



Preparing for Accelerated Patient Access TPP - SystemOne

Overview

From **November 2022** (This date has been recently updated to this), patients with online accounts such as the NHS App, and whose practice uses TPP SystemOne will be able to read all **new** entries in their health record.

The change supports NHS Long Term Plan commitments to provide patients with digital access to their health records. It means GPs will need to consider the impact of each entry, including documents and test results, as they add them to a patient's record.

NHSX and NHS England also aim to enable patients to request their historic coded records from 2022 through the NHS App.

The change also supports existing GMS Contract requirements to promote and offer online patient access to all future information, unless exceptional circumstances apply.

5.10 (ii) all patients will have online access to their full record, including the ability to add their own information, as the default position from April 2020, with new registrants having full online access to prospective data from April 2019, subject to existing safeguards for vulnerable groups and third-party confidentiality and system functionality.*

**Now November 2022*

What general practice staff should know

General practice staff should;

- Be aware that patients will be able to see their future records/entries
- Know how to manage this as a change to your workflow - ensuring sensitive/3rd party information is redacted as it is entered onto the clinical system, or in rare circumstances know when it may be inappropriate to give a patient access to their record

More information can be found at:

- [Patient Online \(rcgp.org.uk\)](https://rcgp.org.uk)
- [Accelerating patient access to their record - NHS Digital](#)



Event Visibility

Different levels of visibility

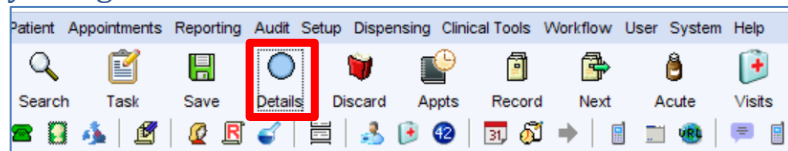
Event visibility can be amended to determine whether or not particular information will be visible in the Patient Online full record. The table below illustrates the event visibility in patient online record:

	Flag	Patient can see Online
Normal (Part of the shared record) – this is the default setting		
Private (Not Part of the shared record)		
Safeguarding Relevant		
Not Visible in online record		

Amending the event visibility using the Details button

To mark a whole event as not visible in the online record, go to

Details:



Untick **Visible In The Online Record**

Enter a reason why this entry must be hidden from the online record (e.g. 3rd Party Information) and select **OK**

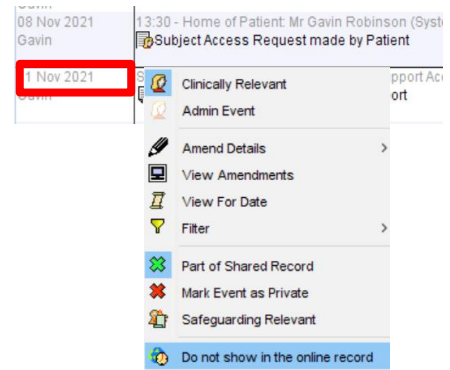
Entries will be marked with this flag in the journal:





Amending the Event Visibility using the Tabbed Journal

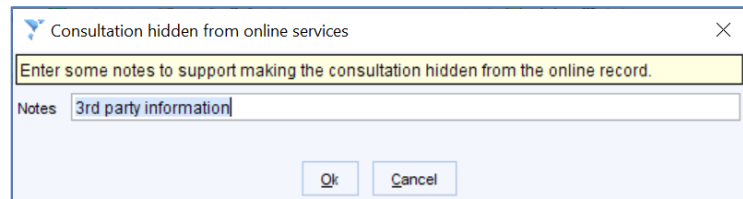
The visibility of Events/Consultations recorded in the Tabbed Journal can be changed so that they do not show in the online record, either as a selection or individual entries.




Individual Entries

From the Tabbed Journal, Right-Click on the **Event Date**
Select **Do Not Show In The Online Record**

Enter a reason to support why this entry will be hidden from the online record



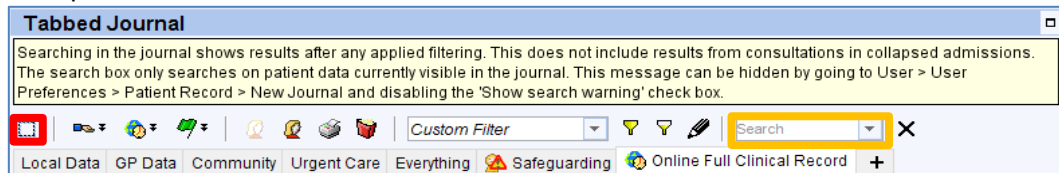
Note the Flag on entries that cannot be seen online: 

