

# CSC GP SOLUTION: SystemOne MYTH BUSTERS



In a competitive marketplace, it is perhaps inevitable that messages are circulated that lead to certain misconceptions. This document is intended to directly address some common areas of misunderstanding. It articulates our passionate belief – shared by our customers – that our system and service is the best in the marketplace.

## FUNCTIONALITY

### SystemOne doesn't integrate with third party software

It does. SystemOne's core functionality is extensive. It incorporates appointments, scanning and dispensing, reporting and online services at no extra cost.

But in conjunction with select third party application vendors, SystemOne has widened its portfolio of functionality to include remote working, diagnostic equipment and decision support tools. When appropriate we are always willing to consider interoperability with new partners.

### ...uses the wrong version of Read codes

SystemOne uses Read 3 – a superset of Read 2 – as it has a broader coding base and enables more specific coding. This will make it easier to move to SNOMED CT in the future: the NHS preferred migration path.

### ...is not intuitive or easy to use

The system is very intuitive. With training, screens can be tailored and keyboard shortcuts configured to support the needs of all individuals or groups of users.

### ...is an immature, unproven solution

SystemOne was designed with substantial clinician input and has been operational as a single, remotely managed solution for over 10 years. It is already in use by over 800 practices and has a single database of over 10 million patient records.

## NPFIT

### GPs will be tied into a long term contract

SystemOne is available as part of the National Programme for IT. This guarantees upgrades, support and national funding beyond the current scope of GPSoC, whilst protecting your rights to change systems under GPSoC should you wish to.

### SystemOne is not GPSoC accredited

Fully aligned with GPSoC and a strategic solution within the Local Service Provider portfolio, CSC is working to make SystemOne level 6 compliant through integration with the Lorenzo secondary care record, in addition to complying with all other initiatives including GP2GP record transfer and electronic prescribing. SystemOne's managed database capability will be accredited to the very highest Connecting for Health standards which will trigger an associated payment under the current IM&T DES.

### CSC is only driven by the contractual requirements of CFH...not end users

There is a robust system in place that allows end users to feed their system requirements and development suggestions through their SHA to CFH. This feedback, along with suggestions obtained from the SystemOne chat room, is used to improve and develop the system. In consultation with clinicians and end users, CSC continuously works to deliver new, up to date functionality.

## DATA & SECURITY

### Clinicians' records can be externally inspected

This is absolutely not the case. Patient records are stored on a single, centrally managed database to benefit record sharing and integrated patient care. Data is protected by robust application security which maintains a traditional approach to the ownership of, and access to, patient records.

### Patient records can be accessed by anyone

Patient records are only open to authorised users with a legitimate clinical relationship to the patient. Robust application security is supported by Role Based Access Control and a full audit trail of activity.

### Other clinicians may enter incorrect data into my patients' records

A key benefit of the single patient record database is the ability of fellow carers to access and supplement records with appropriate clinical data in support of shared care. Data entry can be controlled through the introduction of protocols and templates. And mechanisms exist to retrospectively challenge and inspect data quality and integrity.

### QOF is adversely affected by other clinicians' data

QOF is often enhanced by other clinicians' data. Templates can be developed and shared to improve data entry.

### PCTs control access rights

Access to a practice's patient records is managed by the practice and patient. However, it is the responsibility of the PCT to implement Role Based Access Control which is governed by smart card access.



## PERFORMANCE

### I'm worried about performance and availability

Performance and availability are key to our core operation and are therefore our principle focus. Our performance in this regard is subject to very strict service level agreements imposed by Connecting for Health.

### Users can't contact TPP directly

The developers of SystmOne value direct contact with users where necessary and continue to actively manage support calls. However, they do require a NIN (National Incident Number) from the local help desk to enable the NHS to monitor demand.

## MIGRATION

### Loss of data during migration

We can demonstrate a proven track record of accurate and complete data migration from clinical systems. A rigorous process is followed which facilitates data checking and sign-off prior to final migration.

### QOF is adversely affected by data migration

Practices consistently demonstrate excellent QOF performance following migration. Some practices achieve an increase as a result of pre-migration data quality checks.

### Users won't have access to their patient records during the cutover period

You will retain full access to your existing system throughout the cutover period. Please refer to the CSC Cutover Period document for more detail.

## BENEFITS

### I'll get the same level of integration if I stay with my existing clinical system

Other clinical systems may be able to offer access to the Summary Care Record. However, SystmOne users will also receive notifications and real time access to detailed care records. This is provided exclusively through integration to local community, child health and secondary care systems supplied by the Local Service Provider.

### SystmOne will not bring any real benefits to our practice

When asked, 98% of practices are happy to recommend SystmOne. For a detailed illustration of available benefits, please refer to the CSC Integrated Primary Care Solution features and benefits document.

### 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.*

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