

Staff updates

Karen Gibson is our new treatment room Practice Nurse and is now seeing patients at the surgery.

Changes to contact details

In order to ensure that patient details are correct for referrals, recalls and online access, could you please ensure that you update us with any changes to your details, including home address, mobile and home telephone numbers and e-mail addresses.

Recording incoming calls

We are in the process of implementing a system whereby the telephone system will record all incoming calls to our reception, dispensary and admin teams. This new facility will exclude clinical consultations between patients and clinicians. Call recordings may then be replayed by senior staff in order to review calls in the event of disputed conversations and taken any action as needed.

Online Access to GP records

The NHS wants to give people better ways to see their personal health information online. From October 31st we will enable patients over 16 years of age to see more information from their health record. If patients are over 16 and have an online account, such as through the [NHS App](#), [NHS website](#), or other [GP online services and apps](#), they will now automatically be able to see all future information entered on their medical record.

This means that you will be able to see records from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your doctor, not from hospitals or other specialists. You will only be able to see information from 31st October 2023. For most people, access will be automatic, and you won't need to do anything.

Your doctor (GP) may talk to you to discuss test results before you are able to see some of your information on the app. Your doctor (GP) may also talk to you before you are given full record access to make sure that having access is of benefit to you. If you are concerned that seeing your records is not right for you, please let us know and we will remove this access. The changes only apply to medical information about yourself.

These changes only apply to people with online accounts. If you do not want an online account, you can still access your GP health record by requesting this information via our secretary [or requesting via our surgery website query form]. These requests take up to 30 days to process.

Although the NHS App, website and other online services are all very secure, you'll need to make sure you protect your login details. Do not share your password with anyone as they will then potentially have access to your personal medical information. If you would like more information about these changes, you can read more by going to www.nhs.uk/gp-record.

You can also check common abbreviations used by the NHS via the NHS app help and support website: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/health-records-in-the-nhs-app/abbreviations-commonly-found-in-medical-records/>