

# Citizen access to future information

Dr Phil Koczan





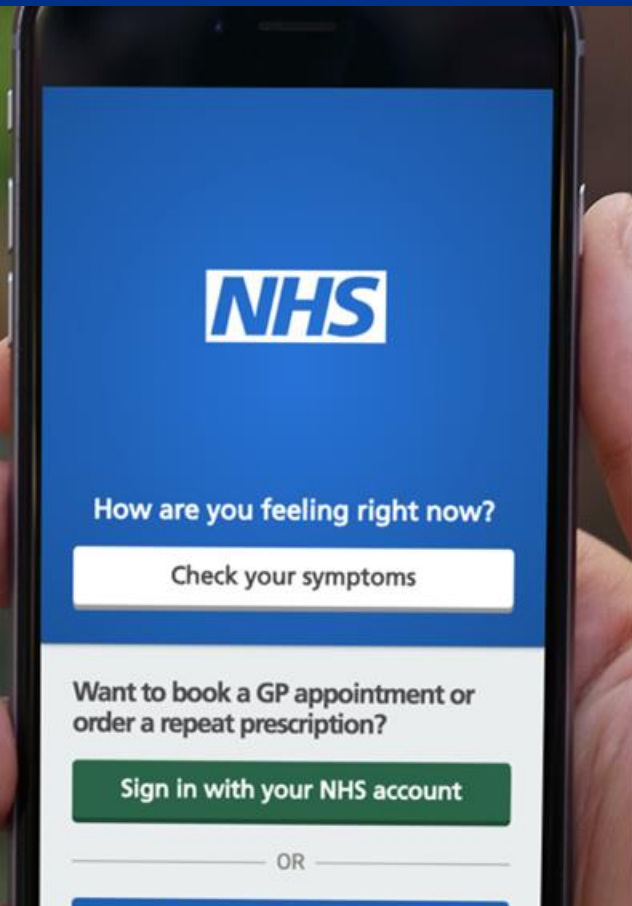
By empowering people to manage their health and care we are able to deliver **better health outcomes**, improve patient **experience** and **increase efficiency**

# The GMS contractual requirements



Year	Requirement
2015	<u>Promote and offer facility to access online the information held in coded form</u>
2019	<u>Offer all patients online access to all prospective data on the patient record unless exceptional circumstances apply.</u>
2019	<u>Full record access upon written request</u>

# How people access their records



digi.me



livi



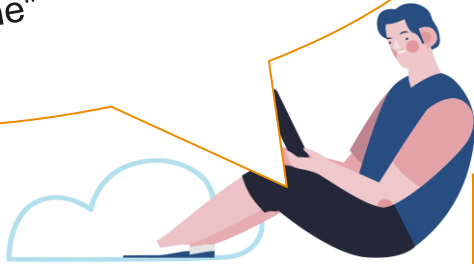
evergreen  
life

There are others...

# What patients tell us...

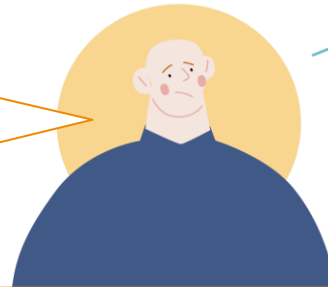


"Quite easy to use the app to get a COVID 19 pass for my vaccinations disappointed that my records aren't available online"



"I don't understand why all this information is not saved in one digital file, accessible to all medical staff. It's so old fashioned having to carry paperwork everywhere."

"My GP has refused to give me access to my record online. Instead I have been told I can make a subject access request, what should I do?"



## Future access

GP IT system changes to provide access to future GP data for all patients who have an online account.

GP practices screen data as it is entered onto their IT system.



## Digital requests for historic coded data

Enable patients to send a request for historic coded GP records via the NHS App into general practice workflow.



## Practice support

Advice, guidance and support for general practice to efficiently support and maximise benefit delivery.



# Access to future information (prospective access)

# Access to future information

## GP IT supplier changes



### Existing users

User settings updated to provide access to all data entered onto GP IT systems going forward



### Exceptional circumstances

General practices identify individuals to exclude prior to change or update user access settings after the change has been made



### New users

System defaults are changed so that new users have access to data entered from the date change was implemented





# Hiding information from patient view

General practice will continue to have the existing ability to:

- hide information from patient view as it is entered into the patient record
- remove access to future data

This facility is already available to safeguard against harm and prevent disclosure of third party information for those that already have records access.



The practice must consider whether the disclosure to the data subject 'would be likely to cause serious harm to the physical or mental health of the data subject or another individual'.  
Circumstances in which information may be withheld on the grounds of serious harm are extremely rare.

[Information governance News 22 The Serious Harm Test \(N3i\)](#)  
[Access to health records \(BMA\)](#)

- Raising awareness amongst GP practices
- Ensure all staff are suitably trained
- Consider risks of access
  - Identifying patients at potential risk of harm
  - Clinical Safety issues
  - Managing patient expectations
  - Patients moving practices
  - Optimisation of software tools

# Questions