



Medical summaries - update for PPG Network

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Medical Summaries – Getting a printed copy or email (NHS website)

– Other ways to get your GP health record

Use other GP online services and apps

You may be able to use other [GP online services and apps](#) to view your GP record.

Some services and apps are only available in certain areas. Ask your GP surgery which you can use.

Contact your GP surgery

You can ask for your GP record at your GP surgery. They can give you a printed copy of your record or send you a digital version.

GP Health Record

A brief medical summary which lists active conditions, significant history, medications, and tests undertaken at the doctors, and at the top it has the person's name, date of birth, their NHS number, and the doctor that usually sees them.

NHS website – Page showing a GP can provide a medical summary in hard copy or digital format.

What is the problem?

Healthwatch Haringey and **Haringey Reach and Connect** would like to make it easier for patients to obtain a copy of their Medical Summary. This medical evidence is needed to get a taxi card, blue badge, disability living allowance and any sort of benefit for supported housing.

The problem

Connectors, working for Reach and Connect reported varying practices at different surgeries, and in some surgeries, it is difficult to obtain a Medical Summary.

- Some people are told they must wait 28 days.
- Some people are told that there is a charge.
- Multiple visits to housebound clients and the surgery are sometimes required, and this causes delays.



We asked Haringey GP Federation...

Healthwatch Haringey and Reach and Connect would like to work with the Haringey GP Federation and GPs with a view to producing guidance which is simple and easy for patients and reception staff to understand.

Ideally, we would like guidance which allows for the following:

1. Patients can walk into the surgery; they don't need to fill in a consent form and they can get a printed copy of their Medical Summary.
2. For housebound patients: A phone call is made to the surgery; the patient gives verbal consent on the phone; the third party can then pick up the Medical Summary from the surgery or the GP will send it to the patient's home address or email.

Haringey GP Federation has agreed to work with Haringey Reach and Connect to help resolve this issue.

