

FAO: Accountable Officers of CCGs

NHS England
Quarry House
Quarry Hill
Leeds
LS2 7UE10th September 2017

Dear Colleague,

Re: Patient Online

In 2015 NHS Employers and GPC agreed that GP Practices would offer and promote online services to patients - ordering prescriptions, booking appointments and accessing coded information from the GP record online.

In 2016, CCGs developed their Local Digital Roadmaps (LDRs). Two of the ten 'universal capabilities' in the roadmaps were related to GP Online services. LDRs form the 'gateway' to national funding. If this target is not met, this may impact on future funding.

The GMS contract in 2017/18 also highlights to Commissioners that practices (must contractually promote and offer access), will work towards 20% of their patients registered for online services by March 2018.

We would like to remind you that as a CCG, it is your responsibility to ensure practices in your area are actively promoting and aiming for 20% of their patients to be signed up. Where a practice is struggling to meet its contractual requirement, a clear action plan from the CCG must be in place.

CCGs whose member practices are outliers should expect to be contacted by the DCO and NHS England to review plans by December 2017. Patient demographics or perceived limited access to the internet have not been a limiting factor in POL uptake in comparable CCGs.

We have released a toolkit for CCGs, CSUs and other organisations to help promote online services to patients. A version of the toolkit is also available to help GP practices with promotion directly. This can be accessed here:

<https://www.england.nhs.uk/patient-online/>

Further support is available from the NHS England Primary Care Digital Transformation team, whose contact details are below, and clinical champions (copied in) who have specialist knowledge in this area.

Yours sincerely

**Janet King**
Regional Head for Information &
Technology (North)
NHS England

Appendix A: Contact details for NHS England Patient Online Leads

Primary Care Digital Transformation Contact Details		
Name	Email/Telephone	Covers
Pam Jenkins	Pamela.jenkins1@nhs.net 07918336005	N. Cumbria, Northumberland, Tyne and Wear; West Yorkshire; Lancs & Morecambe Bay
Kay Renwick	Kay.renwick@nhs.net 07768 535904	Durham, Darlington & Tees; North Yorkshire & Humber; South Yorkshire; Cheshire & Merseyside
Kayleigh Buckley	kayleighbuckley@nhs.net 07710 152881	Greater Manchester