

# ONE PATIENT, ONE GP RECORD



StowHealth Centre moves towards integrated patient information

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**Dr Mark Shenton, GP partner**



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

Dr Mark Shenton, Dr Neil Macey and Wendy Denny, Practice Manager of StowHealth Centre, talk about why they chose the GP system, its effect on the clinical and administrative staff, their award-winning Long-Term Condition Clinic and the GP system's potential to unlock the benefits of practice-based commissioning across a network of surgeries.

## 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.

SystemOne GP, delivered after extensive consultation with GPs, supports clinical and administrative staff and helps put patients at the heart of healthcare. The integrated system allows patients to book convenient On the Day Appointments after a telephone consultation with a duty doctor and reduce waiting times for routine scheduled appointments by allowing automated patient check-in.

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 the Child Health module allows clinical staff to monitor child immunisation plans and schedule regular health checks, while the Community module 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 the system 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.

# RESULTS

BEYOND EXPECTATIONS

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."*

## AWARD-WINNING LONG-TERM CONDITION CLINIC

The Stowmarket practice, which employs 52 staff, is now using the GP system to assist in the management of patients in their award winning Long Term Medical Conditions Clinic. Here, patients are equal partners in healthcare decisions, services are user-friendly - there's even a blood pressure monitor and scales in the waiting room - while access to the surgery is more convenient.

Constantly improving patient care means the Stowmarket practice beat entries from all over the UK to win the Guy Rotherham Award, which acknowledges outstanding work in primary care. It was awarded by the Improvement Foundation at the NHS Alliance Annual Conference.

Dr Shenton said: *"Patients were coming back three or four times a year for hypertension, heart disease, diabetes or lung problems. These long-term conditions involved countless blood and cholesterol tests on separate visits. We identified 3,300 had 4,500 conditions and cut visits by 20 per cent. Patients are happy with a more personalised service."*

## USING THE AUTOMATED CHECK-IN KIOSK TO SAVE TIME

Patients can ring up for an immediate On the Day Appointment or to book scheduled appointments for a later date and they can check themselves in via the automated check in kiosk when they arrive at the surgery. Some 40 per cent of patients are dealt with over the telephone, reducing waiting times and traffic, while patient access to information published on the StowHealth website has increased by 20 per cent in 12 months.

Wendy Denny, Practice Manager, said:

*"Feedback on the routine appointment check-in kiosks has been very good, especially from the older patients and we have had 14,000 unique visits to the website so far this year with 84,000 average visits per year and more than 17,000 pages viewed with the average page views per year of 102,000. We've also received 1,694 repeat prescription requests from the site this year with an annual average of 11,000."*

By 2013, the £12.4 billion NPfIT will connect more than 30,000 GPs in England to almost 300 hospitals and give patients access to their personal healthcare information, transforming the way the NHS works.

## PRACTICE-BASED COMMISSIONING IN A SHARED CLINICAL ENVIRONMENT

Stowmarket Health centre is embracing the switchover to the new GP system which has even more potential, using practice-based commissioning in a shared clinical environment, according to Dr Shenton, who is committed to giving patients treatment where and when they need it.

Dr Neil Macey, who helped lead the transition to the new system said: *"The potential of this system is fantastic and the information you can call up on the patient record is astonishing."*



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