

## Brook Green Medical Centre – Results of Online Medical Records survey.

We asked you to complete a survey about having access to your medical records online. This would be in addition to the online services for booking appointments and ordering repeat prescriptions already available to you.

We believe that having online records will improve the practices' relationship with patients and will enable patients to feel more involved with and informed about their care.

### Findings

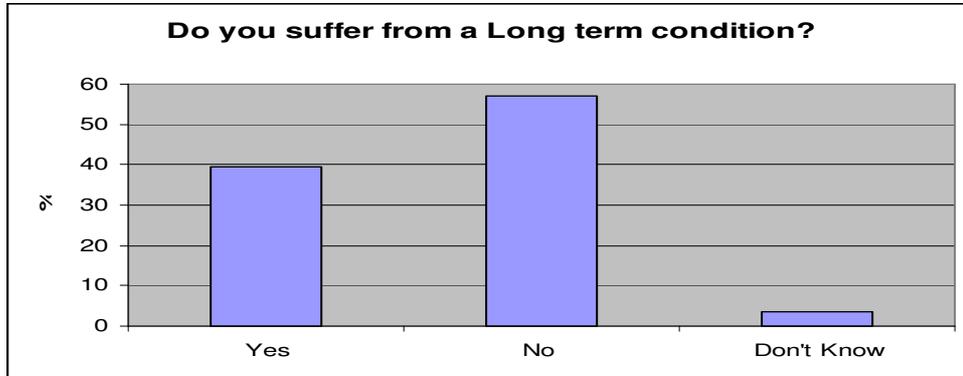
The results show that most of you think this is an important issue. Your comments indicate that having the ability to view test results and be more informed about your healthcare is something that you would like to see happen. Having access to your medical record online will enable you to do this even from abroad.

Being able to check the accuracy of your record is also something that you would like.

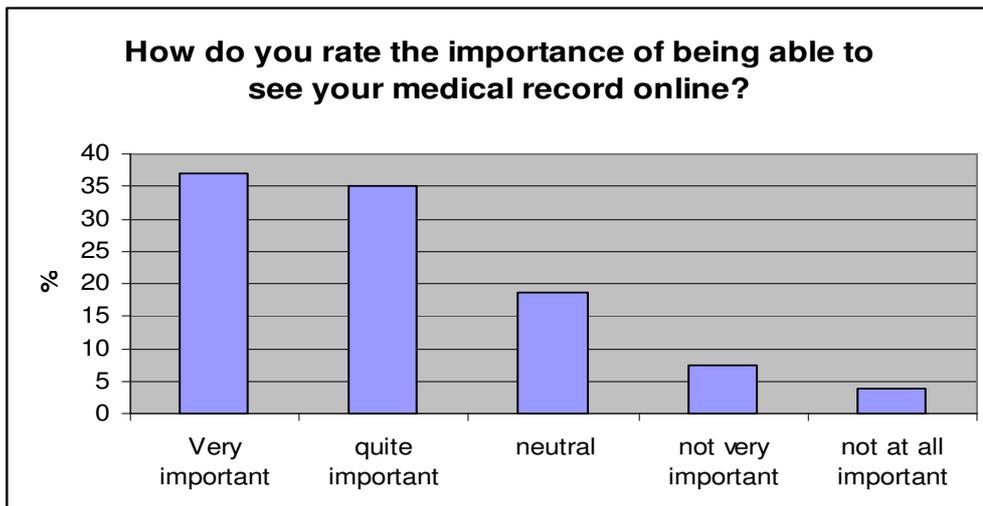
The most frequent issue which has been commented on has been the security of data. We ensure that the strictest Information Governance procedures are used, in line national Data protection protocols. See our website section, <http://www.brookgreenmc.co.uk/data-privacy-over-internet>, for further details.

### Results of the survey:

#### Question 1. Do you suffer from a long-term illness?



Question 2. How do you rate the importance of being able to see your medical record online?



### **3. Your comments:**

It would be better to be able to come in to the surgery at an arranged time and go through them with a receptionist and then if there are queries see a doctor. I worry about the security of the information if it was available on line.

I think this is a great idea. The ability for me to see records which relate to me is another step the BGMC can take to increase and demonstrate your commitment to move forward as technology moves. I believe it shows your understanding of the maturity of many patients to both take on a greater role in self care and decision making in all aspects of their treatment. Well done; you guys are the best! Thank you.

