

FAQ for Shared Administration

What is a PCN?

A primary care network or PCN consists of groups of general practices working together with a range of local providers, including across primary care, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations.

What are the aims of PCNs?

- To focus services around local communities.
- To help rebuild and reconnect the primary healthcare team across the area.
- Alleviate workload.
- Be practice-led, as ensured by LMCs and CCGs.
- To allow GPs and primary care practitioners to deliver a new model of care for their patients and communities.

What does Shared Administration mean?

This means that clinicians and those administrative staff, who have been granted permission, will be able to access the notes of all of our patients in all of the five practices across our PCN, This will allow us to provide improved care to patients, we are currently using our branch site New Road which is our “Hot Hub” where we are reviewing any suspected corona virus patients in a separate, clean and safe environment away from the other 5 practices to ensure everyone’s safety. Another example of this is you could receive same-day access to a physiotherapist working in another practice across our network.

Can I opt out of this?

It is possible for you to opt out of this new way of sharing access to your medical notes, but this may restrict the ways that we are able to provide care for you if you wish to opt out please contact the surgery on 01249 462775 or email us at hathaway.mc@nhs.net and we will update your records

How secure is my data and who can access it?

We want to reassure you that all of the GP practices in our PCN have very strict rules about how and when our patients’ notes can be accessed and that your ongoing privacy is of the utmost importance to us.

If you still have concerns or questions that have not been answered on here please contact the surgery and we will do our best to help you