

## Background Information – Patient Online

**Patient Online** (<http://www.england.nhs.uk/ourwork/pe/patient-online/>)

Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including access to records, online appointment booking and online repeat prescriptions.

Patients have been telling us that they are ready and want to take more control of their own health and wellbeing. Digital technology has the power to change the relationship between patients and their GP practice, just as it has changed our relationships in other walks of life, such as managing our finances or shopping. It can make services more convenient, personal and efficient.

The NHS's ambition is to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way.

Today, the majority of GP practices already offer appointment booking and ordering of repeat prescription online.

During the coming year, practices will increasingly expand online services to include access to information in patients' GP records and by April 2015, all practices will offer these services.

Online services will be offered in addition to the traditional telephone and face-to-face means of interacting with a GP practice.

NHS England is supporting practices to deliver these commitments by:

- working closely with clinical and non-clinical GP practice staff and professional organisations to develop guidance and training materials for practices
- working with GP practices to make sure that staff have access to the guidance, tools and information they need
- putting practices in touch with those who are already successfully offering online services
- supporting a number of 'accelerator sites' to lead the way in demonstrating how online services may help patients and practices

Together with our stakeholders, we will:

- listen to patients and involve patients throughout the programme, ensuring we respond to their needs
- develop new ways of working which will make it easier for patients to access GP practice services online
- develop guidance for patients to ensure they can easily use the online services available to them