



TABLED QUESTIONS FOR MEETING 11 JULY 2016

1. A) For patients who use the national Patient online access function, what year can they see back to?

Patients are able to see their computerised records dating back to the time they registered with the Practice, or when a summary of their paper records was added to the clinical system. Free text entries are only viewable from present onwards.

B) Which elements of a patient's record are extracted from the Practice's patient records for the Patient online access record and does this include complaints, feedback and patient participation?

Patients can view problems; medications, allergy's, test results and free text from present onwards. Complaints and feedback are not uploaded onto patient records, these are kept separately.

In terms of GPs being aware of a patient being a member of the PPG, this is NOT flagged up when the patient comes in to see a GP. However, the patient's record will have a code to say they are a member, this is only used for administration purposes in order to send out meeting papers via email or the post.

Our '*Access Registration Form*' explains in detail what a patient should consider prior to applying for on-line access.

C) How long have the Practice patients' records been electronic and are all these records now in electronic format?

Patients who have been registered prior to the Practice moving over to the computerisation of records; would have had their records amalgamated and a summary of these paper records would have been added to the computer to create an electronic record for the patient.

GPs no longer use paper records and all letters and documents are scanned and added to the patient electronic record. Paxton Green Group Practice moved over to a computerised system in 1991, but the system has been used extensively since approximately 2002.

2. What supporting letters does the Practice provide and what are the charges?

Requests for "supporting letters" will be considered on an individual basis. The Practice is not required to provide any documentation that is outside NHS contractual requirements. All medical services that are not covered under NHS entitlements carry a fee, Paxton Green charges are based on National Guidelines. Charges vary and will be dependent on the amount of time that needs to be spent on gathering the necessary information to complete the letter/form.

- 3. Please could Wi-Fi access be made available for patients in the waiting area to allow them to use their time more effectively for work and other business?**

This is being progressed in line with National Guidelines. The time scale is uncertain.

**Dr Stephen Miller
July 2016**