Accelerating Citizen Access to GP Data

SystmOne User Guide

Contents

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Document History

This section should only be used when a new version of an existing document is created. Newer versions should detail which sections have been amended/added, including who reviewed and approved the document.

Version	Date	Updated by	Approved by	Description
1.0	21/04/2022	Elenor Sims	Rob McManus	Document created.
1.1	12/05/2022	Elenor Sims	Rob McManus	Added a section on Client APIs and the Appendix.
1.2	06/06/2022	Elenor Sims	Matt Curtis	Added additional section on existing preferences.

Introduction

In support of the GMS contract, from the full online record access conversion date, patients with online accounts will be able to read new entries in their health record. Existing online users have access to their future, or prospective, health information entered after this change is made. New online users set up after this date will also receive this level of access by default. General practice will be able to customise or remove access for individuals if this is deemed inappropriate.

This change will apply to the NHS App, Airmid, SystmOnline and all other approved patient facing services apps that provide record access.

Full record access includes coded information, free text, consultations and documents.

This guidance document focuses on the changes visible in SystmOne. For more information, refer to the NHS Digital website:

https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record

https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record/access-to-patient-records-responses-to-commonly-asked-questions

How this will affect access

This conversion only applies to online users at GP practices being converted, where the patient:

- Is fully GMS registered
- Has not been excluded
- Is over 16
- Has an online account to access their own record (proxy users are excluded)
- Has not had full record access removed previously

Patient state	Online access
Existing online services users	They will receive access from the date of the full online record access conversion. Historical coded access will persist. If the patient already has full record access this will persist.
New online services users	New online services users that sign up following the date of conversion will receive consultations from the later of their registration date or the date of conversion.
New online services users logging in with NHS login	Creating an online services account via NHS login will apply these accesses in the same manner as above.

Exclusions

For patients who are not to be included in the bulk switch on, an exclusion code must be added to their record.

The exclusion code is **"Enhanced review indicated before granting access to own health record" - 1364731000000104 - Y2ffe**. This code can be added to the record as the organisation wishes, e.g. using the New Coded Entry dialog, bulk actions, or a template.

This can be reversed by using the inclusion code **"Enhanced review not indicated before granting access to own health record" - 1364751000000106 - Y2fff**.

Patient Record Access Preferences

Existing Preferences

SystmOne has various settings for online services which will affect the implementation of prospective patient access. Organisations have the ability to enable/disable online services for the whole organisation, as well as separately enabling/disabling summary record access, detailed coded record access and full clinical record access.

If a patient has been granted access to a particular service, which is off at an organisation level, the service will not be available for that patient.

Organisations with full clinical record access disabled should consider the following scenario when reenabling this:

- An organisation is enabled for full clinical record access

- Some patients were granted full record access

- Full clinical record access is disabled

- When full clinical record access is reenabled once more, these patients will immediately get full record access once again

To mitigate this, organisations should review any patients that have already been granted full record access when reenabling full clinical record access.

This can be done by running a clinical report to find patients registered for online services, with access to the full clinical record.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Changes to Preferences

Following the full online record access conversion date, the following changes will occur to the preferences in Figure 1:

