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| **Priority Area 1** |
| **Description of priority area:**  When asked what the VPPG thought was the most important area for improvement within our Practice they ranked ‘more online patient services’ as their number one priority. |
| **What actions were taken to address this priority?**  Since receiving the feedback and agreeing an action please with our VPPG, a meeting took place amongst managerial staff and the Doctors where they discussed the possibility of adding the access to patient’s medical records online. Following the meeting, a decision was made to go ahead and implement this to our patient access. This means that our patients will be able to view aspects of their medical records online such as medications, adverse reactions and any known allergies. |
| **Result of actions and impact on patients and carers (including how publicised)**  Patients now have access to up to date patient information online and knowledge of practice services/community services is accessible to them. Patients are now able to access aspects of their medical records online using their personal pin and password. This additional feature to their patient access is currently being advertised online, in the waiting room at the Practice and verbally.  Patients are made aware of the dangers of having this feature available on their patient access. This is done via notices which are in the waiting room, online and verbally. We have created a patient consent form which we require all patients wishing to register for online access to sign, in order to obtain their log on details. We have also put together an information sheet which makes patients aware of all the Pro’s and Con’s linked to online access. |