



Online access to Digital GP records 2019/20

Prospective record access | Introduction

This document provides the interpretation and guidance on the GP Contract commitment 5.10 (ii). The approach has been agreed by NHS England and BMA General Practitioners Committee (GPC) in England and is supported by both organisations.

Commitment 5.10 (ii)

all patients will have **online access to their full record**, including the ability to add their own information, as the default position from April 2020, with new registrants having full online access to prospective data from April 2019, subject to existing safeguards for vulnerable groups and third party confidentiality and system functionality

[Investment and evolution: A five-year framework for the GP contract reform to implement *The NHS Long Term Plan*: BMA and NHS England: 31 January 2019](#)

From April 2019 new registrants will have full online access to prospective data

From April 2019 new patients registering with a practice should be offered full online access to the digital record for their prospective information, starting from the date of their registration for online services, where patients wish to have access.

In addition to the detailed coded record (DCR) which is currently available, access to a full patient record includes free text consultation notes and documents i.e. hospital discharge letters, referral letters etc.

Prospective access to full records, is subject to the same safeguarding information requirements as applied to DCR access.

Safeguarding

Patient access to any element of their record is subject to appropriate safeguards. These are designed to ensure that access to records

- does not cause harm to the patient
- that legal confidentiality obligations for the non-disclosure of third-party information are adhered to

Sensitive information

If based on clinical judgement, it is considered that some information could be harmful to the patient, this information should not be shared with them. This information can be redacted from the patient view and must not be deleted from the record. If system functionality to redact information is not available, the record should not be shared with the patient.

Third party information

Legal confidentiality requirements require that where the information is not already known to the patient, any information contained must be redacted, but not deleted from the record. If system functionality to redact information is not available, the record should not be shared with the patient.

Further information and support

Further information supporting the implementation of prospective records access, the detailed coded record (DCR) and GP online services is available from [NHS England](#).