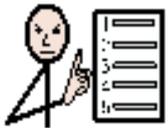


# Introducing Clinical Record System - SystemOne

## Information for patients and carers



We have a set of rules we must follow when we write down information about you.



We won't give your information to anyone else unless we have to, to keep you safe.

**Your patient record is moving to a new clinical record system.**

Solent NHS Trust holds information about you in a document called a patient record. Community and Mental Health services as well as the majority of Portsmouth GP Practices (Primary Care services) will be changing the way in which we record and share your patient clinical record.

This leaflet will provide details of how your clinical record will be held and shared in the future to ensure that you are informed and kept up to date.

### **What is SystemOne?**

It is a clinical record system used to record patient care electronically.

### **How does it work?**

When you visit a Solent NHS Trust service, or your GP, the details of your appointment will be recorded on SystemOne. This information can then be shared with other health and

social care professionals who are caring for you, to ensure they are fully informed about your medical history.

### **Can anyone access my record?**

No. Only health and social care professionals who are treating you will be authorised to access your record. If you access another service they will require your consent/ approval to see your previous notes, unless legally required.

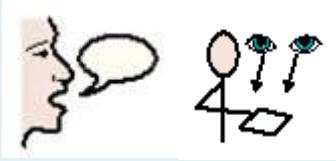
Administrative staff within the service may have limited access to your record, in order for them to book in your appointment.

### **What are the benefits of sharing?**

Sharing your clinical information will ensure that the health and social care professionals treating you will have the most up to date and accurate information to provide you with the most appropriate care. In addition, your information will be accessed faster than existing processes, so not to delay your care.



## Key points



You can also talk to us about the information by calling us on **023 8029 6283**

All health and social care professionals have a duty of confidentiality to patients. They will only access confidential and clinical information where it is necessary and for the provision of your treatment or safety.

### **Do I have to share my record?**

It is your choice if you do not wish for all, or part of, your clinical record to be shared. However you must be aware that without knowledge of other medical treatment, your care could be restricted or even impacted upon.

### **I do not want to share my entire record?**

If you do not wish any other health organisation e.g. GP Practice or Solent NHS Trust, to see all or part of your clinical record, you can request that your information is restricted.

It is important to note that if you choose this option, your GP record will still continue to be shared within the GP Practice and your Solent NHS Trust record will still continue to be shared within Solent NHS Trust. Although as previously stated your record will only be accessed by health and social care professionals who are

treating you.

### **I do not want certain parts of my record shared?**

If you wish to restrict certain parts of your clinical record or restrict access to certain professionals, this can be done upon request.

### **Who do I contact to withdraw consent?**

You should advise your health or social care professional. They will then take the appropriate action to ensure that your record is restricted.

### **What if I have already stated I do not wish my information to be shared?**

If you have previously advised Solent NHS Trust or your GP that you do not give permission, or have withdrawn your consent to share all or part of your clinical record, this decision will be upheld when your record is transferred to SystemOne.

### **For further information:**

#### **Email:**

[SystemOne.Programmeoffice@solent.nhs.uk](mailto:SystemOne.Programmeoffice@solent.nhs.uk)

**Call: 023 8029 6283**

Further information can also be found on the Solent Trust NHS Website

[www.solent.nhs.uk/CRS](http://www.solent.nhs.uk/CRS)

Please tell us how you feel about the services we provide.

If you have a compliment, concern or complaint please contact the Patient Advice and Liaison (PALs) and Complaints Services on **0800 013 2319** or [Snhs.solentfeedback@nhs.net](mailto:Snhs.solentfeedback@nhs.net)  
Alternatively, visit: [www.solent.nhs.uk/contact-us](http://www.solent.nhs.uk/contact-us)

[www.solent.nhs.uk](http://www.solent.nhs.uk)

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