

Information Mapping for GP Practices

Version 1.0



Data Item e.g. Patient Notes	Format e.g. Hardcopy Letter or DVD	Transfer Method e.g. Fax or Post	Location of the Recipient e.g. Hospital or Patient Home
Patient Notes Transfer In	Hardcopy Notes	Secure Courier	Surgery
Patient Notes Transfer Out	Hardcopy Notes, Encrypted CD and GP2GP Transfer	Secure Courier and Computer System	Capita and other Surgery
Electronic Patient Letters In	Electronic Letter	NHS Net Email or Direct SystemOne Transfer	Surgery
Hardcopy Patient Letters In	Hardcopy Letter	Royal Mail	Surgery
Faxed Patient Information In	Fax Receipt	Fax to safe haven	Surgery
Electronic Patient Letters Out	Electronic Letter	NHS Net Email	Hospital
Hardcopy Patient Letters Out	Hardcopy Letter	Royal Mail/ Docmail/ Webpost	Patient or Hospital
Faxed Patient Information Out	Fax Receipt	Fax to Safe Haven	Hospital or approved organisation
Hospital Results and Letters In via Grey Bag	Hardcopy Information	Secure Courier Grey Bag	Surgery
Patient Information	Hardcopy	Handed to Reception by Patient	Surgery
Patient Feedback	Hardcopy, Website, Email, Friends and Family	Saved on encrypted Practice Server	Surgery
Staff References IN	Hardcopy	Royal Mail	Surgery
Staff References OUT	Hardcopy	Royal Mail	Surgery
Service Audit Returns	Numbers of Patients - Electronic	Email, Secure Upload	CCG and Public Health
DBS Checks	Hardcopy	Royal Mail/ Staff hand	Surgery

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		delivery	
Clinical Study Patient Information	Hardcopy or Electronic	Royal Mail/ Secure Email	Study Team
Patient Complaints	Hardcopy of Electronic	Royal Mail/ Email	Surgery
Insurance Reports/ DWP reports	Hardcopy	Royal Mail/Recorded Delivery	Insurance Companies/ DWP
Patient Requests for Medical Records	Hardcopy	Royal Mail/Recorded Delivery or Handed to Patient	Patient/ Insurance Companies
Letters to Staff/ P45/ P60	Hardcopy	Royal Mail/ Hand Delivery	Staff Member
Prescription Requests IN	Hardcopy or electronic	Hand Delivery/ Secure clinical system	Surgery
Prescriptions OUT	Hardcopy or electronic	Collection in person/ Royal Mail/ EPS System	Patient
CCTV Recordings N/A	Electronic DVD	Collection in Person	Police
Patient Information for Destruction	Hardcopy	Collection by Company Shredded on site	Shredding Company
Patient Referrals	Hardcopy of electronic	Royal Mail/ Fax/ ERS System. Handed to patient	Hospitals and Other Services
Patient Information Text Messages	SMS	Secure Email from Clinical System or MJOG where there is patient consent	Patient
Patient Information to work on at home	Electronic	Encrypted laptop	Self
Information from Police	Electronic	Secure Email	Practice
Payroll Information to External Provider	Electronic/ Hardcopy	Secure Email/ Royal Mail	External Provider
Local Workforce Tool	Electronic	Secure Upload	NHSE
Pension Information	Electronic	Secure Upload	NHS Pensions/NEST

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Significant Events	Electronic	Secure Upload	CCG (Datix)
Electronic Data and Hard Drives for Destruction	Electronic	Collection by LHM	LHM