**Information on the Hospital patient notification system – “My Chart”**

Following some enquiries & gripes by patients, the Patient Participation Group & Doctors have engaged with the Hospital in an effort to improve information & next steps for our patients.

MyChart is the electronic facility at Addenbrookes for patients. It allows patients to securely access parts of their health record held within the hospitals’ electronic patient record system at the Hospital and also for patients to receive information, such as blood test results. It is designed to improve communication between the patient and clinical teams, enabling more involvement and being better informed about care, by having this access.

This is a Secondary Care system and not under the control of this Practice. We ask our patients to be mindful of the following things please:

* When Blood Tests are **arranged by Primary Care GP** here, the patient is directed back to the Practice on the alert from MyChart to the patient. Be mindful the patient may get this alert before York Street receives this. This means we may not be able to answer you immediately as we have not received the result as yet. The Doctor also needs time to interpret the results when we do receive them.
* When the tests are **arranged by Addenbrookes**, patient should be mindful the test was arranged by your clinical team at Addenbrookes. Please do not contact your GP as they will not have access to this result on your record here and will NOT be able to interpret it for you. The alert to your phone will not inform you of this.
* The Practice is awaiting further contact with the hospital to look at the system, Specifics include the technical wording or numbers that not all patients understand; and how we might improve this notification.