- **Organisation Preferences > Online Services > Patient Record Access**
- If full clinical record access is set as **all consultations**, this will not change
- If full clinical record access is set as **consultations from the date of consent onwards**, this will change to **consultations from the later of their registration date or** 'date of conversion'
- If full clinical record access is set as **consultations from the later of their registration date or** 'date', this will not change
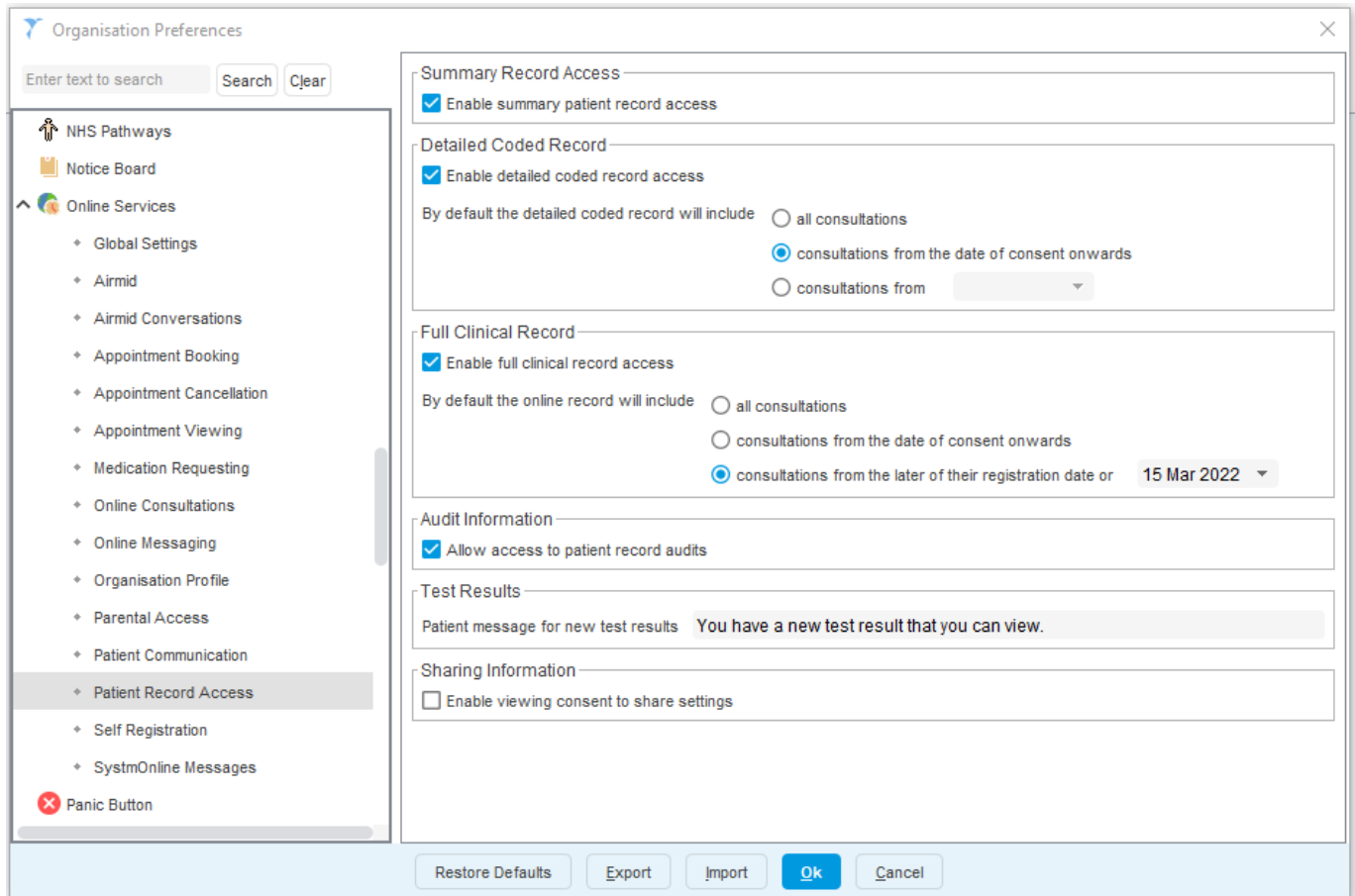
Figure 1: Patient Record Access Settings

When a patient is newly registered for online services, the preferences shown in Figure 2 will be as follows: previously the **allow coded or full record** setting would be unticked by default however now it will default to match the preferences in Figure 1.

The date the full record is shown from will default to **show full content from** 'the patients registration date or the date of conversion'.

