

# Clinical System Change



VERITAS HEALTH CENTRE  
true health and wellbeing

## EMIS WEB TO SYSTMONE

In September this year, we are changing the clinical system we use from EMIS Web to SystmOne.

This change means certain things will change. From the app used to view your record and order prescriptions, to how your information is shared. This newsletter is to inform you of all these changes and any disruption this may cause.

We will also post updates on website and practice news page to keep you informed as we go through this process. All of this information can also be found on our website.

## WHY THE CHANGE?

As a practice we consistently strive to offer the best possible service and care for you as our patients. In recent times, the performance of our clinical system (EMIS Web) has been deteriorating, in such a way that it has impacted the speed and efficiency in how we provide patient care. This causes irritation for our staff and understandably for our patients too.

As a result of this the Practice team have come to the decision that moving to another, more reliable and widely used system is the best option. The system we are moving to is called SystmOne. Many GP Practices already use this system, and it is also the system used by hospitals and other NHS services. There are many benefits of this new system including more efficient record sharing, so that we are able to see your hospital letters and prescriptions at a much swifter pace, meaning that the care you receive is more cohesive. Further benefits will be outlined throughout this newsletter.

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## APP CHANGES

Patient Access is an EMIS Web app, therefore will no longer work once we change systems to SystmOne.

To prepare for this please download the NHS App as this will mean that all your information stays the same and you do not lose any access to your records. This can be downloaded from the apple store or google play store.

There will also be another app that will be available once we have gone live with the new system which is called Airmid. This is not required if you prefer the NHS app, however, if this is something you would like to have please wait until October.

***You will not be able to order your repeat prescriptions using the Patient Access app from the 4th September 2025.***

## PRESCRIPTIONS

From the 4th September you will no longer be able to order your prescriptions via the Patient Access app, as Patient Access is an EMIS app and will be switched off prior to our go live date.

There will be more disruption to your prescription ordering on our cutover week. This is outlined in the “cutover” section of this newsletter.

## APPOINTMENTS

From 5th to 15th September inclusive there will be no routine bookable appointments on our system as this is our cutover period (see cutover section). Therefore, if you attend an appointment and are asked to book a review, or wish to book a routine appointment, you may need to contact us at a later date to do this.

We will be running an emergency/Urgent only service as any information we record will not be transferred over and will need to be re-documented in the new clinical system. As the practice team will need allocated time to do this, the amount of information to transfer will impact how many appointments we are able to offer once we have gone live. Keeping appointments at a minimum for this cutover period will ensure the disruption period is kept to a minimum.

# CUTOVER

## What is cutover?

“Cutover” is the period of time when any information we add to our current system will not transfer over automatically to our new system. Our cutover period is from 5th September to 15th September inclusive.

## What does this mean?

This means that throughout this time we will need your help to minimise the amount of information and data added to the old system. Due to this we will offer less appointments and will only see patients with urgent needs during the cutover period.

During this time, it may be best for you to attend either HUBS or OOH services or the walk-in-centre in Sheffield. For any Urgent/Emergency issues it will be best for you to attend A&E or call 999 if absolutely necessary. Why? These services still have access to record your information and this WILL come through to us automatically on the new system. Doing this will minimise the disruption to appointments, as the clinicians will need allocated time to input any data collected in cutover once we have gone live.

## Prescriptions

As our electronic services will be disabled during this period, you will not be able to order your prescriptions.

To help with this, you will be able to order your medication early, or ask for two months supply.

If you are a patient with repeat dispensing, weekly, or NOMAD prescriptions these will be processed in a way that means there is no disruption to you.

We will be unable to process any prescriptions during the cutover and you will need to contact us **after** 15th September.

If you have a GP appointment regarding an urgent problem, they will be able to arrange a prescription for you if absolutely necessary. As previously mentioned all of this information will have to be manually re-entered into the new system and will impact on appointment availability after we go live.

