

GP online services for carers, including young carers

Patient Guide

easy
read





Reading this booklet

This booklet uses easy words and pictures to help you understand more about GP online services.



You might want to read through it with someone else to support you to understand it more.

Contents



What are GP online services - [Page 3](#)

Benefits for carers - [Page 5](#)

How to sign up - [Page 11](#)

Lasting power of attorney for health and welfare or court appointed deputy - [Page 15](#)

Further information - [Page 16](#)

Help and support - [Page 17](#)

What are GP online services?



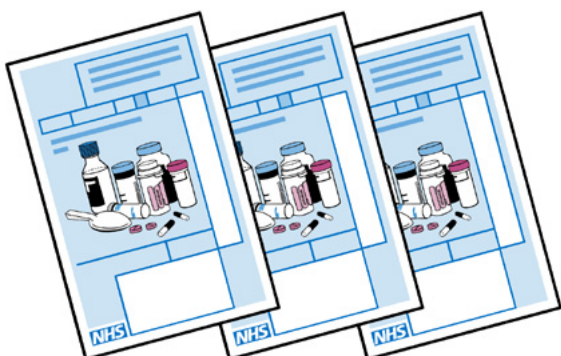
Using GP online services, patients can access their GP surgery online.



The person you care for may wish to give you access to their GP information so that you can:



- Book and cancel appointments with their doctor or nurse

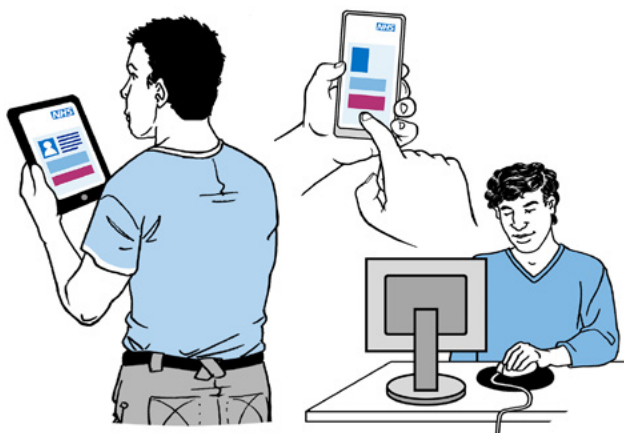


- Order and repeat their prescription

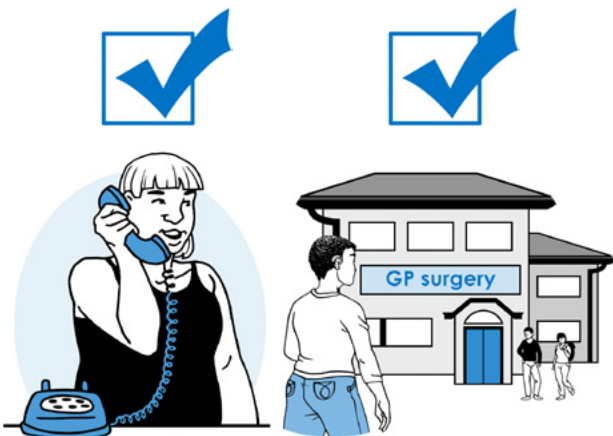


- See information in their GP record (including medication, allergies, illnesses, test results, and immunisations)

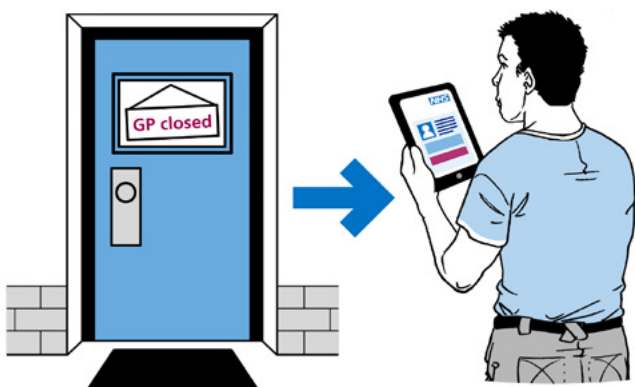
You can access GP online services from your computer, tablet or smartphone. You can use a website or an app.



