UNDERWOOD SURGERY

Electronic Prescriptions

In November 2014 the Surgery joined the NHS Electronic Prescriptions Service (EPS2).

Why would I want to join?

For those of you who are worried about computers, you do not need a computer to join! You can still order a prescription exactly as you have always done, and your prescription request will be sent electronically to your nominated pharmacy. The pharmacy will then issue your medicine. This means you have the option of no longer needing to collect a paper prescription from the GP surgery.

To join you can ask for a form at reception. This will ask you to nominate the pharmacy you would normally use for your prescriptions. It is easy to change your nominated pharmacy, so you do not have to stay with the same one.

If you need an item that is not regular but still agreed with your GP, e.g. pain killers, then you can still request this from the surgery in the ordinary manner but you won't have to go to the surgery to collect a script.

EPS2 also allows us to authorise several repeats (Repeat Dispensing) so that you can just go to your pharmacy without having to request a prescription. Repeat Dispensing does need to be agreed with your GP. When you reach your last authorised prescription then the pharmacist will inform you that you need to either contact the surgery by phone or make an appointment for a review. This review will then allow the Surgery to renew your Repeat Dispensing.

Acute prescriptions can also be issued electronically. This means that if you speak to a GP on the phone and need a prescription then the GP can just authorise your nominated pharmacy to issue the prescription. You won't need to come to the surgery to pick up a prescription.

I care for someone who has regular prescriptions. can we use EPS2?

Yes, if the person you care for gets regular prescriptions then you will no longer need to make trips to the practice just to collect a paper prescription. You can choose a pharmacy near to where you work, live or shop so you can collect the medicines when it is convenient for you.

To set the nomination you or the person you care for will need to ask someone at the GP surgery or at any pharmacy or dispensing appliance contractor that offers EPS2 to add the nomination. You don't need a computer to use EPS2.

Systm Online

For those of you who do have a computer, why not join Systm Online? If you do this you can check that your repeat prescriptions are not due for a review. In addition you can send the surgery a message if a review is due which is incorrect. You can also make appointments and thus avoid the wait on the telephone.

To sign up, come to the surgery with photo evidence of who you are (unless you are well known to the surgery). It would be helpful if you could print out and complete the application form found via the front page of the website.

The reason for this increased security is explained on page two of this newsletter.

Friends and Family Test starting 1st December

Please consider completing a 'Friends and Family Test' card after your visit to the surgery. We value opinion from all our patients and we are very thankful to our Patient Participation Group for helping with these assessments. It is also helpful to have positive as well as constructive negative comments left on the 'NHS Choices' website (www.nhs.uk).

From April 2015 Systm Online will be able to show you a summary of your medical problems

Systm Online will also be able to show you or a nominated carer/relative part of your medical record detailing your medical problems. Your GP will have to authorise this. Systm Online will then show your important active problems and inactive problems from your past. There will be no additional text shown, only summary codes. These codes can be amended if necessary.

Example..

Active Major

1/1/1999 Hyperlipidaemia

2/6/2005 Type 2 Diabetes

Past Major

1/10 1982 Fracture of ankle

1/11/2004 Sciatica

This is potentially very sensitive information so this is the reason why we are asking patients to complete a form and bring proof of identity in order for your GP to allow you to gain access to this service.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

'Keeping your online health and social care records safe and secure'.

Robin Hollands