

GP online services are available to your patients

GP surgeries across Lincolnshire have been offering GP online services for some time but many patients are still unaware that they can access these and benefit from a number of quick and easy services.

There are a number of different online portals used by different GP surgeries, including **askmyGP** and **eConsult**, among others... so in the first instance you should check which one is used by yours and familiarise yourself with it.

In order to help make patients aware of online services and the benefits of these, HWLincs is working closely with the NHS Lincolnshire to promote and inform the public.

This work will include a **social media campaign**, a **promotional video** for use online and (where applicable) to be shown on your GP surgery's TV screens. We have also produced three informative flyers – **Getting started with GP online services**, **Keeping your GP online services safe** and **Giving another person access to your GP online services**

GP online services allow patients to access their medical records, make or cancel appointments, order repeat prescriptions and send messages to their surgery and/or healthcare professional. The system is safe, secure and extremely convenient with access available at any time on a laptop, tablet, or smartphone, 24 hours a day. This means that patients can use them wherever they are – at home, at work, on a commute, or even abroad – and can be helpful when you need to action something quickly, and don't have time to travel to your surgery or wait on the phone.

Patients can still use the normal telephone and face-to-face services, but we would like to encourage the use of this digital framework wherever possible.

You can help by ensuring you understand the system available to your patients at your GP surgery and by informing them that is available for them to use. Registration is simple, through the GP reception, and requires only ID. A unique user name and password will be provided.

Patients can opt to nominate someone else to have access to their online services for a variety of reasons – please see the informative flyer **Giving another person access to your GP online services** – they can choose to give full access or limit this to just useful support, such as ordering prescriptions.

The system is safe and confidential. Patients can obtain more information on keeping this safe in the informative **Keeping your GP online services safe**

Some patients may not use the internet or may have concerns on how to use the system. There are several online services and providers that can help with using the internet for the first time or improving knowledge. Further information is shown in the informative flyer **Getting started with GP online services**



Please do make your patients aware of the GP online services available to them. Further information can be found here:

www.nhs.uk/GPonlineservices

Thank you for helping HWLincs as it supports the NHS in diversifying and improving its services across Lincolnshire.

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