Multiple/Selection of Entries

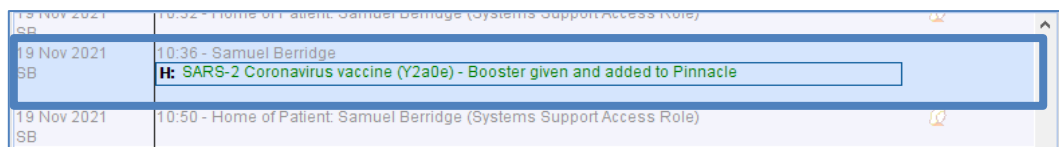
In some cases, the online visibility will need to be changed for multiple entries (E.g. Redaction). The following points explain how you can select and identify events that may require their visibility changing:

To select all of the entries on a specific page of the Tabbed Journal, use the **Select All** button.

To find particular entries within the Tabbed Journal it would be advised to use the **Search** box and search on specific terms.



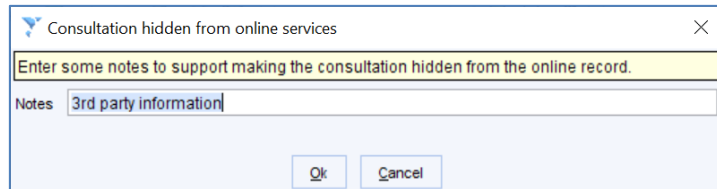
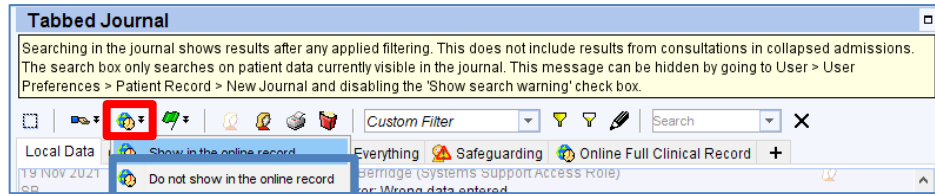
To select individual entries, hold the CTRL key down and select specific events/consultations. The events selected will be highlighted in **blue**.






To change the online visibility of the selected events, select the **Change the online visibility of the select consultation(s)** button and then **Do not show in the online record**.

Enter a reason to support why this entry will be hidden from the online record



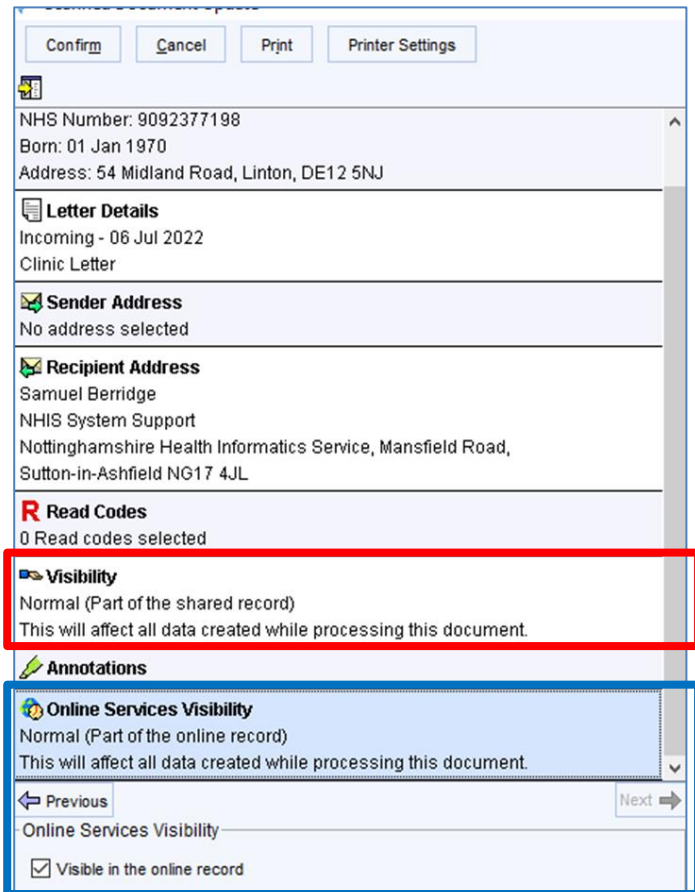
Note the Flag on entries that cannot be seen online: 

Specifying Visibility during Document Processing

During the document acquisition process, documents can be marked as **Normal, Private or Safeguarding relevant**.

