

## Focus on the GP2GP Service

GP2GP allows patients' electronic health records to be transferred directly, securely, and quickly between their old and new practices, when they change GPs. This improves patient care by making full and detailed medical records available to practices, for a new patient's first and later consultations.

The GP2GP service is in the process of being rolled out across Wales. One GP practice that has really benefitted from the service is the Castle Surgery in Neath.

Castle Surgery is a large GP practice with over 11,000 patients registered and on a typical month they have around 60 transfers of patients into the practice.

We spoke to Paula Pike and Nicola Edwards who look after the patient records at the practice about the benefits.

Paula explained the problem to us:

“Patients are moving home far more than they used to, which means they are moving GP practice more and more. This has meant that we have had around 60 patient transfers a month.”

Nicola continued, “prior to GP2GP when we used to receive a patients notes from a previous GP we would have to enter everything manually into the patient’s medical history using Read coding. Since GP2GP the records come in electronically, all we need to do is our own prioritisation of the patient’s medical conditions”

This is particularly of benefit for children transferring into the practice, as Paula outlined: “All the childhood immunisations had to be added manually which meant a lot of manual input when we were getting children over 5 years old, who had received all their planned immunisations.”

Document attachments and letters have been another significant benefit “these also now come through electronically” Nicola outlined “which saves the practice a significant amount of time in scanning letters.”

When a patient is first transferred in, the GP2GP service also provides benefits around repeat medications “This is a major advantage,” Paula explained. “It shows you all the patient’s medication history including current medications, so you are able to issue a repeat prescription without needing to chase the previous practice.”

Prior to GP2GP, when a patient was in the process of being transferred to the practice, until the physical notes were delivered and then inputted onto the electronic record, the practice they had moved to had none of these vital pieces of information, such as repeat medications. This meant phone calls to previous practices to

ensure the patient could have the correct medications and doses. In some instances it could take weeks or months for the paper notes to be transferred between practices.

They both agreed that the only further advantage that they could see would be for all GP practices to be part of the service. Nicola concluded "It's great when we see a transfer is a GP2GP one, we just wished that everyone was part of it, as it would save us so much time to get on with other things."

The roll out is continuing across Wales and is due to be concluded by the end of 2017.