

# “If ever there was an advert for SystemOne, then this would be it.”



For most practices, an arson attack on their premises would be a complete nightmare, resulting in loss of hardware, loss of patient records and the loss of all appointments and rotas. It would take years for a practice to get over such a tragedy. Yet when this exact event occurred at **Abbey Medical** (part of the Gold Street Practices) the surgery was up and running in temporary accommodation just two days later, thanks to SystemOne.

Abbey Medical sat alongside Dr Datta & Partners and Dr Patel & Partners in what was originally the Gold Street Practices. On May 15<sup>th</sup> 2010, their collective premises were set alight in a suspected arson attack. As practice manager Mel Smith watched the blaze on that Saturday evening, he exclaimed **“Thank God we were on SystemOne”**. The reason for his relief in such a situation was because SystemOne is a hosted system, he knew that all their records, templates, rotas and appointments were all safe, stored in remote servers well away from the practice.

Just a day after the fire, members of the PCT met up with the practices to discuss a plan of action. Mel and his colleagues were able to borrow a laptop and log on to SystemOne using a username and password after all their smartcards had been lost in the fire. This external access enabled them to bring up not only all their patient

names and details but also a list of their appointments for the following week. Within a few hours (after borrowing a phone!) the practice staff were able to contact all their patients who had booked appointments and rearrange them for later on in the week.

The PCT managed to arrange temporary accommodation for Abbey Medical at nearby Islebrook hospital and all phone calls to the practice were diverted to a local OOH call centre. Practice secretary Marilyn Weekly says **“It was really impressive the way it all worked.”** Being able to log on to SystemOne using laptops and any kind of internet connection meant staff literally had access wherever they were moved.



All in all, no clinics were cancelled, all patients were contacted and not a single piece of information was lost. Practice staff describe how their patients were **“Really quite shocked with the lack of disruption such a major fire caused to the day to day running of the surgery.”**

Just two weeks later, all three practices were moved to temporary accommodation in a disused home for the elderly. From the 1<sup>st</sup> June, Abbey Medical reopened in their new premises for business as usual, **using all their old rotas, templates and with the same appointments that were booked in before the fire.**

The Gold Street Practices are now

having brand new premises built which they will move into in approximately 18 months time. Two of the practices are due to merge, meaning Abbey Medical will gain another 2000 patient records. All of this future upheaval doesn't worry staff though, they know that with SystemOne things will continue to run smoothly. Mel says that **“The only thing that's changed for the practice is that we're not a mile up the road any more. We're not using the fire as an excuse because we're still able to offer all of the same services.”**

All three practices are now fully aware of the situation which would have faced them had they not had a system with a centrally hosted server. Mel simply says **“If we hadn't have moved over to SystemOne, I shudder to think what the situation would have been like, we would have lost everything It would have affected us for years.”**

Since the fire, Abbey Medical has continued to offer patients the same level of availability and services. The surgery are even continuing to plan their winter flu clinics using their old rotas and reports, using SystemOne to share all their templates with the other two practices in the building. The success of the partnership between the practices and Northamptonshire PCT has now been nominated for an award. The 'Best Partnership' nomination at this year's AHCM Communicating Health Awards will be testament to the success of the disaster effort.

