



Preparing for Accelerated Patient Access

EMIS

Overview

From April 2022, patients with online accounts such as the NHS App, and whose practice uses EMIS Web will be able to read all **new** entries in their health record.

The change supports NHS Long Term Plan commitments to provide patients with digital access to their health records. It means GPs will need to consider the impact of each entry, including documents and test results, as they add them to a patient's record.

NHSX and NHS England also aim to enable patients to request their historic coded records from 2022 through the NHS App.

The change also supports existing [GMS Contract](#) requirements to promote and offer online patient access to all future information, unless exceptional circumstances apply.

5.10 (ii) all patients will have online access to their full record, including the ability to add their own information, as the default position from April 2020, with new registrants having full online access to prospective data from April 2019, subject to existing safeguards for vulnerable groups and third-party confidentiality and system functionality.

What general practice staff should know?

General practice staff should.

- Be aware that patients will be able to see their **future** records/entries
- Know how to manage this as a change to your workflow - ensuring sensitive/3rd party information is redacted as it is entered onto the clinical system, or in rare circumstances know when it may be inappropriate to give a patient access to their record


More information can be found at:

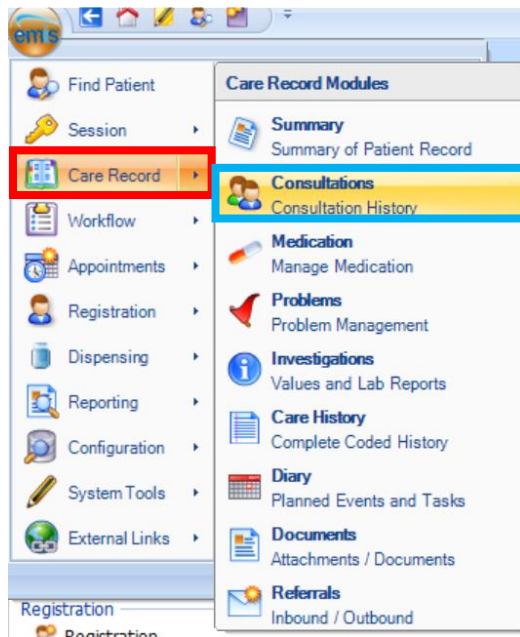
- [Patient Online \(rcgp.org.uk\)](https://rcgp.org.uk)
- [Accelerating patient access to their record - NHS Digital](#)
- [Patient Online Programme Detailed Coded Record Access \(lmc.org.uk\)](https://lmc.org.uk)




Remove online visibility for a new consultation

By default, consultations are visible online, if you need to change this, for example it contains safeguarding information or 3rd party information:

1. Open the patient record
2. Select  > **Care Record** > **Consultations** (If you do not have a patient selected, you are prompted to search for a patient using Patient Find).



3. The Consultations screen is displayed.
4. Select  to start a new consultation.
5. Check the consultation properties, then click **OK**.

ems Consultation Properties

Consultation Date/Time: 23-Dec-2021 12:00

My Organisation External Organisation

Consultant: PUBLISHER, F12 (Dr)

