

UNDERWOOD SURGERY

NEWSLETTER 03 / 16

Online Access

It is now possible for you to access your GP record online. If you would like to be able to do this, you will need to fill in a form. You can pick up a form at reception or find it on our website or via this link:

bit.ly/UnderwoodOnline

You will need to hand the form in at reception. If our receptionists know you or if you have photographic evidence of who you are, we can grant you online access to your GP record.

Once online you can:

- View and request your repeat medications.
- Book/cancel GP appointments.
- Change address details etc.

Improvements

If you already have access to our online system, you can now request in person or online for **enhanced online access**. Once granted this will enable you to view additional aspects of your record as detailed in the rest of this Newsletter.

Pathology and X-ray results

You can view all your results. Each batch of results will have been looked at by your GP.

The GP will usually comment '**normal**', '**satisfactory**' or '**abnormal**'. The difficulty is that most batches of tests include some minor abnormalities. However you don't need to worry about these as your GP will have looked at them by the time you see them. The GP should have made a comment. In the example shown at the bottom of the page, the GP has selected '**abnormal**' but has reassured you by stating '**no action**' and in addition has explained that this minor abnormality is '**in keeping with infection**'.

Abnormal results

If your GP has stated '**abnormal**' and '**make appointment to see doctor**' or '**speak to doctor**' you still don't need to worry; your GP would phone you straight away if a result was extremely worrying.

Result indicator	<input checked="" type="radio"/> Normal	Follow-up action	<input checked="" type="checkbox"/> Take no action
	<input type="radio"/> Normal, but unexpected		<input type="checkbox"/> Make appointment to see doctor
	<input type="radio"/> Satisfactory		<input type="checkbox"/> Make appointment to see nurse
	<input type="radio"/> Borderline		<input type="checkbox"/> Speak to doctor
	<input type="radio"/> Abnormal, but expected		<input type="checkbox"/> Speak to nurse
	<input type="radio"/> Abnormal		<input type="checkbox"/> Repeat test
	<input type="radio"/> Specimen lost / unusable		<input type="checkbox"/> Request notes
	<input type="radio"/> Not responded to invitation		<input type="checkbox"/> Patient to pick up script
	<input type="radio"/> Positive		<input type="checkbox"/> Communicate with patient
	<input type="radio"/> Negative		<input type="checkbox"/> Other
	<input type="radio"/> Unknown		

Clinician viewed	07 Nov :
Result type	Pathology
Tests	GFR calculated abbreviated MDRD Serum C reactive protein level Liver function tests Serum lipid levels Urea and electrolytes
Filed by	Dr I (NHS Gloucestershire CCG) -
Result	Abnormal
What you need to do	No Further Action
Clinician's comments	Raised crp only in keeping with infection

Why not sign up to have this Newsletter emailed to you? Please read the 'News' section of our website for details on how to do this.

It is very important to have a secure password. The Online computer program will not allow you to use a simple password. If you forget your password then you can request a new one directly from the login page. A new one will be emailed to you.

Some users however cannot reset their password if the system has not been given an active email address. Contact us directly for help if you have problems acquiring your password. You may have to come in person to collect a new one.



Digital ECG

Underwood patients as a community are helping to raise money for an advanced ECG machine (heart trace). Thank you to patients and their families who have donated so far.

The machine will allow better digital heart traces. These can then be securely emailed to the hospital for further reporting by a cardiologist rather than photocopied.

Appointments Online

You can book appointments for the GP or phlebotomist up to six weeks in advance online, as in the example below. Nurse appointments still need to be booked via reception because the length of time needed for a nurse appointment can differ, depending on what procedure is required during it.

Show sessions for period

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Monday 15 Feb 2016	11:26	11:26	Underwood Surgery	Phlebotomist Phleb	Phlebotomist	View
Monday 22 Feb 2016	07:35	07:55	Underwood Surgery	Dr Timothy Jackson (Male)	Extended Hours	View
Monday 22 Feb 2016	09:10	10:25	Underwood Surgery	Dr Hannah Lunn (Female)	Registrar Surgery	View
Monday 22 Feb 2016	08:40	10:20	Underwood Surgery	Dr Timothy Jackson (Male)	GP Surgery	View
Monday 22 Feb 2016	11:26	11:54	Underwood Surgery	Phlebotomist Phleb	Phlebotomist	View
Monday 22 Feb 2016	14:00	16:30	Underwood Surgery	Dr Mike Skene (Male)	GP Surgery	View
Monday 22 Feb 2016	16:00	16:30	Underwood Surgery	Dr Nicholas Coppins (Male)	Registrar Surgery	View
Tuesday 23 Feb 2016	07:35	07:55	Underwood Surgery	Dr Mike Skene (Male)	Extended Hours	View
Tuesday 23 Feb 2016	07:35	07:55	Underwood Surgery	Dr Timothy Jackson (Male)	Extended Hours	View

Vaccinations

You can view and print all your coded vaccinations. However some of the older vaccinations may be missing if they are still held on your old paper records.

Consultations

At present you will only be able to view the diagnostic codes and prescriptions issued within consultations - not the full text written by the GP. In future we may be able to grant full rights to read all the text typed in your computer records.

Date	Dr Robin Hollands (Clinical Practitioner Access Role)	Underwood Surgery (General Practice)
Medication template	Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd) - 400 dose - inhale 2 doses as needed maximum four times a day	
Medication	(R) Ventolin 100micrograms/dose Evohaler (GlaxoSmithKline UK Ltd) - 400 dose - inhale 2 doses as needed maximum four times a day	
Coded entry	Asthma annual review	
Coded entry	Medication review done	
Coded entry	Asthma not disturbing sleep (Ongoing Episode)	
Coded entry	Asthma never restricts exercise	
Coded entry	Asthma never causes daytime symptoms (Ongoing Episode)	

Default and Enriched Summary Care Record (SCR)

If you haven't opted out then you will see the Enhanced Summary Care Record. This shows the Out of Hours Service your allergies and medications. You may wish to ask your GP to turn on the Enriched SCR. If you do this then your full medical summary and the text associated with this will be available for you and the Out of Hours Service to view. This could be useful if you have complex medical problems. You can ask your GP to amend it if there are inaccuracies.

Proxy Access

If you have children under 11 years or a partner or people who trust you to care for them, then with appropriate permissions we can now also give you access to their online record from your login. This can be very useful if you are a carer. However we need to be careful if allowing the full record option for proxy users especially when access is for spouses and competent older children.