## Further impact

During this time there are other services we may not be able to provide. This includes:

- Sending Referrals
- Receiving letters
- Receiving test results
- Changing your details (e.g. address or contact number)
- Registering new patients
- Requests for records

## RECORD SHARING

The following information is to explain to you the types of personal data we hold about you and how we may use this information for the benefit of your health and wellbeing once our systems have changed. The following information advises you on how we allow your electronic health record (and where applicable social care record) to be made available to other organisations, across a variety of healthcare settings. This is subject to your permission, via use of the clinical system SystmOne. It informs you of your options should you wish to take further control of your SystmOne record. The information should be carefully considered and any concerns you have about the data we hold, and how we use it, should be raised with us.

## THE INFORMATION WE HOLD ABOUT YOU

### The personal data we hold about you

As your registered GP practice we hold your electronic health (and where applicable social care) record. This contains sensitive information about you, your health and your wellbeing. The following list provides an example of the type of information (both past and present) that can be held within your record:

- Demographic and contact details (name, date of birth, address, telephone number, email address, gender, sex, religion, marital status etc.)
- Appointments and Consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, Vaccinations, Pathology results (e.g. blood tests) and Allergies
- Social care involvement
- Hospital correspondence and correspondence from other health and social care settings (including x-rays, discharge letters and referrals)

## WHY DO WE (AND OTHER ORGANISATIONS) NEED ACCESS TO YOUR PERSONAL DATA

### Why do we need access to your personal data?

This information means we can provide you with high quality direct care in a safe and effective manner. Being able to see your detailed record allows for an overall picture of your health and wellbeing to be assessed. This then helps us to diagnose and prescribe appropriate courses of treatment to you. This means that the most safe and efficient care is provided to you. We do not want you to have to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care. Lack of access to your

information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

### **Why do we need to share your personal data?**

We recognise that you will benefit from other health and social care providers that care for you (either currently or in the future) having access to your electronic health (and where applicable social care) record. This is because they can then make fully informed decisions about the care you require. The reasons for access to the detailed record, mentioned above, apply across the health and social care profession. A shared record ensures that care providers always have the most accurate, up to date information.

### **What do we mean by 'Direct Care'?**

The term 'Direct Care' means a clinical health activity concerned with the prevention and investigation and treatment of illness. It includes supporting your ability to function and improve your participation in life and society. It also includes the assurance of safe and high quality care and treatment undertaken by one or more registered and regulated health or social care professionals and their team with whom you have a legitimate relationship for your care purposes.

It does **not** include access to information for purposes such as insurance, advertising or marketing.

## **HOW WE SHARE YOUR PERSONAL DATA (OUR PRACTICE DEFAULT)**

As your GP practice we have set the following practice settings for all our registered patients whose detailed electronic health (and where applicable social care) record is in our possession and within the clinical computer system, SystmOne. However, we recognise that each of our patients have differing health and social care needs and you may wish to control yourself how your personal data is shared. This can be done via 'Your Choices' stated below.

### **Implied consent to make your record available to all organisations**

We assume that you are happy to share your detailed electronic health (and where applicable social care) record to anyone that provides your care. We therefore make your record available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne. This allows for anyone at these organisations who have the appropriate controls and authority to retrieve your electronic record, once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record and cannot access your record without due requirement.

The types of organisation, which could be involved in your direct care and therefore need access to your electronic record are:

- GP practices
- Community services (for example, physiotherapy, diabetic clinics, district nursing, rehabilitation centres)
- Referral triage centres (services determining which organisation should care for you)
- Child Health
- Urgent Care (for example, A&E, Minor Injury Units (MIU) and Out of Hours services)
- Community Hospitals
- Palliative Care
- Care Homes
- Offender Health (care providers within organisations such as Prisons and Custody Suites)
- NHS Hospitals
- NHS Mental Health Services
- Social Care– registered and regulated professionals within social care organisations coordinating care (not social care providers)
- Community Pharmacy

To find out more about these types of organisation please go to the following webpage:

<http://www.tpp-uk.com/products/systmone/modules>

If you are not happy to share your electronic record in this way, please let us know as soon as possible so that we can record your dissent (refusal of permission) and stop your record from being accessed outside of the GP practice. You can choose to refuse your permission for any organisation having access to your GP record.

