

## Improved Access

### Who will we share your information with?

As part of our Improved Access Initiative, **Litchdon Medical Centre** patients will be able to book evening and weekend appointments, both here and at other local GP Practices [**Black Torrington, Brannam Medical Centre, Castle Gardens Surgery, Hartland Surgery, Northam Surgery, Torrington Health Centre and Wooda Surgery**]. This will benefit you as a patient as it ensures that there are more appointments available to you at times that are more convenient out of the practice's usual hours.

GP practices in our locality use one of the following clinical systems to securely host your electronic patient record:

SystemOne (provided by TPP)  
EMIS Web (provided by EMIS)

### Improved Access between practices using the same clinical system

When an Improved Access appointment is booked at a remote surgery whose clinical system is the same as that of your registered practice, the sharing of your full patient record will occur securely and electronically and the sharing only occurs when you choose to book the appointment (you will be asked to consent to the sharing of your record at the point of booking the appointment). Access to your record at the remote surgery will only be made by staff involved in your appointment.

If you have any concerns regarding this, or wish object to the sharing of your medical record in this way, please speak to one of our reception team, who will be able to record your decision and change the settings for your record. Please note that should you object, you will not be able to attend an appointment at a remote surgery offering the Improved Access service.

### Improved Access between practices using different clinical systems

When an Improved Access appointment is booked at a remote surgery whose clinical system is different to that of your registered GP practice, the following procedure will occur in order to provide the clinician at the remote surgery with essential details of your medical record:

To ensure that the clinician who is offering the Improved Access appointment has full access to a summary of your medical records, our reception team will ask you to consent to share your medical records summary when you book your appointment, which will ensure an effective and safe service.

On confirmation of booking this appointment, your medical records summary will be sent securely from this practice to the remote surgery (you will be asked to consent to the sharing of your record at the point of booking the appointment). Sharing of your data only occurs between us and staff at the remote surgery who are involved in your appointment. The clinician you visit will also be required to gain your consent prior to accessing your medical records summary.

Once you have attended your appointment we will be securely notified of the outcome of it and will follow up any clinical comments that require action. Your medical record will be updated accordingly.

If you have any concerns regarding this, or wish object to the sharing of your medical record in this way, please speak to one of our reception team, who will be able to record your decision and change the settings for your record. Please note that should you object, you will not be able to attend an appointment at a remote surgery offering the Improved Access service.