I'll be very grateful, it's really important and useful. thank you

As long as no one else could see them I think it is a great idea.

I would be worried about people gaining access to my records without my consent. People hacking into the computer.

Not something that particularly interests me

I think that this is a good idea that I would welcome. In France patients seem to take responsibility for their own x-rays, test results and so on, which means that there's less chance of anything being lost or misappropriated. It also encourages patients to take more responsibility for their own health outcomes. I suppose that there might be concerns about hypochondria, but I can't believe that seeing records would make patients any more or less likely to be over-concerned about their health. It's quite possible that the opposite would happen, and anything that can save on GPs' time surely must be worthy of serious consideration. Thank you for consulting on this!

Not sure how useful this could be because understanding medical information usually involves discussion with a doctor. For example, my ability to access test results on line and fully understand their significance is doubtful. Having read test results I may be left with more issues to raise with the doctor. However, I can see how this might potentially assist me to monitor a referral made on my behalf or progress chase something. It would be interesting to now more about the test results.

Excellent idea

I think it is an excellent idea for all of the reasons you have stated above.

I think that it would be of some use, but have concerns about what safeguards/ firewalls would be put in place to ensure that access would be restricted, and whether these would be sufficient.

Privacy issues for elderly and infirm people not keen on passwords etc. Fine for younger computer oriented people.

I would find it helpful to be able to view my records on-line. I particularly like the idea of being able to review test results and treatments over time. I also think it would help with a common understanding of the problems and issues which would also cover issues of accuracy.

I agree with the research that it would not be necessary to call the surgery as much. I like the idea of being able to have time to look at my records in detail.

I like the idea. I wonder if it would include consultant's reports too. Safety online in terms of making sure other people do not access the info is vital. I'd like to see all my back records too, not just the up to date ones. Would this be included? LT condition in mental health - no consultant current involvement and not needed now - regularly see GP at practice. Is it possible to arrange for old records say from the Mental Health Trust to be available at the GP practice for looking at? Or have all old records been scanned in? Do not feel comfortable with contacting the old MHT for records, but keen to see what they all say. Support might be needed for some people to access records online - like eg test results - would that be filtered. But it would be a useful reminder once someone had discussed it with GP, to see the record of the results. Also helpful to see what it is that the GP is recording and whether the person has actually been understood in what it is they have said. Useful training for some newer less experienced GPs and nurses in the practice.

I think they are mine to see, but equally I wouldn't want them in the public domain. It would have to be a very secure site, with lots of password controls in place.

It is very important when we ask the GP to write a medical report or to issue a certificate, I think they don't bother to look back on the patient's file and they give just a brief report. It could save time for the GP and free up unnecessary appointments if one is able to see results medical reports.

If I was travelling overseas on holiday and a doctor or I needed my medical history, I could access it online. Paper-based systems are archaic.

Great if you are travelling or moving and need instant access to records to assist with continuity of care

It's useful

I'd very much like to have full access to my medical records. It's surprising what one forgets - both long term history and even how recently one has seen the doctor concerning a particular condition. It would be useful to monitor how frequently I've ordered repeat prescriptions such as Salbutamol. Of course it's not essential - the most important thing is having a good GP, and I've been impressed with everyone I've seen at the Brook Green Medical Practice - however, I do think it should be the way forward for all the reasons listed above.

Don't like the idea at all too scary I like my doctor to see it all and tell me it's OK could misinterpret or misunderstand things

It would be very helpful. At present I make a note of what's agreed at consultations (blood test in 6 months then see the doc, for example) but if I could go directly to the notes themselves it would help enormously. I ticked not having a long-term illness which is true, but I'm on statins, am having my BP watched and am being followed up after successful cancer treatment a few years ago. I'm probably not a very typical patient, being a GP myself.

It could be useful although it may lead to anxiety when reading results.

Although I am not a frequent visitor to my medical center, I would however be very intrigued and interested to see my life medical history. I am 50 years old and think

that I have kept myself pretty much fit and well, but I would like to have my records close to hand.

I think it is an excellent idea for the reasons you have stated above. It may not suit everyone, but they don't have to access them if they do not want to do so. Personally for me it would save a lot of unnecessary visits and as I have a medical background I like to know the results of tests etc.

A very good idea.

What's more important is continuity in being able to see your regular Doctor, than being able to review records online. Also there's a risk with access online that Doctors would be more constrained in their comments, and an unfamiliar Doctor could miss symptoms or behavioural patterns.