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Identity Verification

Minimum requirements: 1 document(s) or vouching by 1 staff member(s)

☐ Documents provided
☐ Vouched for

Contact Details

☎ Record Contact Details

Email [   ]
Mobile [   ]

Online Credentials

SystmOnline Username and Password

| Username | testpatient |

Give username by   ⦿ Printout   ○ SMS   ○ Email   ○ Verbally
Give password by   ⦿ Printout   ○ SMS   ○ Email   ○ Verbally

Third Party (HSCIC Approved) Apps

Account ID   803067068

Give account ID by   ⦿ Printout   ○ SMS   ○ Email   ○ Verbally
Give third party passphrase by   ⦿ Printout   ○ SMS   ○ Email   ○ Verbally

Printout   ⦿ Print all details on one page   ○ Print details on separate pages

[Printer Settings]

Services (Self)

☑ Allow appointment booking   ☑ Allow medication requesting
☑ Allow completing questionnaires
☑ Allow viewing summary record
☑ Allow coded or full record   ○ Detailed coded record   ⦿ Full clinical record   ○ Full record with coded record before review date

* indicates that the service isn't currently offered here

Request for services made   ⦿ Verbally   ○ In writing

[Remove All Services]

Medical Record Review Dates (Self)

Coded record

○ Show all coded content
⦿ Show coded content from [▼]

Full record

○ Show full content
⦿ Show full content from   15 Mar 2022 ▼

Figure 2: Register for Online Services Settings

Hiding data from online services

Data recorded in SystmOne can be hidden from the online record by using the **do not show in the online record** menu option. This applies to the entire consultation, not individual items within it (i.e. you cannot hide a specific single piece of text or coded data, everything in that consultation is hidden).

This can be done in a few ways, accessed from the New Journal and Tabbed Journal screens.
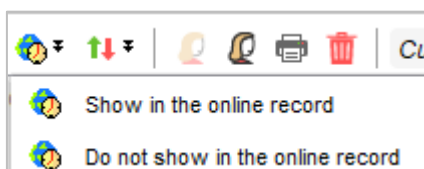
Right clicking individual consultations

Right-click on the header of a consultation in either the New Journal or Tabbed Journal screens, and select **do not show in the online record**.
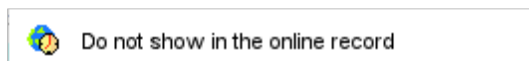
Using the toolbar menu selected consultations

The drop-down toolbar menu can be used to hide one of more consultations selected.