Location: Connected Nottinghamshire Resource Publist

Consultation Type: GP Surgery

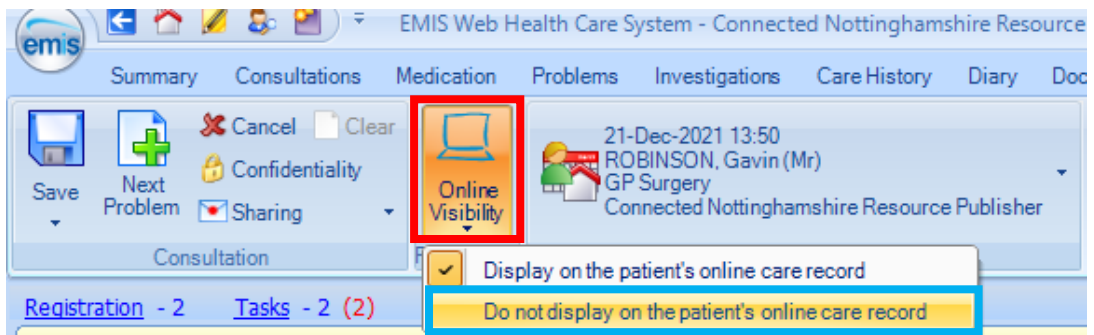
Extended Properties


Store as default for this session

OK Cancel



6. Select **Online Visibility** > **Do not display on the patient's online care record**.

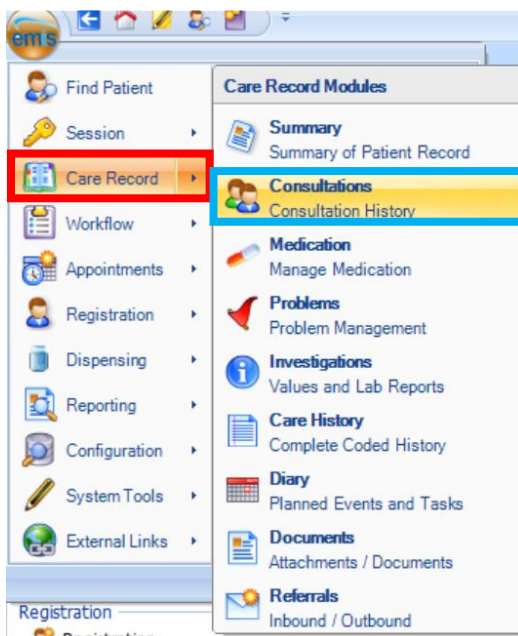


7. Complete and save the consultation as normal. The  icon is displayed to the right of the consultation, this indicates that the consultation is *not* visible online.

N.B. The procedure can be reversed by right clicking the consultation header in question, selecting **Online visibility** > **Display on the patient's online care record**.

Remove online visibility for an existing consultation

1. Select  > **Care Record** > **Consultations**.



2. On the Consultations screen, Right-click the consultation header in question.


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3. Select **Online visibility** > **Do not display on the patient's online care record**.


23-Sep-2021	No longer subject to child protection plan	(Replaced Subject to child protection plan)	Problem; Review plan
14-Sep-2021	Excepted from diabetic		
14-Sep-2021	Acute otitis externa		Display on the patient's online care record
04-Aug-2021	Referral to NHS Diabetes		Do not display on the patient's online care record
04-Aug-2021	Diabetic monitoring		
23-Jul-2021	Did not attend - no		
25-Nov-2020	Registered for access		
18-Nov-2020	Body mass index	36.73 kg/m ² (calculation based on height entry 12-Nov-2020, NB prior to age 70 average height loss is 1cm per 10 years).	Value

The context menu is open over the 'Online visibility' option, which is highlighted in red. The 'Do not display on the patient's online care record' option is highlighted in blue.

The  icon is displayed to the right of the consultation this indicates that the consultation is no longer visible online.


N.B. The procedure can be reversed by right clicking the consultation header in question, clicking **Online visibility** then selecting **Display on the patient's online care record**.

Remove online visibility in Care History

1. Select  > **Care Record** > **Care History**. If you do not have a patient selected, you are prompted to search for a patient using Patient Find.
2. The Care History screen is displayed.
3. Right-click the entry in question.
4. Select **Online visibility** > **Do not display on the patient's online care record**.

23-Sep-2021	No longer subject to child protection plan	(Replaced Subject to child protection plan)	Problem; Review plan
14-Sep-2021	Excepted from diabetic		
14-Sep-2021	Acute otitis externa		Display on the patient's online care record
04-Aug-2021	Referral to NHS Diabetes		Do not display on the patient's online care record
04-Aug-2021	Diabetic monitoring		
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25-Nov-2020	Registered for access		
18-Nov-2020	Body mass index	36.73 kg/m ² (calculation based on height entry 12-Nov-2020, NB prior to age 70 average height loss is 1cm per 10 years).	Value

The context menu is open over the 'Online visibility' option, which is highlighted in red. The 'Do not display on the patient's online care record' option is highlighted in blue.

The  icon is displayed to the right of the entry to indicate this is no longer visible online.

