

PPG - March 2024

Agenda

- Update on present situation
- Patients' medical records
- Weekly timetable of GPs attendance
- Clinical achievements for 2023
- NHS Priority Clinical Targets for 2024 (local use of scarce resources)
- Age and availability of tests of Aortic Aneurism
- PPG creating a patient access questionnaire
- PPG patient newsletter
- Advanced appointment bookings

Patients' medical records

- Patients can access their GP medical records online through the NHS App or by logging in via the NHS website. For older or historic records, or if specific information is missing, patients must contact their GP surgery directly to have it made available. A full record can also be requested in writing from the GP surgery via a Subject Access Request (SAR).
- Through a Subject Access Request (SAR)
- A SAR is a formal, written request to your GP surgery for a copy of your records. It is a good option if you need your entire record or prefer a physical copy.
- Contact your GP: Send a letter or email to your GP's practice manager. Many surgeries also have a specific form for this purpose.
- Verify your identity: You will need to provide proof of identity, such as a passport or driver's licence.
- Receive your records: The practice must provide you with a copy of your records, free of charge, within one calendar month.

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- What your GP record includes
- Your medical record contains a comprehensive history of your care at the practice. Key details include:
- Medical history: Diagnosed conditions and past medical events.
- Treatment plans: Records of treatment you have received.
- Test results: Results from blood tests and other investigations requested by your GP.
- Medication: A history of prescribed medications and any allergies.
- Vaccinations: A record of immunisations you have received.
- Communications: Letters from hospitals and specialists, such as hospital discharge summaries, that have been sent to your GP

Cont...

- Accessing historic or full records
- Contact your GP surgery: You can ask your GP surgery to make older parts of your record visible online or provide you with a copy.
- Request a Subject Access Request (SAR): For a full copy of your record, you must send a written request to your GP practice manager. Under GDPR, this is generally free unless the request is deemed excessive.
- Specify what you need: If you want specific information, like test results from a particular date, it can be faster to ask for that instead of your entire historic record.
- If you feel there is an issue with your medical records please visit - <https://www.nhs.uk/nhs-services/gps/view-your-gp-health-record/>
- For accessing medical records and patient details please visit - <https://pcse.england.nhs.uk/services/medical-records/accessing-medical-records-and-patient-details>
- Personal health records are different to the records managed by the GP. For more information please visit - <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/health-records-in-the-nhs-app/personal-health-records/>

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- Why access your records?
- Having access to your GP medical records can help you manage your health and stay informed. Benefits include:
- Better health management: Understanding your diagnoses and treatment can help you make more informed decisions about your health.
- Fewer queries: Being able to check your own test results or referral letters online can reduce the need to call your GP surgery.
- Improved data accuracy: You can identify and flag any potential inaccuracies in your records.
- Emergency access: The Summary Care Record, which is a version of your GP record used in emergencies, contains essential information like your medications and allergies, which can improve safety if you are treated by other NHS staff.

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- Access for others
- In the UK, medical records are confidential. You can only access someone else's records in specific circumstances.
- Adults: You must have written consent from the patient or a legal authority, such as a Lasting Power of Attorney.
- Children: Parents can usually get access for children under 11, but for children aged 11 to 16, they may need the child's consent, as children with capacity are entitled to make their own decisions.
- Deceased patients: Access is strictly limited to the personal representative (executor) of the deceased's estate or someone with a claim resulting from the death

PPG newsletter

- Did anyone want to put one together?
- TC offered to do so.
- Where would it go? In what format?
- What topics would it cover? Future events/success stories/travel vacs?
- Can we put up in the site what targets we are trying to achieve and initiatives we are looking at doing?
- Could PPG newsletter be put in waiting room/on tv in waiting room?
- Can PPG slides be distributed to Croft team – yes
- Can we use webmail for repeat prescriptions? Can they email in?

- More discussion at future meetings