

Bridge Cottage Surgery Patient Participation Group (PPG) Newsletter

June 2023

PPG – What's that?

PPGs are a network of voluntary groups of patients in GP Surgeries whose purpose is being a 'critical friend' in support of the Practice by disseminating advice and information about health services and campaigns to other patients and in return receiving and feeding back their comments and questions to the Practice.

The PPG is there to participate and support the Practice to improve what the Practice offers to the patient population. If you are a patient at Bridge Cottage Surgery, why not join our PPG by emailing :

ppgbridgecottage@gmail.com

Patient View: Access to Medical Records Online

There are three ways to access your medical records online, via SystemOnline (mobile/desktop), the NHS App (mobile) and Airmid (mobile). **One of our valued PPG Members explains what they find useful about having access to their medical records online.**

I access SystemOnline via my desktop which also remembers my login details so is fast and easy. The NHS App (Desktop or mobile phone) can access the same information but may not remember login details and also has a smaller screen display on a phone so is a bit slower for me to use. I also occasionally use SystemOnline's companion mobile app 'Airmid' as it is the only app of the three that also shows appointments with other community centres such as the Diabetes clinic.

Prescriptions: *I re-order my prescriptions and can check whether they have been signed-off by the surgery. I also occasionally submit a request for something not on my standard list. I have lost count of the number of times I have been stuck in a queue at a pharmacy while someone tries to sort out their prescription with the assistant because it was ordered manually and has gone wrong. If more people used online ordering this time-wasting would be reduced. Many will already be using their phone for social media etc so will be internet savvy and may just need to be aware of and sign-up to online access.*

Patient Record (Coded Record): *I access this to look back in time if I have travel or private health*

insurance queries for treatment dates or specific surgical treatments. I may also use this for blood test results, vaccinations etc.

Test Results: *I may use this instead of the Coded record to look at any results. Knowing any blood test results before an appointment can save time that would otherwise be needed to give these at the appointment; much better to spend the time agreeing actions. I always go to any surgery diabetes appointments knowing my blood test results.*

Appointments: *I may use this to book an appointment but normally a phone call is needed so I rarely use this feature.*

How do I sign up?

If you wish to access to book appointments, request repeat medication or for access to your medical records online using the NHS App or Airmid you can do so by downloading either App on your mobile. There is no need to contact the Surgery to do so.

If you would like access to book appointments, request repeat medication or for access to your medical records online using **SystemOnline** please ask one of our receptionists who will be happy to assist you in setting this up. Please call 01438 715044 or email general.bridgescottagesurgery@nhs.net