**Patient Access + NHS app.**

**Patient Group Topic at our last meeting, we hope you find it interesting, our Member Tony Ennis discusses the changes to the on-line access to NHS services such as repeat prescriptions.**

Over the years as P.A. has evolved, increasing levels of security and authentication have rightly been introduced to protect our personal health data.

Firstly we had the memorable word where we were asked to enter 2 or 3 random characters in order to gain access.

Then earlier this year this was replaced by the 6-digit access verification code sent to our mobile phone to enable access.

Now they are introducing a further layer of security which requires everyone to download a 3rd party authenticator app in order to access P.A. (see attachment).

My concern with this is that not everyone has a smartphone (especially the older patients), or wants to install more 3rd party apps.  My next-door neighbour for instance is 89 years old,  and with her permission I have always managed her P.A. to order her prescriptions etc.  She uses a Doro flip phone which does not have the capability of using apps so I don't think I will be able to order her prescriptions online anymore.  I presume she will have to order them over the phone in future.  I will have to remind her every month when her prescriptions are due as she is always surprised when I deliver her prescriptions saying is it that time again already.  I feel that many patients could be in the same boat, potentially causing more work for reception staff having to deal with more prescription requests over the phone, a backward step in my view.

Whilst I appreciate the importance of data security, I feel that there is a danger of making the system too secure so that patients (especially the older ones) can't even get access to their own accounts, let alone potential fraudsters.

As I mentioned earlier, not everyone has a smartphone or is comfortable with increasing levels of technology.

Thank you for listening.

We welcome any comments and suggestions, all Patients are eligible to attend the Patient Group Meetings. Further details at the Practice.