Using the event details dialog

Clicking the details toolbar button will let you alter event details for the current consultation. Then unticking **visible in the online record** will hide it.
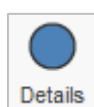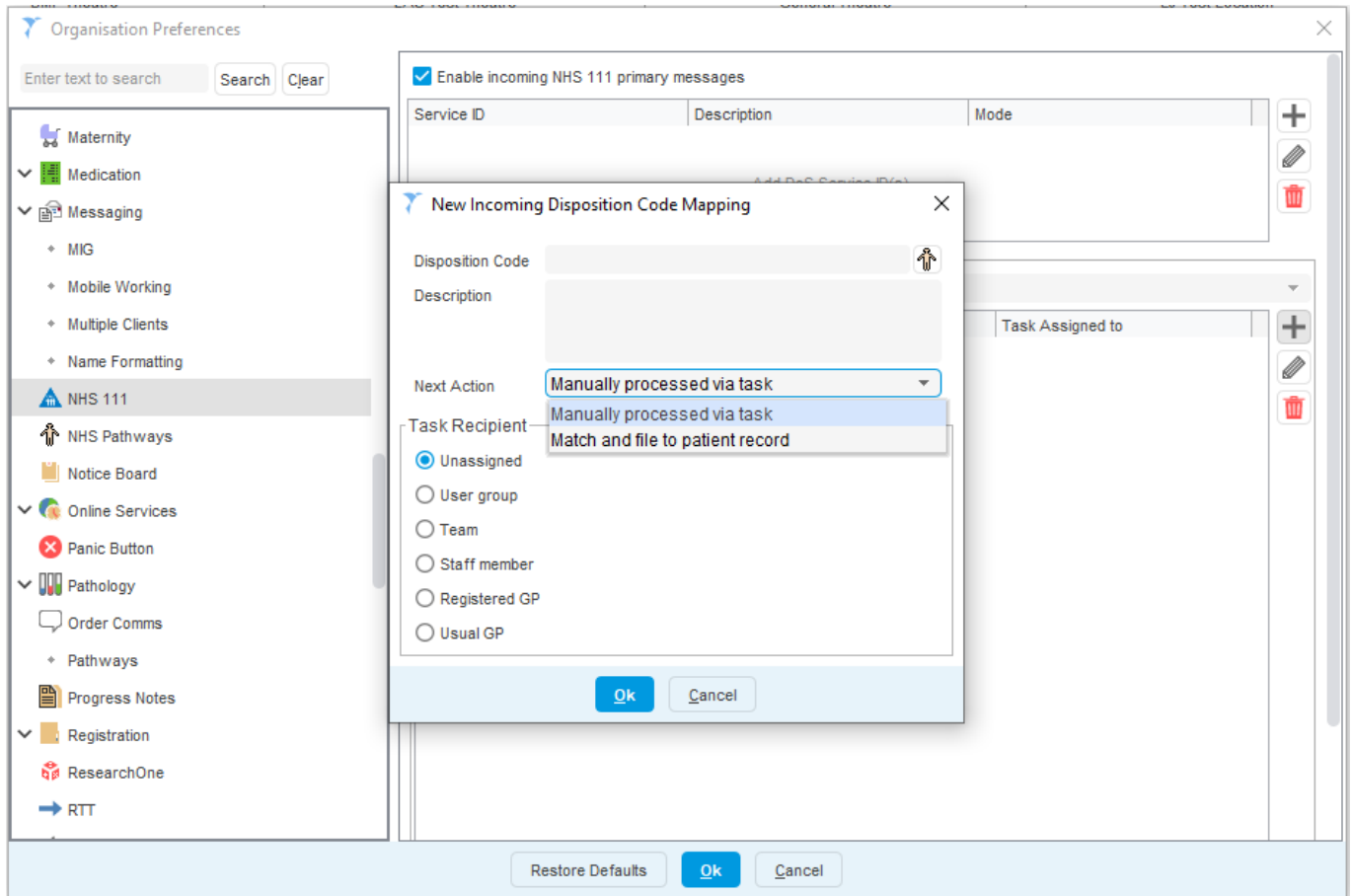
These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Auto-filing

Data that is auto-filed into patient records will be visible to patients that have online record access. If your organisation decides they do not want this patient data to automatically enter the record and be visible, the following preferences can be used to disable auto-filing.

111 Messages

Organisations can configure whether 111 messages are auto-filed to the record by amending the disposition code mapping in **Organisation Preferences > NHS 111**.

