

Appendix 1: Online services currently available in Surrey Heath

Online Service number	Online Service description	BGP	Park House	Station Road	Park Road/ Old Dean	Upper Gordon Road	Camberley Health Centre	Lightwater	Heatherside
Type of online service									
1	Online access to DCR coded medical record	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Online access to pathology test results	Yes	No	No	Yes	Yes	Yes	Yes	Yes
3	Online prescription ordering	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Online prescription cancellation	Not sure	No	Yes	Yes	No	No	Yes	Unclear answer
5	Online appointment booking – same day appointments	Yes	Yes	No	Yes	No	Yes	Yes	Yes
6	Online appointment cancellation – same day appointments	Yes	No	No	Yes	No	Yes	Yes	Yes
7	Online appointment booking – advanced appointments	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8	Online appointment cancellation – advanced appointments	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Which clinics and health professionals can online appointments be booked with?									
9	GP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	Nurse	No	No	No	No	No	Yes - some	No	No
11	HCA	No	No	No	No	No	Yes	No	No
12	Physio	No	No	No	No	No	N/A	No	No
13	Midwife	No	No	No	No	No	No	No	No
14	Health visitor	No	No	No	No	No	N/A	No	No
15	Travel clinic	No	No	No	No	No	No	No	No
16	Other (please list)	No	No	No	No	Yes - INR clinics	No	No	No

Patterns of use of online services in general practice across Surrey Heath CCG and barriers to their uptake

Online Service number	Online Service description	BGP	Park House	Station Road	Park Road/ Old Dean	Upper Gordon Road	Camberley Health Centre	Lightwater	Heatherside
Electronic communication with practice									
17	Email	Partial	No	Yes	No	Yes	Yes - limited	No	Yes
18	SMS reminders	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
19	FaceTime	No	No	No	No	No	No	No	No
20	Skype	No	No	No	No	No	No	No	No
21	Other (please list)	No	No	No	No	No	No	Yes	No
Use of IT/online services to improve health and for self-management of conditions									
22	Telehealth	No	No	No	No	No	No	No	No
23	Online signposting to services	No	No	Yes	No	No	No	No	No
24	Use of health improvement information	No	No	Yes	No	No	No	No	No
25	Other (please provide details)	No	No	No	No	No	No	No	No