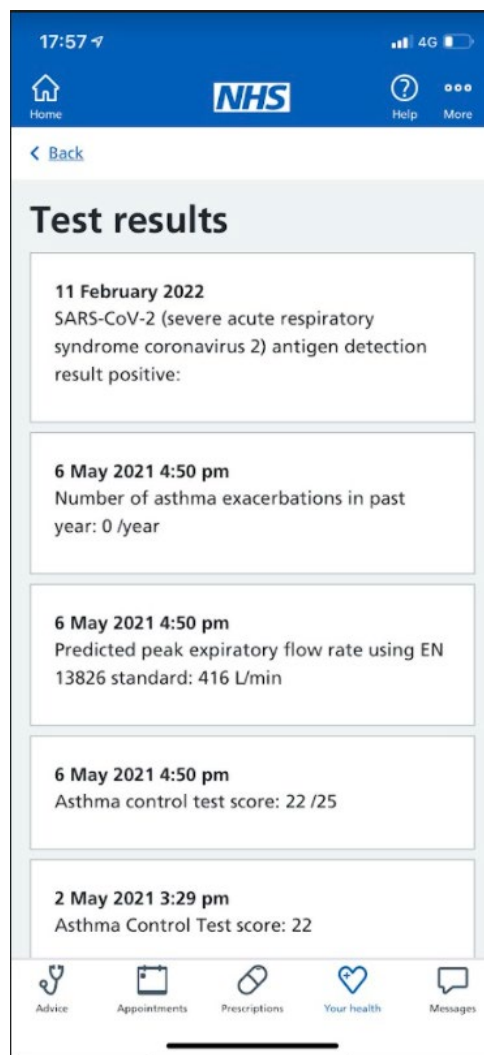




# What this will look like



## App with full records access



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

# Records access: a GP Perspective

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## 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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Research

### 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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#### Abstract

Background: NHS England have announced plans to enable all adult patients to have full

[Online First](#)

## 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)

# Findings



## 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

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## 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*, <https://doi.org/10.3399/BJGP.2022.0436>

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