

# Helping your learner make the most of online GP services

Nothing is more important than staying on top of your health, and the best way to do this is through your general practitioner (GP).

Most GP surgeries now have online services that are easy to access and use, and will save your learner time.

Through this guide, we'll show you how to help your learner to register with their GP and book appointments online. We'll also take you through the other useful ways they can use their GP's website for day-to-day tasks, such as ordering a repeat prescription or looking up their health records.

## What you'll cover

1. How your learner can find and register with their local GP surgery online
2. Using online GP services

**Remember:** This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

## There are three ways for your learner to look for local GP services online:

1. Go to the NHS website ([www.nhs.uk](http://www.nhs.uk)) and click on NHS Services (on the top right of the webpage). Then, click on GPs: your learner's local surgeries will then appear with all their details. These websites may then provide a link to the webpage of the surgeries, where your learner can discover the services they offer online.
2. Using a search engine – your learner can search for the name of the local surgery or the area they're looking to find a surgery in and, using the results list, go to the surgery's website.
3. Using mapping tools such as Google Maps or Apple Maps, they can search for 'GP' or 'GP surgery' to find the ones closest to them.

Once they know if their GP surgery offers online services, they will need to set up their login details. They can do this in two ways:

**Register online** – Your learner's GP practice should have an online registration portal that they can use. This will be a simple task that will require them to enter a few personal details such as date of birth, address and an existing NHS number (they may have needed this for recent vaccinations).

**Do it in person** – Your learner can also visit their GP practice to get their login details or to register for the practice. To do this, they need to take a form of ID with them. This will likely need to include a photo, so a photo driving licence or passport would be perfect. They'll also need to take a document with their address on it, such as a recent bank statement or bill.

## Helping your learner make the most of online GP services continued

If they have previously used a GP service but don't have access to any ID, they can still go to their GP surgery who will ask a member of staff with responsibility, like a GP or practice manager, to vouch for their identity. This allows the GP or practice manager to confirm who they are.

After completing the ID check, the GP practice will give your learner a paper form with the login details and instructions for registering with the website.

Once logged in, they can use all the services the GP has to offer, such as booking an appointment online and ordering repeat prescriptions.

### Booking an appointment:

Once your learner has registered with a GP surgery, they can use their online services to book, check or cancel appointments.

To do this, they will need to log in to their GP's app and book one of the available appointments. If they would prefer to go via the internet, they can also use the online form on their GP surgery's website.

Note, different surgeries use different booking systems. For example, some employ a call-back system and will not let your learner book an appointment outright. Their surgery will be able to let them know how best to book appointments.

### Ordering a repeat prescription:

There are two main ways to order a repeat prescription from a GP surgery online, but there can be variations based on each surgery. Again, your learner's GP will be able to confirm how best to order prescriptions.

#### Using your NHS account

Your learner can order a repeat prescription by logging in to their NHS account using the NHS App or NHS website. To find out more about online NHS services your learner can click on or type the following address into their web browser: [bt.com/seniorskills](https://bt.com/seniorskills)

They may be asked to nominate a pharmacy to collect from; not all pharmacies will be available.

They'll be able to collect their medication in person when it's ready. Some pharmacies also deliver.

#### Using other online services or apps

Your learner can also use other online services and apps to order a repeat prescription.

Some GP online services are only available in certain areas. They will need to ask their GP surgery which services they provide.

They may be able to get their medication sent to them if their nominated pharmacy offers that service. Alternatively, they will be alerted when it's ready to collect.

### Accessing your health records:

**There are two main ways to get your GP record online:**

#### Via your NHS Account

Your learner can get their GP records by logging in to their NHS account using the NHS App or the NHS website.

To do this, they'll need to be registered for online services and prove their identity when accessing the platform for the first time.

To see their full medical records, they'll need to ask their GP surgery for online access, otherwise they'll only see details for their medicines and allergies.

If your learner lives in one of the devolved nations, they may not be able to access their GP record in this way: their GP/surgery will be able to confirm.

#### Using other online services or apps

Your learner may also be able to use other GP online services and apps to get their GP record.

Again, they'll need to register for online services and prove who they are.

Initially they'll only be able to see details of their medicines and allergies. To access their full records, they'll have to ask their GP surgery for this.

## Helping your learner make the most of online GP services continued

If your learner is struggling to access their records online, they can contact the online service or app they're using, or their GP surgery.

There are several other online GP services your learner can use to access their medical records.

- Airmid
- Evergreen Life PHR
- myCohens
- myGP
- Patally
- Patient Access
- SystemOnline

### By speaking to their GP surgery

If you're struggling to get online access, your learner can also ask for their GP records at their GP surgery.

### Protecting their health records

We know having health records online might be slightly worrying, but it is completely safe. Make your learner feel at ease by explaining that only they can access these records, with their login details and password.

They don't have to share their login with anyone, including family members and health professionals.