You can phone in or visit the surgery like normal, even if you use GP online services.



The online service is just another option. It is better for you because it means you can access your information any time of the day.





For help on how to start using the online services see the **'GP online services'** guide. This guide is available at: www.nhs.uk/GPonlineservices

Benefits for carers



There are lots of reasons why GP online services will make things easier for carers:



- You can book appointments when you have the time.



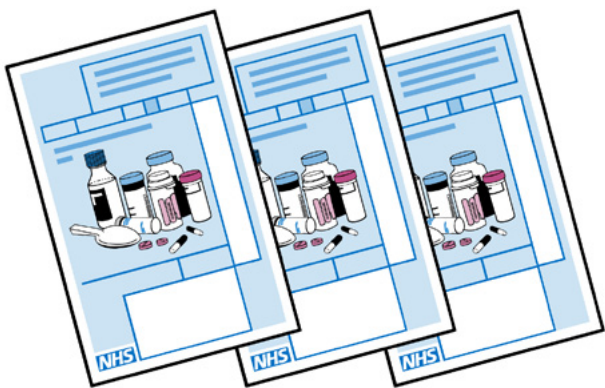
- You can book appointments from home.



- You can book appointments from abroad.



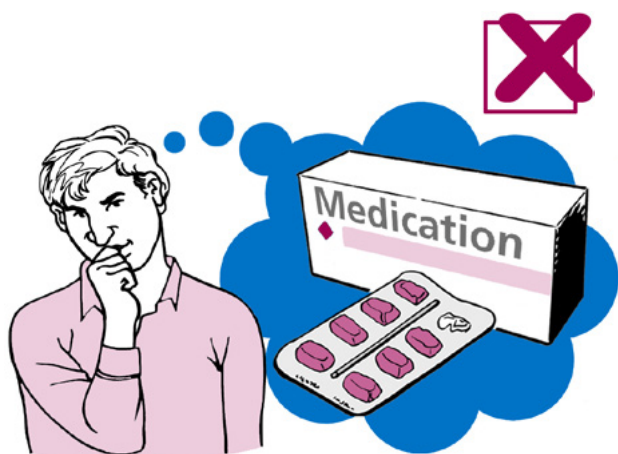
- You do not have to ring the surgery.



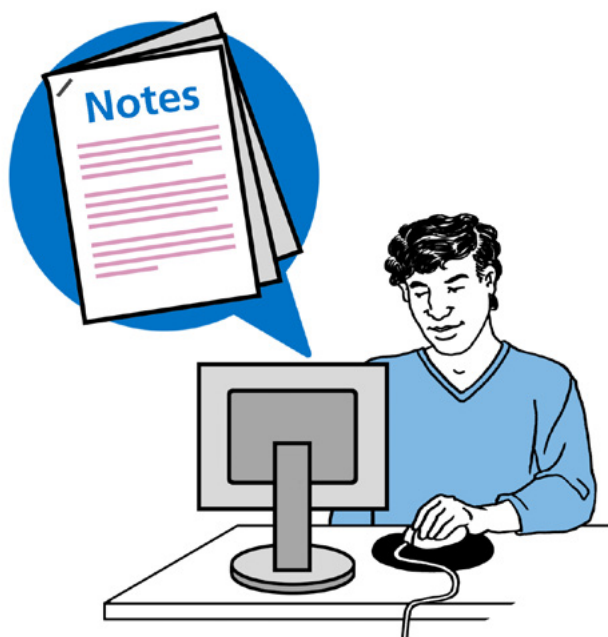
- You can order repeat prescriptions.



- You can see what medication the person you are caring for is taking.



- You no longer have to remember names of medication or how much you need to order.
- You can order the medication you need, when you need it. This way medication is not wasted and will not become out of date before using it.
- You can check test results.
- You no longer have to call the surgery for test results. You will sometimes be able to see the results earlier.