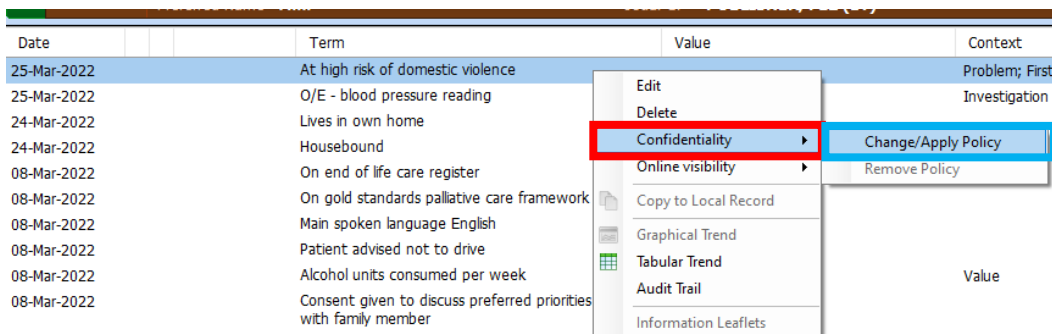
N.B. The procedure can be reversed by right clicking the entry in question, clicking **Online visibility** then selecting **Display on the patient's online care record**.

Using a confidentiality policy.

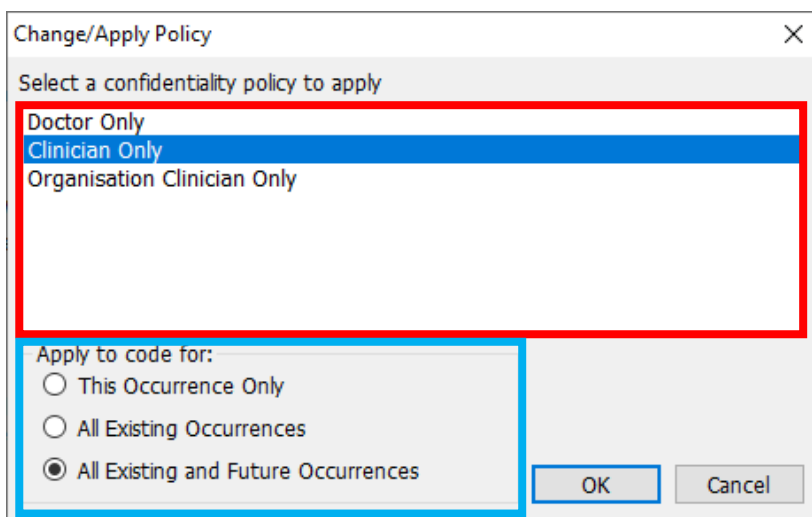


EMIS Web has built in confidentiality policies which can be applied to patient data that contains consultations, Read Codes, etc and set so that they automatically apply every time the Read Code is used.

1. In the care history screen right click on the entry you wish to apply the policy to. Select **Confidentiality > Change Apply Policy**



2. Select the **confidentiality policy**, this controls who can see the record. All the policies will prevent the entry being read online
3. If applying to a Read Code, set how you wish for the **code to be applied**. If you are not applying the Confidentiality Policy to a Read Code this option will not appear.



The entry will now have a **padlock icon** in the right-hand column

Date	Term	Value	Context
25-Mar-2022	At high risk of domestic violence		Problem; First

Any further entries using this Read Code will automatically have the confidentiality policy applied to it

N.B. Application of confidentiality policies only applies to **THE CURRENT PATIENT ONLY**.

This policy will need to be applied to each individual patient record where the read code is used, and it is required to be confidential.



Frequently Asked Questions

At which point will patients view test results?

Lab results are not visible online **until they are filed**. If lab results are **not** to be visible to the patients' online record, please amend visibility in the care history. **We strongly recommend that any result where a clinician will need to speak to the patient directly, is hidden until the meeting has taken place.**

Online Resources

This guide discusses the considerations and provides guidance on the issues surrounding Prospective Record Access

- [Accelerating patient access to their record - NHS Digital](#)
- Prospective record access at <https://www.england.nhs.uk/publication/patient-access-to-records-online-prospective-record-access/>
- Best practice guidance including safeguarding, sensitive data and data recording is available at www.rcgp.org.uk/patientonline
- patient information at www.nhs.uk/gponlineservices
- programme information at www.england.nhs.uk/GPonline-services

If you require further information, please contact us at pcdt@nhsx.nhs.uk