I think it could be useful. Reiterating the above's point about sharing data. A recent example in relation to myself was the need to check an antibiotic I was allergic to. Whilst I was at A&E about to be prescribed something for a inflamed cyst, being able to check online would have been really useful; allowing me to be prescribed the best medication & being able to take the medication that night. This is clearly a straight forward issue, with nothing complex or controversial. The only negative I can see would be becoming overly & unnecessarily anxious by having the ability to keep 're-looking' at data which could be of concern.

It would be a good idea if executed wisely and correctly. Data security is extremely important. Thanks.

Would this include results of blood tests etc. I would personally find this useful and interesting e.g. cholesterol levels, and dates of last smear tests, immunisations etc. I think it would definitely make me feel more informed and involved. I also think that I would have more trust in the practice. It would also be useful to not have to call the practice for results etc.

I think with the right security measures in place this is how it should be.

Be great, never knowing where in the world one ends up, working or Holiday or living . be so simply to say to the Doctor go and you cans see just what a fit man I am, until that xxxx bus hit me. Have a great Christmas Peter and all your Doctors and that Mary miss her so much well her needle.

I think it would be an excellent feature

An excellent idea. A comprehensive health record readily accessible.

The short term memory may not be as good as it was and it would save discussion with the wife as to what I did last time etc. I would certainly feel more involved . Brook Green Medical centre still pushes me away with appointments always a week ahead. If a doctor is ill (Dr Gill, I get a call) but have to make the appointment over again. I did not come for ' Flu jab because last year despite 2 visits I found the place heaving with people and an hour and a half wait. No flu jab then. Sorry, I want better. I have been with this surgery long enough to remember Edward Shoul's voice- still on the answerphone- but the cramped old surgery gave me a quicker service.

I would be concerned that someone else might be able to tap into this. so would prefer to ask and discuss with GP. Am very concerned regarding confidentiality. would not like to have my record put on line at all. sorry

I really like the benefits a lot, but I am very concerned about privacy, potential data leaks, hacked data sets etc. As such, if this service is offered, it would make me happy on the condition that the site and system is very secure.

My mother has access to hers in the States and has found it very useful.

Great!

I'd worry that the doctor was not being candid. And that is particularly important in a practice with multiple GPs, where I might be seen by different doctors each visit.

I think that this is an absolute necessity and that every patient should be able to view their medical records online. I anticipate that there will be some major obstacles due to software compatibility issues between primary care, secondary care and even between different NHS Trusts. Nevertheless, this is something that we should strive for, it would allow for continuity and increased patient involvement and will the individual feel empowered, particularly during the vulnerable time of being ill.

I am concerned about the accuracy of my records and would like the opportunity to see and correct any errors or omissions. I take part in a number of non-NHS health surveys and some of the results of these are passed on to my GP but I am not clear that they are incorporated in my medical records. I would also like to understand the basis for decisions made about diagnoses and my medication, assuming these are recorded.

I think it's a great idea; i'd like to be able to check my standard bp and blood test results (i don't always remember well what i'm told) and prepare better for a visit to the GP. Also i can look up things I don't understand without taking up the doctor or nurse's time for non-essentials

My only concern would be to ensure privacy of my records.

Ok if easy and doesn't cost the GP/NHS much

Security of all these information is very important

would be really helpful when I need to share them can't remember exact details of e.g. blood tests so I could just look online instead of calling the surgery and interrupting a doctor

When one goes to see another doctor or to complete an insurance form there are myriad questions that are asked that in reality the only real data source is ones medical records. It would simplify life and ensure that we were not denied a payout because we had inadvertently completed an insurance form thus rendering it null and void.

I think the ability to access one's record in some form is very important, although mainly it is a means for ensuring that healthcare professionals maintain accurate and continuous information about me in order better to manage my care. I am a strong supporter of the electronic patient record as a way of promoting that high

quality continuous care. My interest in seeing the record would mainly be as a quality check for my own interests, rather than something I want to do on a regular basis. So far as online access goes, the main thing that would bother me would be security and the possibility of unauthorised access. If the database can be managed robustly and securely, I am not particularly worried by it.

I think it's a good idea - I can see what's being said about me although I understand the doctor's can be selective about this so it's limited really. I can't see all the benefits list above as being realistic.

I'd be able to make sure you are only writing nice things about me.

PD 05.02.13