

# GP online services

## Patient Guide

easy  
read



## Reading this booklet



This booklet uses easy words and pictures to help you understand more about GP online services.



You might want to read through it with someone else to support you to understand it more.

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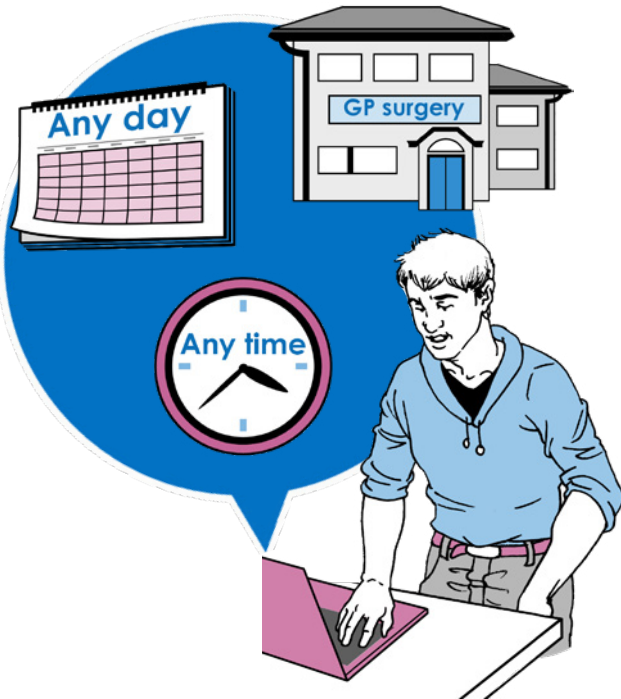
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## Getting started with GP online services



There is more than one way to get in touch with your GP surgery. You can use a computer, a tablet or a smartphone, using a website or an app.



You can:

- Book and cancel appointments with a doctor or nurse at a time that is good for you.

- Order repeat prescriptions.

This can save you money as you won't need to make a trip to your surgery to order your prescriptions.





- Look at your GP record online. You can look at your GP record whenever you want.

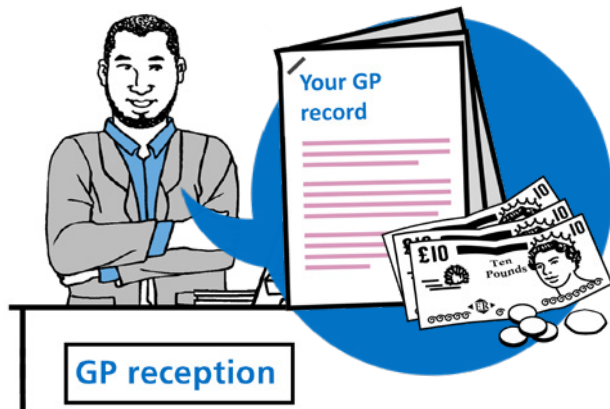
You can find out information without ringing or visiting your doctor.



GP online services are free to use and are another way of contacting your surgery.



You can still ring them or go into your surgery like you do now.



You can still ask your surgery to print your GP record.

You might have to pay for this.

Anyone can benefit from using GP online services.

On the next page there are some things patients have said about using GP online services.

'Ordering repeat prescriptions online saves me a lot of time. If I realise I'm running low and the practice is closed on a Saturday, all I do is log in, request the medication from the drop down list and then pick it up a few days later.'



Adam, University Health Centre.

'I have had access to my online record since 2006. With online access to all my GP information, I have all I need, anywhere in the world 24/7. With several chronic conditions, I can share the information with other health professionals to keep me safe.'



Ingrid, Thornley House Medical Centre.

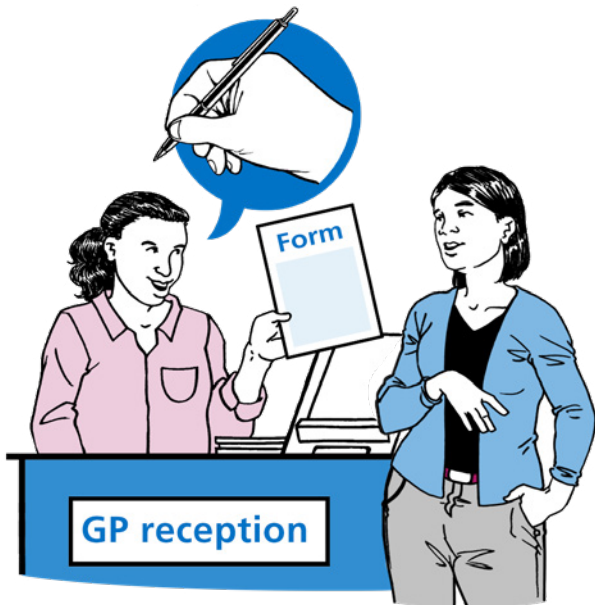
If you would like to see a video of what some other patients said visit [www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)