Figure 3: NHS 111 Settings

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Document Processing

Organisations can configure if OOH reports, hospital letters, SystmOne letters or NHSmail documents are auto-filed in **Organisation Preferences > Scanning > Document Processing**. Selecting to **use Document Management** allows users to control the filing of these documents.
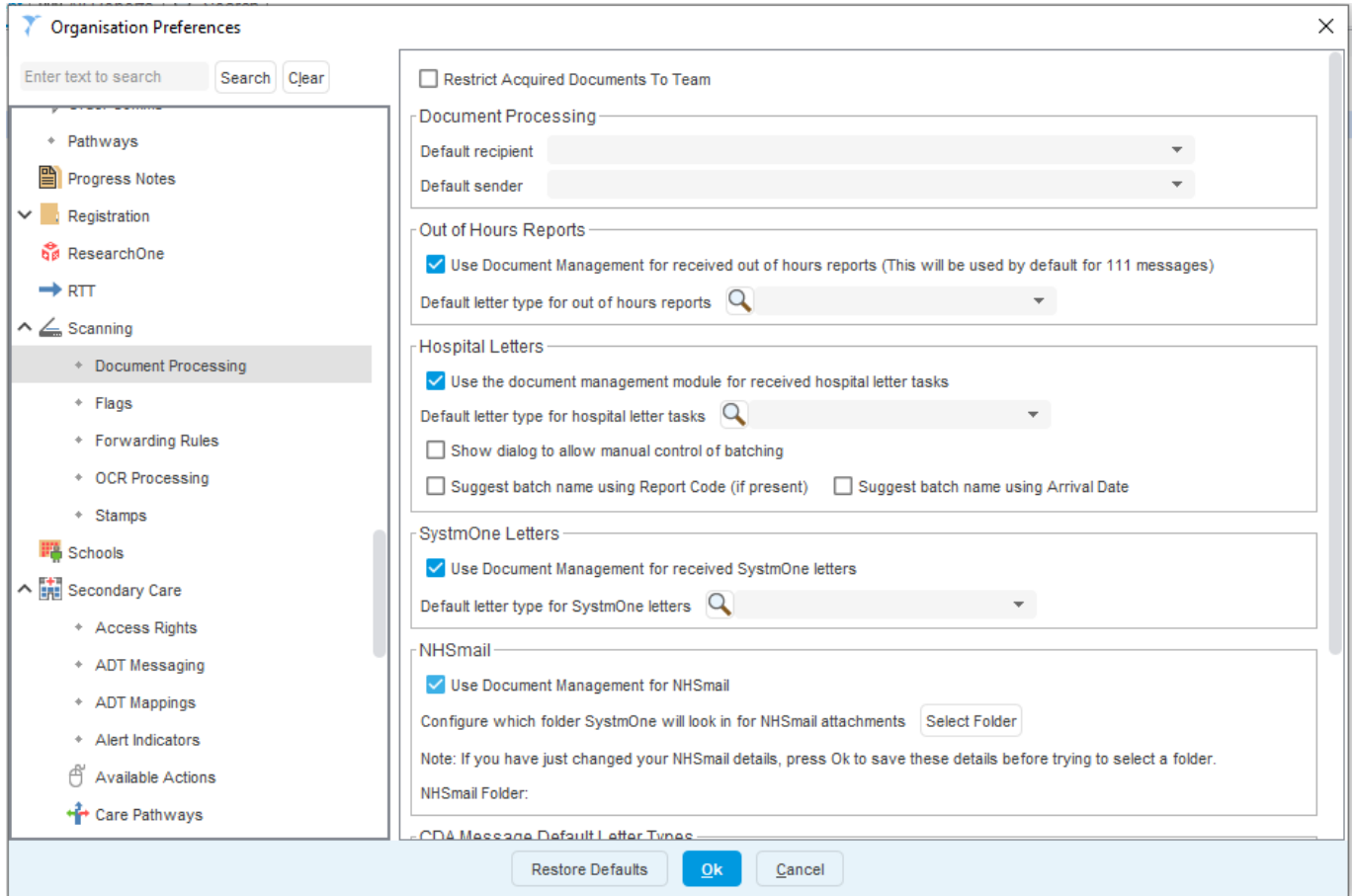

Figure 4: Document Processing Settings

When processing documents on the 'Scanned Document Updates' dialog, there is a new preference to control online services visibility.

This will default to ticked, unless you have previously already hidden it.

This setting applies to the document itself, and also any coded entries that are created as part of reviewing the document (e.g. from automatic optical character recognition of the document, or from you manually adding a code).

Figure 5: Scanned Document Settings

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Pathology/Radiology

When pathology/radiology auto-filing functionality is enabled, the reports go directly into the patient record when they are received. They are not visible to patients through Online Services until you have reviewed the report.

A new option is available in the **Review Pathology/Radiology Report** dialog to allow you to hide it from online services when reviewing it, so you can prevent the patient ever seeing it.

This defaults to ticked, so it will be visible to patients, unless you have already manually hidden the report from within the patient record prior to reviewing it.

Figure 6: Filing Pathology/Radiology Report Settings

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

Other: NEMS and Client APIs

Currently NEMS encounters cannot be controlled, therefore all bloodspot, hearing and NIPE results received from NEMS will go into the record automatically.

If your organisation uses client APIs you should decide you are comfortable with the information coming in from each integration. If the integration is happening while you are looking at the patient record it can be hidden before you save it, however some 3rd party software automatically retrieves and saves patient records while SystmOne is left running.