N.B. Marking an event as Safeguarding Relevant will always mean that the Patient cannot view the document online.

Documents can also be marked as **Not Visible in the Online Record whilst processing**.



Document Visibility from the Communication and Letters node

Documents within the Communication and Letters node **can** be seen by patients, unless marked as Not visible in the online record. **This includes documents that have not been finalised.**

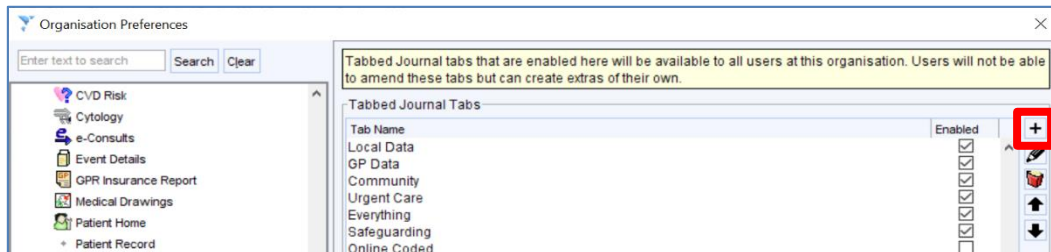
Please be aware that currently Patients are able to edit, save and print these documents. This does not affect the practices copy.



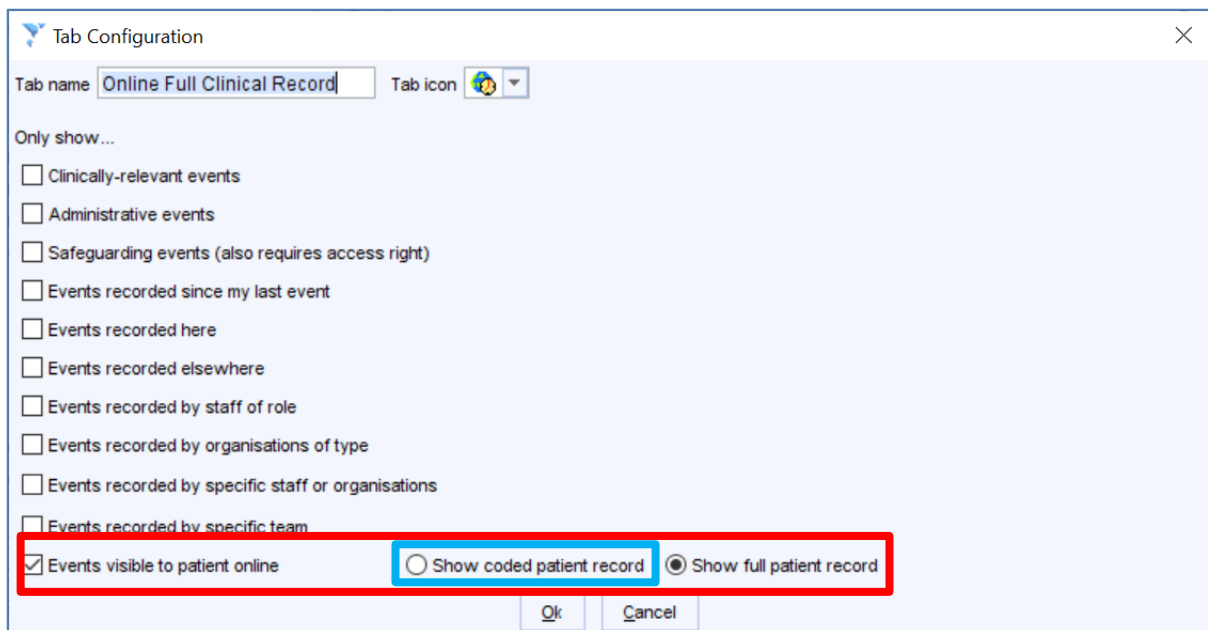
How to review what the patient can see – Tabbed Journal

To create a specific tab that show the patients online data

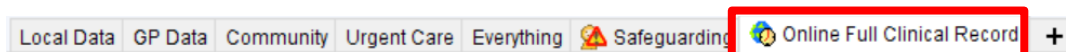
1. Go to **Setup > Users and Policy > Organisation Preferences**
2. Under Clinical Policy select Tabbed Journal
3. Select the **+** button



4. Enter a Tab Name (E.g. Online Full Clinical Record)
5. Set a Tab Icon
6. Select to only show **Events visible to patient online** and then select **Show full patient record**
7. Click **Ok**
 - If required repeat the process to create a **Coded Patient Record** view



The Tabbed Journal will now have a new tab that will show the data that patients can see as part of the full online clinical record.



