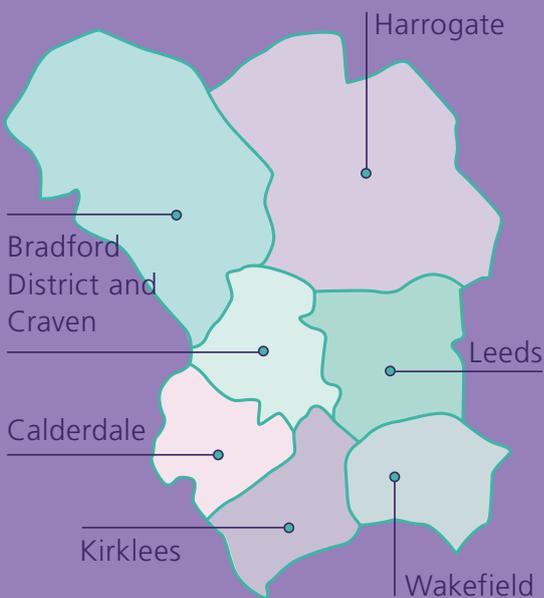


# Telling our Partnership story

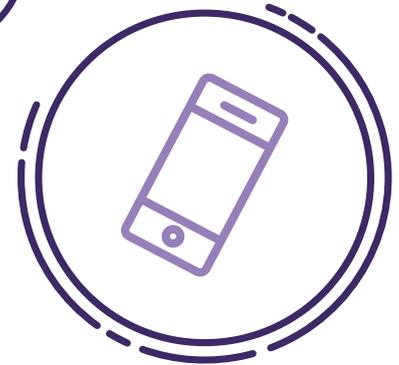


## Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- Working to improve people's health with and for them
- Improving people's experience of healthcare
- Making every penny in the pound count
- Working to keep people well and make life better for 2.6 million people living in West Yorkshire and Harrogate.



## GP online services

### Our ambition

To offer more convenience, choice and control for people when accessing GP services, helping them to be more informed and involved in decisions about their own healthcare.

West Yorkshire and Harrogate Health and Care Partnership



## What we are doing

**GP online services allow people to book (or cancel) appointments and renew their prescriptions at a time that is convenient for them.** People don't have to call or visit their practice, they can simply access services via a computer, smartphone or tablet. There's also an app for smartphones or tablets which gives people the same access as the website.



Alan took early retirement after suffering a heart attack and although he's feeling well and keeping healthy, he takes daily heart medication and needs regular checks with his GP. He uses GP online services to book appointments with his GP to review his condition, and to order the medication he needs.

Alan told us: "I can use the online system to order my medication at any time and I don't even need to remember the names and dosages of the individual items as they are all detailed on my 'prescribed medication' page. I can also check when my medication is due to be assessed by logging on and viewing my personal patient record."

In 2014, figures from NHS England suggested that more than twelve million GP appointments are missed each year in the UK, at a cost to the NHS of over £160 million per year.

Booking GP appointments online helps to reduce the number of missed appointments because it's really easy for people to cancel or re-book their appointment online – there and then - without having to wait until their practice opens or wait in a call queue.

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

**September 2018**

West Yorkshire and Harrogate  
Health and Care Partnership

