



From 2012, your diabetic patients can access a cutting-edge tool that will transform the way they use healthcare.

Their medical file.



Lewisham is the latest borough to join a ground-breaking scheme enabling, diabetic patients to access their own medical records, putting them at the heart of their healthcare.

Why should patients see their medical record?

Enabling patients to access their medical record can help them to stay healthy by giving them the information they need to manage their condition and care more effectively. Patients who are more in control and better informed are more satisfied with their healthcare, get more out of their appointments, and engage actively with their healthcare managementⁱⁱ.

The approach can also save time and reduce the need for appointments and phone enquiriesⁱⁱ.



By sharing with patients their information about their health and signposting them to trusted information, we are enabling patients to take greater responsibility for their own care, and also to increase the trust they have in us, and in what we as clinicians are doing for them.

Dr Amir Hannan, General Practitioner, Hyde

What does the system let the patient do?

Through the online system your patients can do lots of useful things for themselves, without having to contact you. They can:

- check the results of tests, including their HbA1c, blood pressure, cholesterol, kidney functions tests, sight tests and leg and feet checks
- make appointments and order repeat prescriptions
- review past consultations, including diagnoses, advice and treatment
- view letters between the GP and other healthcare professionals
- confirm dates, to help them fill in forms for insurance or benefits, or to alert them that it's time for a medical review
- securely share their GP record electronically with other health professionals
- immediately access their medication list even when they are on holiday
- find out more about managing their diabetes, and other conditions, through links to trusted resources such as information sheets, websites and support groups.

Now, your practice has come on board.



Now that I have direct records access, I can easily view my results, medication reviews, and current and previous medications. I can print them out for my own use or to take to my consultant or other medical personnel.

An added bonus is the links, with explanations of my results. These facilities have saved me many visits to the surgery.

Patient with diabetes

How does it work?

This system is a streamlined version of the EMIS system. To join up, patients need to enrol by completing a form (available from your reception) and providing photo ID. They are then given a PIN and password to access the record securely. The information itself is kept by the practice and protected by the Data Protection Act (1988).

How will the system change the way we work?

It won't, although it may ease your administrative load. It will however change the way the patient organises their medical information and prepares for their appointments. This can improve patient satisfaction. In a recent survey, 46% of patients said that since accessing their electronic medical record they have felt more confident about their health, and 50% have felt more able to help themselvesⁱⁱⁱ.

Any patients who don't want to use the system can continue using your services exactly as before. You need to reassure them that this decision won't affect their care or their relationship with you in any way.

What are the risks?

There is a small chance that a patient could see something in their record that they don't want to be reminded about, or might discover test results out of hours. Patients are made aware of this before they sign up to the scheme, and most are prepared to take this risk. Some practices hide some parts of the medical record to reduce this risk. If you want to know more contact Richard Ince on Richard.ince@nhs.net

About the scheme

Patient-accessed medical record systems are springing up around the country and are currently being rolled out from Devon to Dundee. In 2011 the government announced that by 2015 all patients will have online access to their medical records.

Find out more

For more information contact Richard Ince at richard.ince@nhs.net

For more information please ask at reception

- i Results from myRecord 2011/2012 patient survey
- ii Preliminary results from a practice who have offered this facility to patients for five years
- iii Results from myRecord 2011/2012 patient survey