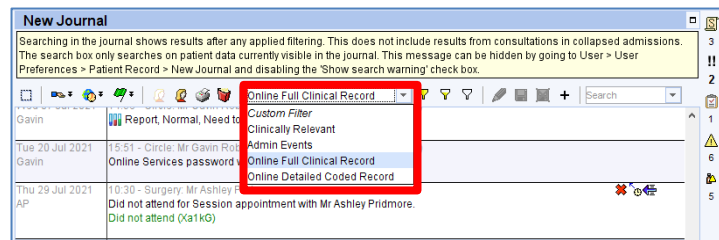
Important please note: Safeguarding entries do show in this view if the staff member has the rights to see them. The patient CANNOT see these entries.



How to review what the patient can see – New Journal

In New Journal select the **Custom Filter** dropdown

Select **Online Full Clinical Record**



Frequently Asked Questions

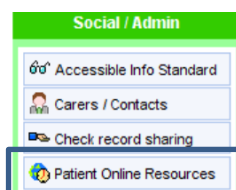
Will the entire record, including retrospective information be included in the full online clinical record?

Only prospective information from the date of access will be visible in the online record.
Information that will be form the full online clinical record:

- Demographics
- Allergies/adverse reactions
- Medication
- Immunisations
- Test results
- Coded problems, diagnoses, procedures
- Coded referrals and letters received
- Other codes (ethnicity, QOF etc)
- Free text consultation notes and
- Documents i.e. hospital discharge letters, referral letters etc.

Are there any templates that will assists with providing patient online access, redacting information etc?

Yes, there is an F12 Patient Online Resources template that can be found within the F12 Data Entry template under Social/Admin Section as shown in the screenshot below:



NB: Whilst reviewing information that may need redacting, it must be known that this is not exhaustive list of elements that must be redacted. It is the responsibility of the Practice to review all information in SystemOne and decide which information should be redacted.



At which point will patients view positive test results?

Patients will not see personal information – such as positive test results – until they have been checked and filed, giving GPs the chance to contact and speak to patients first. If The GP decides a test result should not be available on line until they have spoken to the patient. Then they will need to mark it as “Not shown in the online record” via the journal.

Do events marked as Private appear within the full online record?

Private events will be visible within the full online record. Private events added and marked as private by your organisational unit is not visible to any other organisational unit in any circumstances through EDSM. Please note, if you are part of a Shared Admin group, the data will be visible to organisational units that are part of that group.

Will Safeguarding Relevant information be visible in the Online Patient Record?

Marking an event as Safeguarding Relevant will ensure that the Patient cannot view the information that formed the consultation/event.

Will Safeguarding relevant information be visible through Proxy access?

No. Safeguarding relevant data is not visible through proxy access. The same applies to the proxy as to the patient - if it's hidden for patient, it's hidden for proxy access.

Why does the Online Record tab still show safeguarding information and events marked as Do Not Show In The Online Record?

This is an inconsistency in SystemOne – it has been raised to TPP. They **CANNOT** be seen online.

When we mark something safeguarding relevant in a children's records, at what point would that become visible to the child e.g., once they reach their 16th birthday will they be able to look at retrospective entries?

Access is only prospective from point of online registration so they would need to specifically request access and a check of the records would be done at that point.

Can individual elements in a consultation be marked as not visible online?

It is not possible to change the visibility of individual elements in a consultation. For example, if a consultation contains a BP, read code and free text then marking the event as not visible online will result in the entire consultation not being visible online.

Will the redact functionality for scanned documents stop a patient viewing the redacted information?

The redaction tool available for redaction in Document Management only blocks out information when the letter is printed directly from the Communications and Letters node. Unfortunately, the information will not be redacted if viewed online or printed as part of a full record.

Therefore, it is **strongly advised** that the letters visibility is set from the Tabbed or New Journal.



Will patient information from Community or Secondary Care be visible as part of the online record?

Information that appears within the online patient record will be only from the organisation who enter the information into the record.

Will patient related tasks be visible online or need redacting?

Patient related tasks are not part of the full online clinical record.

Online Resources

This guide discusses the considerations and provides guidance on the issues surrounding Prospective Record Access

- [Accelerating patient access to their record - NHS Digital](#)
- Prospective record access at <https://www.england.nhs.uk/publication/patient-access-to-records-online-prospective-record-access/>
- Best practice guidance including safeguarding, sensitive data and data recording is available at www.rcgp.org.uk/patientonline
- Patient information at www.nhs.uk/gponlineservices
- Programme information at www.england.nhs.uk/GPonline-services