



# Fy - Iechyd Ar-Lein My Health Online

**Patients in Wales are using My Health Online (MHOL) to book appointments, order repeat prescriptions and see a summary of their GP record. One practice in Barry, South Wales, has nearly 2500 patients registered to use MHOL. Practice Manager, Cleona Jones is finding it a useful tool in helping to manage the growing demand on services.**

**“It’s always busy, like every practice in Wales is at the moment. There’s a high demand for our services, so it was definitely worth us trying My Health Online”**



The Practice of Health in Barry is experiencing a steady increase in patient registrations as nearby surgeries are closing and patients transferring. It has 7600 patients, 3 partners, 2 salaried GPs, 2 GP Registrars and five other staff members including 3 nurses. The practice release half of its on-the-day GP & minor illness appointments through MHOL. The appointments are made available from 8am.

Since starting the service Practice Manager Cleo has noticed a difference with less frantic starts to the day. “Appointments are booked either over the phone or online. We don’t have queues of people at the front desk from 8am anymore, and it’s freed up the phones for those patients unable to use online services. My reception staff have a much less stressful start to their days”

The practice also use MHOL for online clinic bookings. When a patient logs into their account they can see which clinics are available to book and who’s running them. There are asthma clinics, hypertension, INR clinics and depo birth control appointments all available for booking online. Nurse appointments can be booked 4 – 8 weeks in advance, “it’s useful for patients with specific needs, such as patients on Warfarin who need INR testing, or hypertension and asthma appointments” explained Cleo, “The booking facility’s open 24/7 for patients who have to make these appointments, it just makes it so much easier for them”.



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The Practice of Health also uses an online registration process to make it as easy as possible for patients. **“It’s improved the whole process for us. Patients register online, so staff don’t have to decipher illegible writing anymore”**. This allows the patient to book an online appointment and bring ID with them to their first appointment. The practice will verify the ID and complete the process to enable further online bookings.

The information that appears to patients when they log into the system is managed by the practice, **“the system’s fully configurable to practices requirements”**, and for Cleo this is one of the best elements of the MHOL, **“Whatever you want it to do, you can make it work for you”**.

Patients are required to include a reason for the appointment when they book online, and if a patient books for an unnecessary reason Cleo will respond to them using the practice texting service to let them know, and to point them in the direction of other services if necessary, **“we can manage any inappropriate use or revoke access”**, she said.

Cleo understands that it can be difficult to incorporate online services into working processes for some practices who are already under pressure, but she feels more practices could potentially benefit from it, **“Our patients love it. Practices can adapt it to suit them and they can release it gradually”**.



**For more information on MHOL email: [nwisenquiries@wales.nhs.uk](mailto:nwisenquiries@wales.nhs.uk)**

There is an easier way to



book your GP appointments



order your repeat prescriptions



  
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