

FOI_0556_21/22 – FOI request concerning - Solent GP Surgery Online Services

In layman's terms:

I would like to have copies of documents relating to the operation of "SystemOnline" insofar as they relate to use-in-practice of this online service by patients and staff of Solent NHS Trust. I would like this information because how this service is managed and used will and does have direct implications for and affects on patient well-being and the provision of clinical services such as prescriptions and appointments, and I believe all patients (but particularly patients who already use this service) would benefit from this information being accessible by the public, where it is not already. Where information is already accessible by the public (for example, in the strict sense that it can be downloaded by anyone with the necessary technology from a website owned by the Trust), I believe increased understanding of how this service is managed and used would be beneficial to patients.

In more specific terms:

I would like a digital copy of any internal or public documents of any kind or nature held by Solent NHS Trust and/or Solent GP Surgery which relate to the "SystemOnline" online service promoted and used by Solent GP Surgery, insofar as those documents relate to:

- The providing of access to SystemOnline logins and other access to the service
- The providing of access to functions within SystemOnline (ex: Full Clinical Record, Summary Record, the particular ability to view Test Results, Medication Requests)
- The updating and/or altering of SystemOnline functions/or and data on an ongoing basis for a patient by clinical or admin staff
- The restricting of access to functions within SystemOnline (as noted above)
- The restricting of access to and/or removal of SystemOnline logins and other access to the service

This document request is inclusive of both documents which limit their scope to SystemOnline itself, documents which relate to the wider use of Solent GP online services (such as policies relating to both the EConsult service and SystemOnline), and of documents which relate to services of or data held by Solent GP Surgery and/or Solent NHS Trust in a broader sense but which in the mind of a reasonable and sufficiently informed person would still practically relate to the SystemOnline service and its operation (ex: policies relating to management of patient records in general which have processes or policies that are relevant when a staff member provides or restricts access to SystemOnline functions).

This document request is limited in scope to any documents which were either issued within or had effect or affects (or are expected to be issued within, have effect, or have affects) during the period from 1st of January 2020 to 31 December 2021. I specify whether a document would have affects as I recognise that changes in policy and practice are not immediate, and leave it to professional reasonableness to determine what might be justifiably included in that scope.

Please be advised that the information being requested above, is not held by Solent NHS Trust and we are therefore unable to answer the questions.

SystemOnline is a national system so the documents we use for it are SystemOne's documents rather than our own so we don't have anything that we can share on that front. The guidance for access, removal etc. are all within the SystemOne help files and are not Solent documentation.

In terms of what we do offer to patients if they require assistance:

<https://systmonline.tpp-uk.com/help/help.html> - this is the user guide on SystemOnline available from the login page

<https://www.solentgp.nhs.uk/about-systmonline> - the is the practice website page on SystemOnline itself.

The request also mentions e-Consult. E-Consult isn't available within SystemOnline or TPP's Airmid app so there's no overlap there. E-Consult integrates into the NHS App but that's not related to this.