All client API integration software is listed in the Appendix. To find out which integrations your organisation is using, navigate to **Setup > Mobile Working & Integration > Device Manager**. The integrations approved for your organisation will be in this list. It is up to each organisation whether they wish to continue using these client APIs.

Frequently Asked Questions

How will this affect organisations that have not enabled online services at an organisation level?

Patients will still be given prospective full access, but it will be overridden by online services not being enabled.

How will this affect organisations that have not enabled full clinical record access at an organisation level?

Patients will still be given prospective full access, but it will be overridden by this preference not being enabled.

Will granting access from an organisation give patients their data from other organisations they're registered with?

Granting record access from an organisation only gives users access to data entered at that organisation.

For the NHS Digital FAQs: https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/accelerating-patient-access-to-their-record/access-to-patient-records-responses-to-commonly-asked-questions

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Appendix

121 Sync > Vpad 1

Abtrace Ltd > Abtrace CDSS v 1.0

Accenda Limited > Gateway

AccuRx > AccRx Chain

Advanced Software Limited > Odyssey

Apollo > Valida Decision Support

Babble Ltd > babblevoice

Black Pear > eReferral Toolkit

Black Pear > eSP v1

BlueBay Medical Systems > BlueBayCT

C The Signs Ltd > C the Signs

Capri Healthcare Ltd > v-Consult

Cinapsis (Monmedical Limited) > Cinapsis

Connect Health Ltd > PhysioNow, Connect Health Patient Application

Continuum Health Limited > Anima

Crescendo Systems Limited > Digiscribe-XL Digital Dictation & Transcription

Dictate.it > Dictate.it

DXS > DXS Point-Of-Care

eConsult Health Ltd > eConsult

Ekare Inc. > Insight

Elephant Kiosks Ltd > Elephant Kiosk

Engage Health Systems Ltd > Engage Touch

Evergreen Health Solutions Ltd > Evergreen Connect Health Checks

GP IT > EasyLabeller

Healthcheck Services > Keito K9

Inchware

InferMed LTD > Arezzo pathways

Informatica Systems Ltd > Informatica

Informatica Systems Ltd > Skyline

InHealthcare > InHealthcare

iPlato > iPlato

Jayex Technology Limited > Enlighten

King's College > TRANSFoRm

L2S2 Ltd > Leading Light Software

Leicester HIS > Leicester HIS Software

Lexacom > Lexacom 3

Lung Health > Lung Health

Map of Medicine > Map Sidebar

Please note: All patient data shown in this document is fictitious.

Medidata Exchange Limited > eMR

Microtech - Telehealth > SurgeryPod

MIT Dynamic Technologies Ltd. > MIT Dynamic Technologies Ltd.

Mondago > Mondago UC

MyRight Care Ltd > My RightCare

ndd Medizintechnik AG > EasyOne Connect

NHS GLOUCESTERSHIRE CCG

Niche Health > iGPR

Numed > Intelligent Integration Interface (I3)

OMRON Healthcare Co. Ltd. > Hypertension Plus

Optum > Appointment Booking

Optum > ScriptSwitch

psHEALTH > Advanced Referral & Triage

Pungo Ltd > Joy

Remote Check-In Ltd > Remote Check-In Transactional

RIVIAM Digital Care > RIVIAM

Seca Ltd > seca

Solcom Limited > Whzan Telehealth

Spectra Analytics Limited > PATCHS (Transactional)

Storacall > Surgery Connect

Sullivan Cuff Software > INR Star

Technomed > Technomed ECG

The Computer Room Ltd > TCR Primary Health Checks

Thomson Screening Solutions Ltd > SchoolScreener

Total Billings Solutions > GP-Billing

Total Billings Solutions > MediBooks v6

Unisoft Medical Systems > Unisoft Medical Systems

Voice Connect Limited > Medical Messenger

Voice Connect Limited > Triage

Welch Allyn, Inc. > Cardio Perfect Workstation (CPWS)

Zeal Products Ltd. > Healthcare Monitors