## How to sign up for GP online services



To start using GP online services you need to:

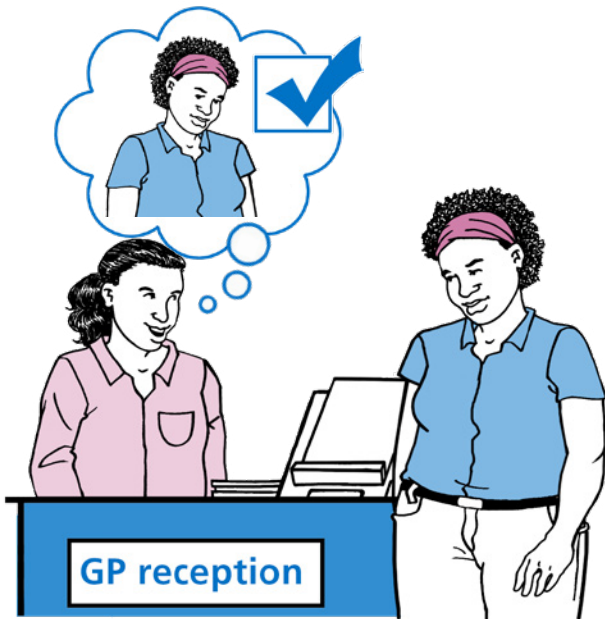
1. Tell your GP surgery you would like to start using their online services.



2. A member of the surgery will then ask you to fill in a short form.



3. You will have to give photo ID and proof of your address.



If you do not have any ID a member of staff may be able to confirm your identity.



If you do not have any ID you can answer questions about the information in your GP record.

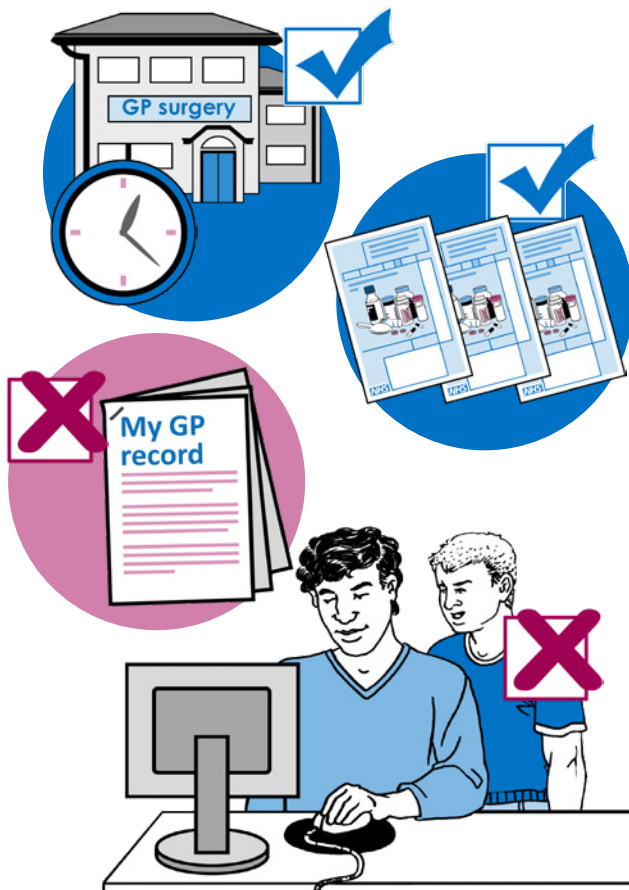


4. When you have signed up, you will get a letter with your username, password and information on where you can log in. You can change the password to something that you can remember.





When you register for GP online services, the staff might check why you want to use these services.

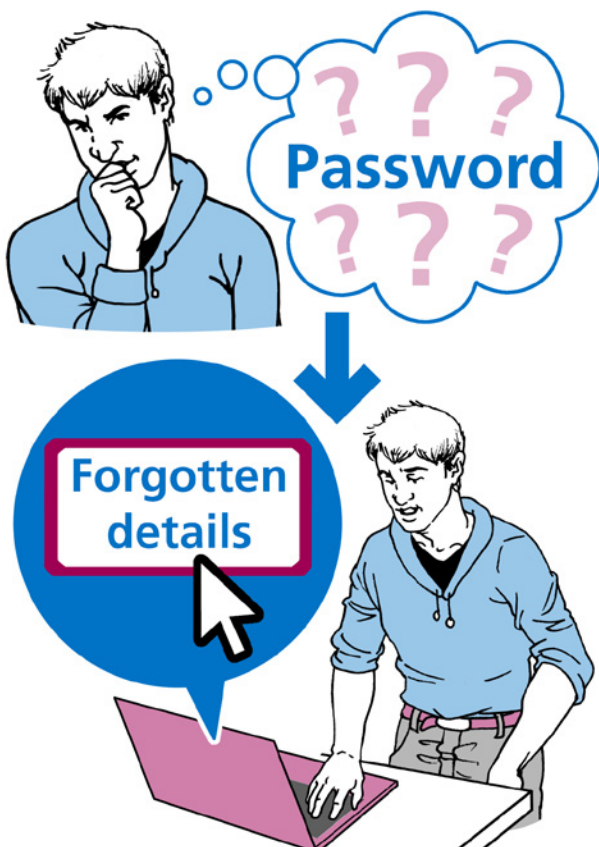


If they think your GP record could be seen by someone who shouldn't see it, they might let you use online services to book appointments or order your repeat prescriptions but not let you see your GP record online.