- You can read notes from appointments with the doctor or nurse so you remember what you talked about.



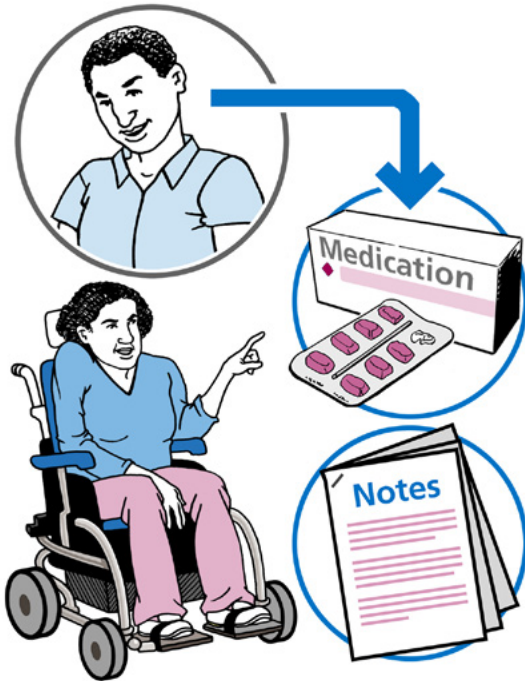
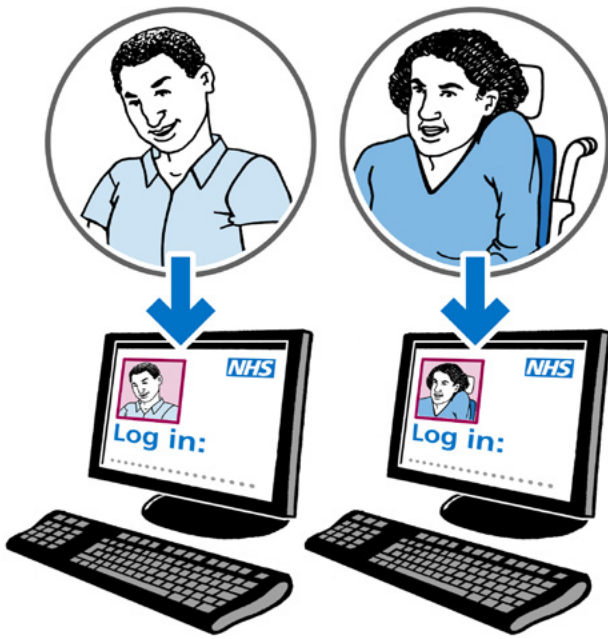
- This information will help you provide better care and support.



- You can make sure the information the doctor has about the person you care for is correct. For example allergies or medication.

