

14 December 2020

Dear Colleagues

Easy, accessible communication with our patients has never been more important than during the current pandemic. We are writing to offer you support in two ways.

Firstly, the GP.scot website programme offers a rapid, free, flexible system for your practice to provide online information about your practice and clinically assured advice. We have put together some information about the programme and answer frequently asked questions about the benefits of joining.

We also share a resource from NHS inform that advises the public on safe ways of consulting primary care providers, including self-care options and seeking online support for physical and mental health concerns. You are welcome to share this with your patients now.

What is the GP.scot programme?

Commissioned by the Scottish Government, this programme is offered to GP Practices across Scotland through NHS 24. We offer an individualised website for each Practice, free of charge. The sites have been designed to make it easy to provide information online for your patients – which can support them to make informed choices about their healthcare needs before requesting an appointment. Sixty five GP practices across Scotland already use GP.scot to provide a high quality website to patients.

What is included?

GP.scot websites include practice specific information maintained by your own team, alongside national information and advice maintained and updated by NHS 24. Links to online repeat prescribing, online appointments and asynchronous consulting will be included if your practice currently provides this service.

Your GP.scot site provides direct access to NHS inform content on everyday health concerns including national seasonal campaigns, Self Help Guides and Scotland's Service Directory. The website provides access to the latest guidance on COVID-19 from NHS Scotland and the Scottish Government, including self-isolation, social distancing, and mental wellbeing advice, to support your practice staff and patients.

With the need for social distancing under current restrictions, the NHS Near Me video consultation service has been integrated into GP.scot sites. NHS Near me gives GP practices the opportunity to offer face-to-face consultations without the patient needing to attend the practice. You can find out more about NHS Near Me by following this link <https://tec.scot/>.

Further options include

- Include an image to illustrate your own practice
- Include patient information alerts - useful for highlighting your most important message or an emergency situation
- Individualised service information – select services relevant to your practice

What are the benefits?

While there are many general practice web site services available, GP.scot has been built around the specific needs of Scottish General Practice and their patients. For more detail see www.nhsinform.scot/gpscot

Here are some highlights. Practices will benefit from:

- Zero cost of ownership – available and maintained for free
- Quick set-up and easy maintenance with support from your NHS 24 project team
- Simpler online clinical and data governance
- An accessible website built for communication and usability - in line with new legislation
- Fulfils all the requirements of the new GP contract for online patient information about your practice

Patient benefits include:

- Access to practice information, reducing the need to telephone or visit
- Online prescription requests and appointment booking, 'Near Me' video consultations where required.
- Self-help guides on common conditions and COVID-19, maintained up to date by NHS 24 and NHS service and health information for people in Scotland
- Links to the latest official, national COVID-19 (coronavirus) advice for Scotland

Where can I find out more?

You can see a demonstration of a GP.scot website at this link <https://demo.gp.scot/>.

We are now seeking notes of interest from practices who would like to be involved in the next stakeholder group for a GP.scot website.

To take up this opportunity please get in touch by 21st January 2021. Please send your note of interest to the following email address: pcds@nhs24.scot.nhs.uk

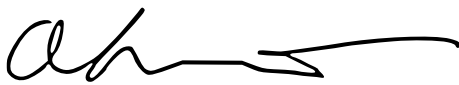
Please share this information with colleagues, keep up to date and register your interest at any time at www.nhsinform.scot/gpscot .

Community Health Services during Coronavirus

We are all very aware that NHS services have changed the way you work to keep the public, patients and your staff safe during the Coronavirus pandemic. To support everyone in the new ways of working we have a section on NHSinform that sets out what to expect when people need to consult their GP, Pharmacist, Dentist or Optometrist.

The page has been developed with representatives from the relevant professional bodies and includes clinical advice on self-care options, safe ways to contact services, video explainers, and a British Sign Language video outlining the same information. <https://www.nhsinform.scot/campaigns/your-community-health-care-services>

Kind regards



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