If the staff think GP online services are not the best way for you to access your surgery, they will tell you why.

## If you forget your login details



If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.



If this does not work, please contact your surgery.

## Things to remember



No one should make you share your username, password or GP record.



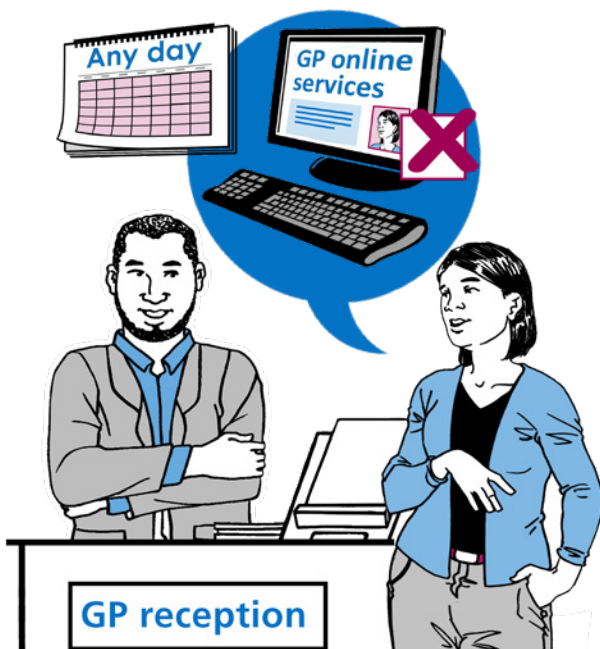
You have the right to say no. If someone asks to see your GP record and you don't want them to, tell your surgery as soon as you can.



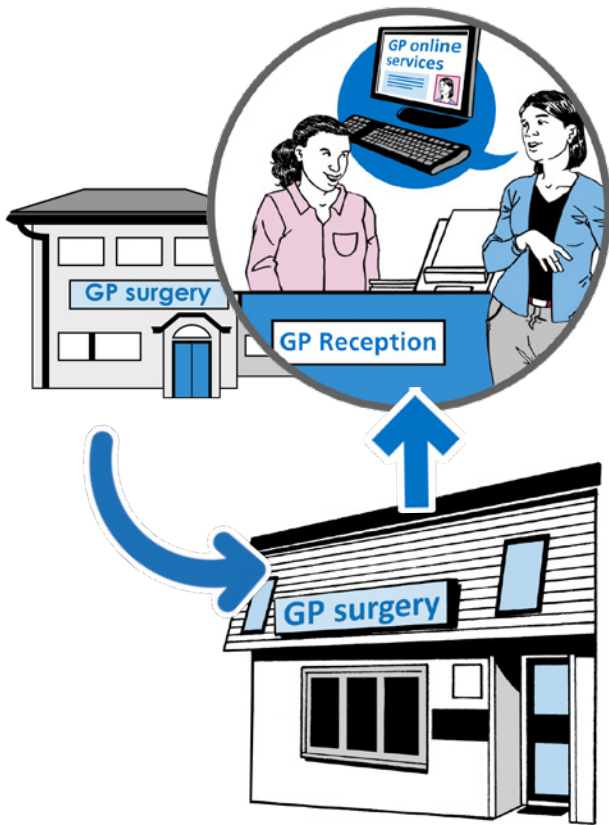
You can choose to let another person see your GP record, for example family members or a carer.



If you would like someone else to see your GP record ask your surgery. Some surgeries are not able to do this at the moment but will do in the future.



You can choose to stop using online services at any time by telling your surgery.



If you move you will need to register again for online services at your new GP surgery.

## Using the internet



If you want to learn how to start using GP online, improve your online skills or access other digital services, you can contact the Online Centres Network at

[www.onlinecentresnetwork.org](http://www.onlinecentresnetwork.org)



or phone [0114 349 1666](tel:01143491666).

They will help you to find your local Online Centre Network member who can support you with free digital learning opportunities.



Age UK can also help older people to get online. To find your local Age UK centre please go to [www.ageuk.org.uk](http://www.ageuk.org.uk)



or call **0800 169 2081**.

If you would like to go on a short course on how to start using GP online services visit

[www.learnmyway.com/what-next/health](http://www.learnmyway.com/what-next/health)

For more information go to:

[www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)



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