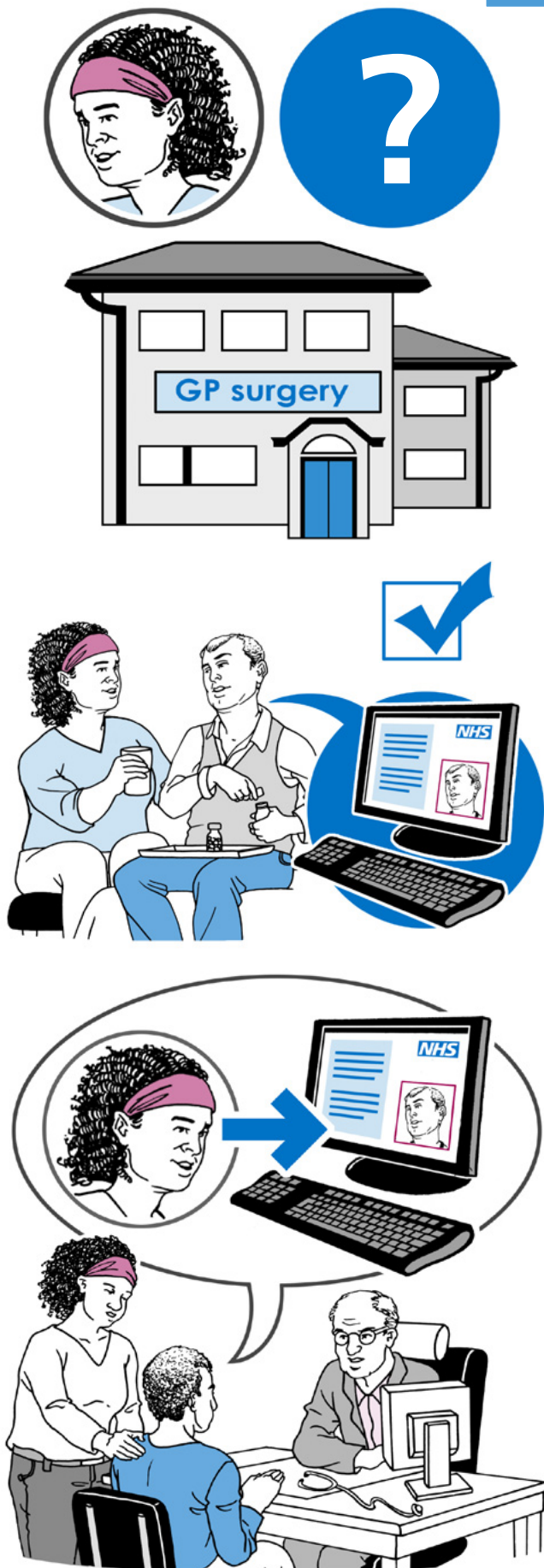


- You and the person you care for can see the same information online without having to be together.
- This means you don't have to go to the doctor together every time.
- If a person has more than one carer, they can choose who has access to their online services.



- Each carer gets their own login information, separate from the patient.
- The patient can decide what information each carer has access to.
- You can access online services when you have the time, even when the surgery is closed.

How to sign up



Before you get the login details, the surgery will have to check who you are.

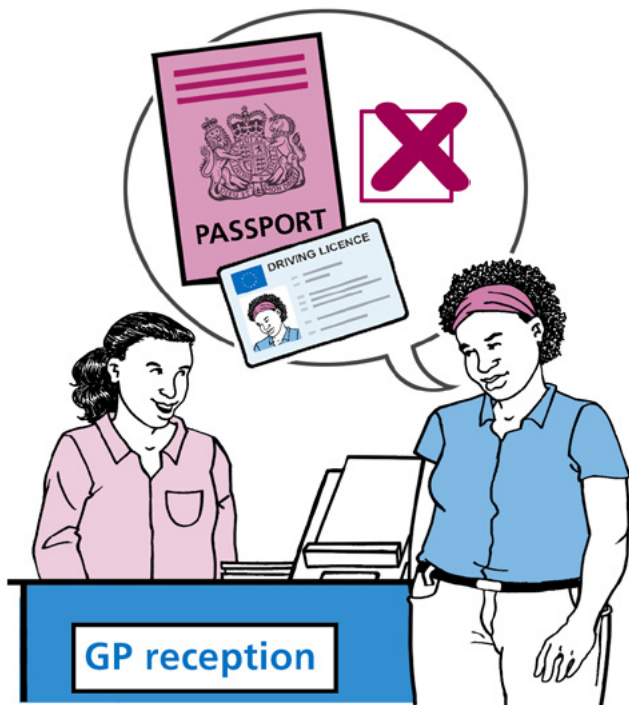
They will also check if the person you care for has given you permission to use their online services.