### Hints and tips and further learning

Your learner can find more details on using their GP's online services by clicking on the following links or by typing them into their web browser:

**Learn My Way** – Managing your health online: [new.learnmyway.com/explore-all-subjects/managing-your-health-online](https://new.learnmyway.com/explore-all-subjects/managing-your-health-online)

**Digital Unite** – Registering for NHS Online services: [digitalunite.com/health-and-fitness/registering-nhs-online-services](https://digitalunite.com/health-and-fitness/registering-nhs-online-services)

# Making the most of online GP services

Nothing is more important than staying on top of your health and the best way to do this is through your general practitioner (GP).

Most GP surgeries have a website and using the services they offer online is easy and can save you time.

This guide will teach you how to register with your GP and book appointments online. We'll also show you other useful ways to use your GP's website for tasks, such as ordering a repeat prescription or looking up your health records.

## What you'll learn

1. How to find and register with your local GP surgery online
2. How to use your online GP services

### There are three ways to look for local GP services online:

1. Go to the NHS website ([www.nhs.uk](http://www.nhs.uk)) and click on NHS Services (on the top right of the webpage). Then, click on GPs: the details of local surgeries will appear. These websites may then provide a link to the webpage of the surgeries, where you can discover the services they offer online.
2. Using a search engine – you can search for the name of the local surgery or the area you're looking to find a surgery in and using the results list, go to the surgery's website.
3. Using mapping tools such as Google Maps or Apple Maps, you can search for 'GP' or 'GP surgery' to find the ones closest to you.

Once you know if your GP surgery offers online services, you will need to set up your login details. You can do this in two ways.

**Register online** – Your GP practice should have an online registration portal that you can use. This will be a simple task that will require you to enter a few personal details such as date of birth, address and an existing NHS number (you may have needed this for recent vaccinations).

**Do it in person** – You can also visit your GP practice to get your login details or to register for the practice. To do this, you need to take a form of ID with you. This will likely need to include a photo so a photo driving licence or passport would be perfect. You'll also need to take a document with your address on it, such as a recent bank statement or bill.

## Making the most of online GP services continued

If you have previously used your GP service but don't have access to any ID, you can still go to your GP surgery and they will ask a member of staff with responsibility, like a GP or practice manager, to vouch for your identity. This allows the GP or practice manager to confirm that you are who you are.

After completing the ID check, the GP practice will give you a paper form with the login details and instructions for registering with the website.

Once logged in, you'll be able to use all the services the GP has to offer such as booking an appointment online and ordering repeat prescriptions.

### Booking an appointment:

Once you've registered with a GP surgery, you can use their online services to book, check or cancel appointments.

To do this, login to your usual GP's app and book one of the available appointments. If you would prefer to go via the internet you can also use the online form on your GP surgery's website.

To change an appointment online, you'll need to cancel the appointment you already have and book a new one.

Note, different surgeries use different booking systems. For example, some employ a call-back system and will not let you book an appointment outright. Your surgery will be able to let you know how best to book appointments.

### Ordering a repeat prescription:

There are two main ways to order a repeat prescription from your GP surgery online, but there can be variations based on each surgery. Again, your GP will be able to confirm how best to order your prescriptions.

#### Using your NHS account

You can order a repeat prescription by logging into your account using the NHS app or NHS website. To find out more about online NHS services you can click on or type the following address into your web browser: [bt.com/seniorskills](https://bt.com/seniorskills)

You may be asked to nominate a pharmacy; not all pharmacies will be available.

You'll be able to collect your medication in person when it's ready. Some high street pharmacies also deliver.

#### Using other online services or apps

You can also use other online services and apps to order a repeat prescription.

Some GP online services are only available in certain areas. Ask your GP surgery which services the GP surgery provides.

You may be able to get your medications sent to you if your nominated pharmacy offers that service. Alternatively, they will alert you when they are ready to collect.

### Accessing your health records:

**There are two main ways to get your GP record online:**

#### Via your NHS Account

You can get your GP records by logging in to your account using the NHS app or the NHS website.

To do this, you'll need to be registered for online services and prove your identity when accessing for the first time.

To see your full records, you'll need to ask your GP surgery for online access to this, otherwise you'll only see details for your medicines and allergies.

If you live in one of the devolved nations, you may not be able to access your GP record in this way: your GP/surgery will be able to confirm.

#### Using other online services or apps

You may also be able to use other GP online services and apps to get your GP record.

Again, you'll need to register for online services and prove who you are.

Initially, you'll only be able to see your medicines and allergies information. To access your full records, you'll have to ask your GP surgery for this.

## Making the most of online GP services continued

There are several other online GP services you can use to access your medical records:

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### Protecting your health records

We know having your health records online might be slightly worrying, but it is completely safe. Only you can access these records, by using your login details and password. You don't have to share it with anyone, including family members and health professionals.



### Hints and tips and further learning

You can find more details on using your GP's online services by clicking on the following links or by typing them into your web browser:

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**Digital Unite** – Registering for NHS Online services: [digitalunite.com/health-and-fitness/registering-nhs-online-services](http://digitalunite.com/health-and-fitness/registering-nhs-online-services)