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Better care for our patients

Wouldn't it be great if you could see your GP outside of usual GP opening hours – late in the evening, after work perhaps, or at weekends – even on a Sunday?

Your own GP knows you and your medical history and so can provide safe, continuous care for you and your family. There have been calls recently for this to happen – your very own GP, whenever you need to see them, ready and waiting.

The only problem is – there aren't enough hours in the day – or days in the week - for GPs to work like this. We have to eat and sleep sometimes you know!

So what GPs in Havering are doing is working together - and with some clever technology - so we can offer you as near to that dream scenario as possible: **We are already offering appointments at a 'hub' practice, evenings and weekends.** And, provided you are happy and agree, the new technology lets that NHS GP see your own GP's records. This makes it much easier to give you the care you need.

It's your choice: If you don't agree, the GP can't see your records. He or she will only be able to access your record at the "hub", **only while you're there** and **only if you give your explicit consent at the time.**

You can always change your mind next time you visit - no matter what you said last time. The GP will still see and treat you but there are obvious benefits to having access to your medical records.

- The GP will see what medicines you are already taking, which is important as many medicines may cause problems with existing ones or be affecting your symptoms
- The GP will see if you are allergic to any medicines.
- The GP will see any previous medical problems and how that affects your symptoms and the treatment options
- The GP will see what your own GP has been doing for you, what works and what doesn't work for you
- The GP will be able to treat you better, faster, and will be much less likely to need to send you to hospital.
- Your own GP will be able to see much more clearly what has been done for you.

Your data is secured in the same way your own GP secures your records.

So please, make use our new services – they are there to help you see a GP more quickly and easier and to get the care you need. And don't be afraid of the technology.

Dr Dan Weaver

Chairman

Havering Health (a Federation of Havering GP practices)