

**Drs Stephenson, Swinburne, Sumner, Cox,  
Kelly, Harvey, Costello  
Hazel Taylor & James Ross, Advanced NPs  
Jonathan Smart & Claire Staples, NPs**

Victoria Road Health Centre  
Concord, Washington, NE37 2PU  
0191-4162578  
[d.partners@nhs.net](mailto:d.partners@nhs.net)

**Practice Manager Ms Henny Carmichael**

November 2022

Dear patient

**Re: Request for online access**

Patient Online Access was due to go live on 1<sup>st</sup> November 2022. Nationally, it was decided that this service could be postponed for one more month to look at the information governance and safety issues that still needed to be clarified.

We have had numerous requests from our patients for access to the online services which will now give access to all elements of your medical records, including correspondence and consultations.

However, each record has to be individually checked for information governance breaches or patient safety issues. This is an onerous task for which we have no additional resources.

Due to the high volume of requests and the need for the reviews of each medical record, for safety and confidentiality purposes, we ask you for your patience as patient care has to be the first priority of our staff's time.

Once we have been able to complete the check of your records, should you have requested online access, we will email you with the required pin that we will allow you to access the system.

Thank you for your understanding and cooperation.

Yours sincerely  
Dr Stephenson & Partners

