

ONE PATIENT, ONE GP RECORD



Connecting for Health

INTRODUCTION

This case study highlights the one patient, one record GP System under the National Programme for IT in Suffolk. StowHealth Centre is the 500th practice to go live using TPP SystemOne GP. The switchover was completed within one week, thanks to the commitment of StowHealth staff, CSC, Suffolk PCT and Suffolk Support Services.

STOWHEALTH CENTRE

StowHealth Centre is a large general practice surgery, one of 69 in the Suffolk Primary Care Trust which serves some 650,000 people. The creation of the Suffolk PCT in October 2006 was linked to two significant changes to improve healthcare.

Firstly, seven groups of GP practices took more control over health spending and outcomes for patients and, secondly, Suffolk PCT is now paying for healthcare patient by patient, instead of through general contracts with local service providers. Treatments have a set tariff – they cost the same wherever you go in the country. This system allows patients and GPs to choose the service they prefer and improve service quality.

Promoting these new incentives, Suffolk PCT will, over time, change from its previous provider role to concentrate on its new commissioning partnership with GPs and others to bring about radical change in the local health system, including integrating patient information on to one record.

SHARING INTEGRATED RECORDS TO HELP PATIENTS

The vision of one patient, one record is taking shape at StowHealth Centre which highlighted its commitment to putting customers first at the doctor's surgery when it became the 500th practice to go live in November 2006 with SystemOne GP,

the integrated GP system being delivered by the CSC Alliance for Connecting for Health.

The new GP system offers a broad base of clinical care for the 15,500 patients of the StowHealth Centre based in Stowmarket, Suffolk, and offers a glimpse into the future for GP surgeries nationwide. The speed and integration of patient records means SystemOne Child Health allows clinical staff to monitor child immunisation plans and schedule regular health checks, while SystemOne Community gives district nurses at community sites the technology to notify GPs in real-time if a patient has been accepted on their caseload and even the actual time spent on treatment.

PROVEN TECHNOLOGY PUTS PATIENTS' NEEDS FIRST

GPs at StowHealth realised that the proven technology of SystemOne, used effectively within the National Programme for IT framework, puts patients' needs first. The system has been developed over nine years and proved successful in clinical practices. Dr Mark Shenton, one of eight GP partners at the Stowmarket practice said: "We had been a paper light surgery for six years. We have moved forward again by choosing SystemOne GP ahead of updating our existing system because it will integrate with the government's National Programme for IT.

"Around one million consultations were transferred to our new system without a hitch. It was important to get the transfer of patient records right. Now you can see all the information you need on one record and the community service areas, such as podiatry and physiotherapy, are all linked up. We had our own team to oversee this with CSC and Suffolk Support Services and we were committed to training, training and more training. Our staff should take credit for making it work."

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