What will happen:

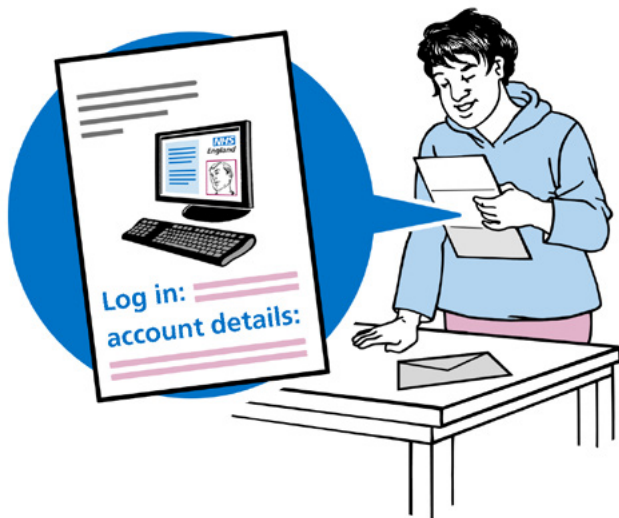
- The person you care for tells their GP they want you to have access to their online services.



- If they cannot make decisions for themselves, the surgery may still allow you to have online access if it is in their best interest.
- You and the person you care for will both have to fill in a short form and sign it.
- You and the person you care for will both have to show some photo ID and another document with your address on it.



- If you do not have any of these documents, speak to the surgery staff and they may still be able to help.



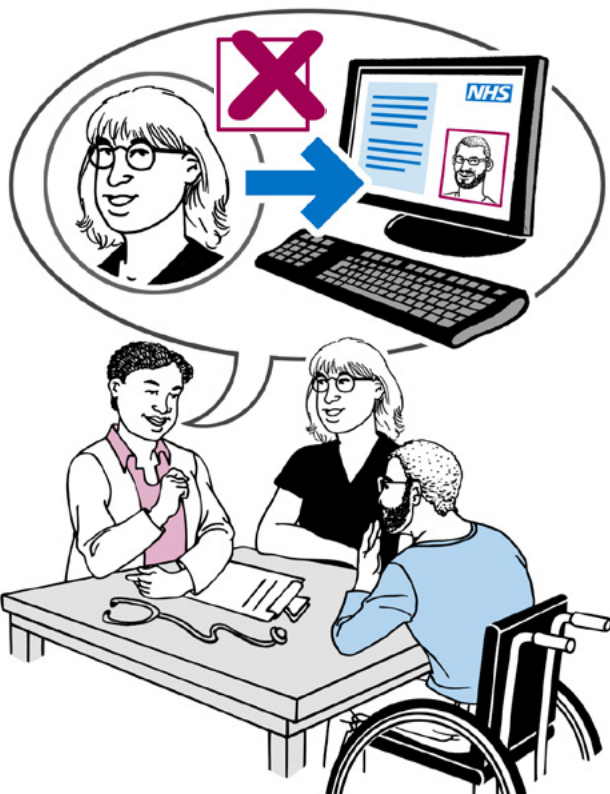
- The surgery will give you a letter with the login details and account information on it.



- You can then start using the online services.



For some patients, it's not the best idea for their carer to have access to their GP online services.



If this happens, the surgery will talk through the reasons with you.



The patient must be aware and give you permission to use their online services.

Lasting power of attorney for health and welfare or court appointed deputy



A health and welfare lasting power of attorney is a person who is given legal responsibility to make life decisions for a person who is not able to make them for themselves.



If you have been given this legal responsibility by the courts for the person you care for, you can ask the GP surgery to access their online services.



The GP surgery will then decide if it is in the best interest of the patient to give you access to their online services. They will also decide which parts of their online services you will use.



For more information on health and welfare lasting power of attorney, go to:

www.gov.uk/power-of-attorney/overview

or call: **0300 456 0300**

Further information



These guides provide more information:

- **'Protecting your GP online record'** guide about staying safe online
- **'GP online services'** guide, with help when you forget or lose your login details



You can ask for them at your surgery, on the surgery website or online at:

www.nhs.uk/GPonlineservices

Help and support



If you need help with using the internet, or need advice on how to use GP online services. Look at the **'GP online services'** guide at your surgery or online at:

www.nhs.uk/GPonlineservices



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