
SystemOne Electronic Care Records

Information for people who use
services and carers

For a better life



What is SystemOne?

SystemOne is our electronic care record system which has largely replaced paper records and our previous electronic records system, RiO.

It keeps your electronic care record safely in one place so there's no need to move paper records between sites and teams. SystemOne holds information about your referral, appointments and clinical information. Staff use it to manage their diaries and write letters and reports.

SystemOne has replaced the majority of paper records, but not all. We still need to maintain some paper records to hold information such as original medication charts.

Why do we use SystemOne?

SystemOne enables us to improve your care and treatment because:

- ▶ the most up to date information is available to our health and social care teams at any time
- ▶ your care team will find it easier to access your information as this will be held in one electronic record
- ▶ if you are referred to a different team for treatment or to see a different doctor, you won't need to repeat your information as it's available to them on your electronic record
- ▶ we'll be better able to plan and manage the services we provide to you.

Who has access to my record?

To ensure we're able to help you, the staff who provide your care and treatment need to be able to see information about you. They will only be allowed to see what is appropriate to their role.

Your SystemOne record can be accessed by other NHS organisations or GPs, but only with your consent. However, in an emergency there may be some circumstances when we need to share information with other agencies without your consent.

Access to certain parts of your records can be restricted upon request if you don't want to share them outside of our Trust.

Is my information secure?

Staff are issued with 'Smartcards' which work in a similar way to your bank card. Each card has an electronic chip (to enable central control over the card) and a photograph of the staff member. They must use this card, together with their personal unique PIN number, in order to gain access to SystemOne. There is strict security in the issue and use of these cards and only staff with the correct access are able to view your information.

Each time a member of staff accesses a record in SystemOne this is recorded for security purposes.

Only relevant information about your care is recorded on SystemOne.

If you are a carer of someone who uses our services, we will hold a record about you as well as the person you care for. This enables us to help you with your caring role.

Can I view my information on SystemOne?

Yes, you are entitled to see the information and obtain a copy in the same way as with paper records.

Where can I find out more?

The Trust has two leaflets that you may find helpful:

- ▶ Our [Access to Health Records](#) leaflet explains how to apply for copies of your health record
- ▶ Our [Information Sharing leaflet](#) gives more detail about how your information is shared with health and social care professionals.

Please ask a member of staff for copies or download them from our website.

If you have any queries or issues about your records, please raise them with a member of your care team.

If you would like this information in another format such as large print, Braille, easy read or another language please contact us on:

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