Where we have not implied your consent or dissent then your record will not be shared.

### **ORGANISATIONS WE MAKE YOUR RECORD AVAILABLE TO**

We work collaboratively with a variety of health and social care organisations across the NHS and therefore with your assumed consent, we make your electronic patient record available to a select list of organisations using the clinical record computer system, SystmOne. This means that once you are registered at those organisations their staff, who have been given the authority to view clinical records, will be able to view your record, once they have discussed this with you and recorded your consent.

All other health and social care organisations require you to verify their access.



# Your Electronic Health Record

## A Patient Guide

**Please read this leaflet carefully. It will give you information about how your data is shared for the purposes of direct patient care.**

Today, electronic records are kept in most of the places where you receive healthcare, for example at your GP surgery or Out of Hours clinic.

This care service uses the clinical computer system SystmOne, which enables your full electronic record to be shared to anyone involved in your direct care, across different healthcare services. A full list of the care services that use SystmOne is below.

**You have choices about whether or not your information is available to other providers who care for you.**

### Why is sharing my health information important?

Your electronic health record contains lots of information about you, including your medical history, the types of medication you take, any allergies you have and demographic information like your home address and your next of kin.

In many cases, particularly for patients with complex conditions, the shared record plays a vital role in delivering the best care. Health and social care professionals can ensure a coordinated care response, taking into account all aspects of a person's physical and mental health.

Whilst some patients have extensive knowledge of their conditions and care requirements, this is not true for everyone. Many patients are understandably not able to provide a full account of their care. The shared record means patients do not have to repeat their medical histories at every care setting, or make guesses about their previous care.

A shared record ensures health or social care professionals always have the most accurate, up to date information. They can rely on their colleagues, sharing accurate and relevant data in a timely way, to provide you with safe and efficient care.

### Which care services could I go to that could access my patient record?

- GP practices
- Community services such as district nurses, rehabilitation centres, telehealth and diabetes services
- Child health services that undertake scheduling of treatments such as vaccinations
- Urgent care organisations such as Minor Injury Units and Out of Hours services
- Community hospitals
- Palliative care hospices and community services
- Offender health – care providers within the health units
- NHS Mental health trusts
- NHS Hospital trusts
- Accident and Emergency departments
- Care Homes
- Pharmacy
- Social care – registered and regulated professionals within social care organisations coordinating care (not social care providers)

**If you would like more information on how your data is shared please talk to your healthcare professional.**

## Sharing your record

To provide the best care, your electronic health record will be made available to other services involved in your care. Until you are registered at one of the care services on the previous page, no information about you will be shared to them.

Although your record is automatically setup to share your information, you can ask your doctor for this option to be switched off. This will mean none of the information recorded by your doctor will be visible at any other care service.

The only exceptions when your data will be accessed are:

- When you visit the other care service, you give your permission to override your previous dissent, allowing them to view your record including any items marked as private.
- If your clinician has concerns regarding your wellbeing related to safeguarding, for example concerns about domestic abuse.

If you would prefer that the override option above is never made available, you have the ability to request your doctor prevents it. However, this means your data will never be available at other care services.

## Providing consent to view

When you start receiving care from a care service (that uses SystmOne), you have the right to either agree or disagree that they may view your SystmOne record. The health or social care professional seeing you should ask your permission for them to view your electronic record.

**If you answer YES:** That care service will be able to view information recorded on your electronic record by other care services (excluding any data you have requested to keep private (see below)).

**If you answer NO:** That care service will not be able to see any information recorded anywhere else (even if your record has been set to share from any other care services).

As a patient, you have control over who can see your health information. Even if you give permission on one occasion, you can still change this at any time.

## Can I choose what is made available?

To give you the most personalised care, it is recommended that you share your whole health record with every service that cares for you. However, you have control over your record and have the choice to specify specific elements of the record you don't want to be shared.

