

FEATURES AND BENEFITS

CSC INTEGRATED PRIMARY CARE SOLUTION: SystemOne



CSC

The vision of the National Programme for IT is to provide the right information, to the right person, at the right time. CSC's integrated primary care solution, SystemOne, realises this vision.

CSC's solution, uniquely, is built around a single patient record, enabling collaborative working across all primary care settings. Designed in consultation with clinicians, the system has been developed over ten years to support the changing needs of the NHS. It is a proven solution, managing over ten million patient records across England. In a number of geographies, it has been adopted as the strategic system of choice across primary care, bringing together general practice, child health and wider community services.

CSC brings decades of experience in delivering global IT services and solutions to its role as the local service provider to the North, Midlands and East of England. It is at the centre of the NHS modernisation programme.

THE COMPLETE PRIMARY CARE SOLUTION



FEATURES

One Patient - One Record

CSC's solution is the only IT system that provides an integrated primary care record. This allows critical information to be shared across care settings such as GP, child health, community, and across organisations that have multiple locations. Through integration with Lorenzo Regional Care, CSC will further extend the application of shared records into secondary care.

Centrally Hosted & Managed

Designed as a centrally hosted solution, data is held in a secure data centre accessed through the national N3 network. Patient records can be accessed remotely with a secure connection from virtually anywhere. A fully managed service negates the requirement for local IT maintenance such as server back-up and software updates. Robust business continuity and disaster recovery, with a guarantee of zero data loss, provides insurance against major local issues such as theft, flooding or fire.

Integrated Functionality

The system's comprehensive suite of tools includes fully integrated appointments, prescribing and document and workflow management capabilities. Patient administration is further aided by integration with national initiatives such as Choose & Book and the Electronic Prescription Service. Clinical QOF points can be maximised through automatic GMS read code prompts. An extensive library of standard and custom-built reports is available, and can be run without impacting system performance. All of these functions are simple to use, particularly as screens can be configured to suit individual preferences.

CSC's solution is continually being developed to meet changing requirements. For example, a new online GP service allows patients to manage appointments, repeat prescriptions and changes to their contact details. New patients can register their details and print out a GMS1 form.

Interoperability

System features are complemented by select third party applications. SystemOne can receive messages from Adastral out-of-hours service and discharge summaries from hospitals using Anglia ICE or Orion systems. It also interoperates with a number of other devices including: Numed, TXT Tools for SMS texting, Voice Connect and hand-held PDAs which allow clinicians secure access to patient records during home visits.

Advanced Patient Management

Everything a GP practice needs to carry out Practice Based Commissioning activity is available within the system. Patient records, appointments and clinical rotas can be shared across an entire group. Practices can also benefit from monitoring referrals, caseload management and prescribing budgets.

Integrated patient records containing complete and detailed medical histories are available in real-time to support clinicians involved in the treatment of long term conditions.

Professional Service

CSC has a robust and proven approach to deployment and training. Modular training programmes, developed in conjunction with the NHS, are provided to meet the needs of individual organisations.

CSC's performance is governed by the strictest of service level agreements with the Department of Health to ensure consistent and reliable system availability. Automatic software upgrades guarantee the latest functionality and specialist support is available 24 hours a day, seven days a week.





* Prison data is not currently shared with other care settings due to Ministry of Justice regulations.

BENEFITS

Patient Safety

Supporting clinicians to improve patient safety and reduce clinical risk:

- Shared patient records, containing full medical histories, provide clinicians with better decision support
- Integrated workflow management provides instant access to clinical tasks, communications and patient encounters with other care settings including OOH
- Safer prescribing and dispensing, and patient-specific warnings, are supported through integration with the Multilex Drug Data File
- Additional decision support is available through Map of Medicine's online clinical knowledge resource

Risk Management

Implementing and maintaining a secure and confidential system:

- Secure servers provide insurance against major local incidents such as theft, flooding or fire and guarantee zero data loss
- Multilex Drug Data File is centrally updated to reduce local input errors
- Professionally managed migration from existing systems ensures minimum organisational disruption
- Training and support is provided to facilitate a smooth implementation process

Financial

Reducing inefficiencies, through advanced functionality, to improve financial performance:

- Central hosting eliminates costs associated with locally hosted software licences, IT maintenance and hardware upgrades
- QOF prompts promote maximum points capture and integration with ScriptSwitch facilitates cost effective prescribing
- Reduced emergency admissions through community integration allows proactive management of long term conditions
- Support for Practice Based Commissioning to reduce hospital admissions by facilitating referrals between commissioning groups

Time Savings

Increasing operational efficiencies to promote more effective use of resources:

- Easy to use functionality reduces time spent on indirect activities allowing clinicians to concentrate on care delivery
- Visibility of care through the shared patient record helps to reduce duplication of medical activities
- Intuitive system eases the burden of practice reception activities such as appointment and rota management
- IT system management is eliminated through the provision of a centrally hosted server

Over 1000 NHS organisations are saving time and money, and delivering better patient care using CSC's integrated primary care solution, SystmOne.

Why wouldn't you?



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About the CSC Alliance

The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 75,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.

About the Programme

The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, 25 prisons and 20 ambulance trusts.