For example, if you have had a consultation about a particularly sensitive matter, you can ask for this section of the record to be marked as private. That way, even if you consent for another service to see your record, that consultation will not be shown. If a consent override is used, then consultations marked as private will be accessible.

## What choices do I have?

When thinking about how your information is shared, you as the patient can specify three main controls:

1. Do you enable your record to be shared at all? If you have said 'yes' to sharing out from this organisation, for every care setting you visit you still get to decide if they can view your record. You do not have to make the same choice for every organisation.
2. You can specify entries in your record that you want to remain confidential. These can only be viewed by the care service they were originally recorded at (unless the consent override is used for the reasons stated above). You can then decide if the rest of your record is shared at each care setting you visit.
3. Saying no at this stage means no other care service can see any of your record. If you don't want your record to ever be viewed by anyone you have a further choice to request that consent override is prevented.


If you would like more information on how your data is shared please talk to your healthcare professional.



## YOUR CHOICE

You may not agree with the health and social care organisations we have chosen to have access to your detailed electronic health (and where applicable social care) record (the practice default). You can therefore control this yourself. Your choice will override our settings. You have the following options:

- **No organisations require you to provide a security code** - You can give your permission to allow all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne, to access your record. This allows for any individual at these organisations (who have the appropriate access controls and authority) to retrieve your electronic record, only after you are registered with them for care. These individuals should only legitimately access your record to provide you with care services and they should always request and gain your consent before doing so.
- **Dissent/Refusal of your permission** - You can refuse your permission for your record to become available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne, which prevents us sharing your clinical record to any other organisation involved in your care. Please carefully consider the benefits of sharing your record.
- **All organisations require you to provide a security code** - You can require that all health and social care organisations must ask you for a PIN number on your first visit to that service. This allows you to verify/confirm that each individual organisation should have access to your record, as they are legitimately involved in your care. You will require access to either a mobile phone or email account, as a PIN will be sent to you. [Alternatively, you will need access to SystmOnline to accept or reject a share request sent to your account by the organisation wishing to view your record. Please contact your GP or GP receptionist to request to be enabled for SystmOnline]
- **Custom lists** - You can put together your own personal lists for access, adding organisations to each of the 3 lists i.e. does not require a security code (allowed list), requires a security code (verification list) and cannot access (prohibited list). The functionality for each list will act as described above, but it is you who can determine the level of access, which applies to them. This should be done in conjunction with your GP to ensure you understand the full implications of your decisions.
- **Marking items as private** – If you have had a consultation about a particularly sensitive matter, you can ask for this section of your record to be marked as private. That way, even if you consent for another service to see your record, that consultation will not be shown outside the organisation that recorded it. However, if the consent override function is used, then consultations marked as private can be accessed by the other service/organisation performing the override.



When deciding which option to choose it is important to consider that your detailed record allows for an overall picture of your health and wellbeing to be assessed. This in turn helps health and social care professionals diagnose and prescribe appropriate courses of treatment to you. This ensures that the most safe and efficient care is provided. It will prevent you from having to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care. Lack of access to your information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

You can make the above changes at any time by contacting your GP Receptionist, or by logging onto your SystemOnline account.

**If you have any queries about this change that are not answered in this newsletter, please contact us through our website or via our Email address—[syicb-sheffield.veritashealthcentre@nhs.net](mailto:syicb-sheffield.veritashealthcentre@nhs.net).**

**Alternatively, if you are not able to use this service, please speak to the receptionist on the front desk and they will send your query to the relevant member of staff, who will get back to you in due course.**

## **CUTOVER**

### **5th—15th September 2025**

- **NO Routine appointments available. Clinically Urgent issues only.**
- **NO repeat medications issued. Any prescriptions for urgent issues will need to be collected physically.**
- **NO Electronic prescription requests will be received.**
- **NO test results received by the practice.**
- **NO hospital letters or referral updates received by the practice.**
- **Further information on NHS APP and online access will follow.**

### **16th September 2025**

Thank you for your understanding, patience and support during this period. We are working hard to optimise and improve the practice systems. Please bare with us while we return to an improved normal.