

# RUH System One

E-Learning For Clinicians and Pharmacists



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# RUH Introduction

- System One (also known as TTP) training is e-learning based
- Click [Continue](#) to complete the e-learning training
- At the end of the e-learning you will be asked a number of questions. Once these have been answered correctly you will be asked to email notification of completion to IT
- IT will then set up the correct roles on your smart card to give you access

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# RUH What is an System One ?

- System One is the patient clinical system used by the majority of GPs in Wiltshire and about half the GP practices in Bath and Somerset
- The System One viewer provides full access to these records in realtime
- A System One patient record is only viewable with permission from the patient (except in exceptional circumstances such as when the patient is unconscious)

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# RUH Whose Record Can I See ?

- If the patient is registered with a practice that uses System One you will be able to view it
- If the patient is registered with a practice that does not use System One but has uploaded their records to the Summary Care Record (SCR) you will be able to see the SCR via the viewer
- If the practice does not use System One and has not uploaded their records to the SCR you will only be able to view demographic information record on the Spine
- [Click Here](#) to view more about Spine and SCR

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# RUH 1. Logging onto System One

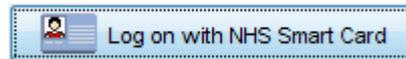
Use your Smartcard

- You need a valid smartcard and passcode with the correct rights allocated to you
- Your Smartcard is your responsibility. **DO NOT** share your smartcard or password with anyone
- **REMEMBER** you must only access information that you need for your job

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# RUH 1. Logging onto System One

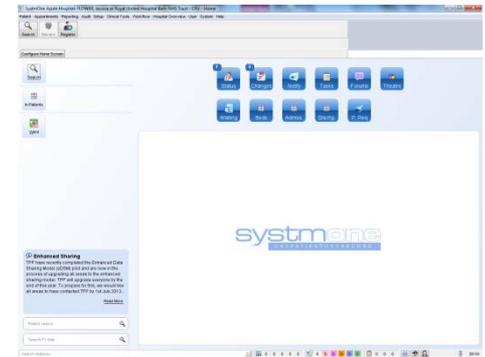
Select System One icon  from desktop (or RECAP)



Click  
Click



System One Home Page will appear



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## 1b. Logging on to System One For the First Time

- When you log on for the first time System One will set up your account
- Wait for the  icon to appear

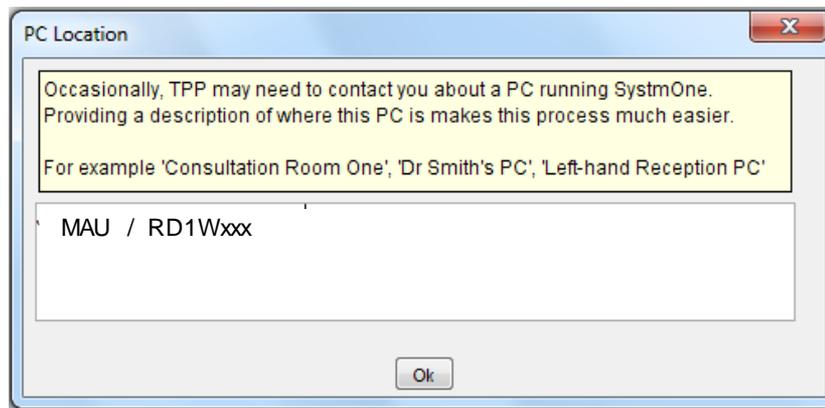
**DO NOT PRESS I AM AN EXISTING USER**



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## 1b. Logging on to System One For the First Time

- You will also be asked what name you want to use, and
- For PC Location type in a indication of where you usually work department, location /number of your PC etc



## 1b. Logging on to System One For the First Time

Click

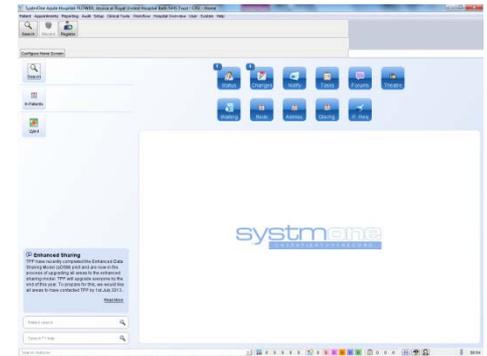


Click



when ask to confirm RBAC changes  
(this is to do with your roles)

System One Home Page will appears



# RUH 2. Finding the Patient

## Use NHS Number where Possible

- Enter the “NHS Number” in  field on home page and click the search  icon
- Patient records are held locally for only **7 days**
- If patient has not been viewed here in the last 7 days you will get the following message

No patients found.

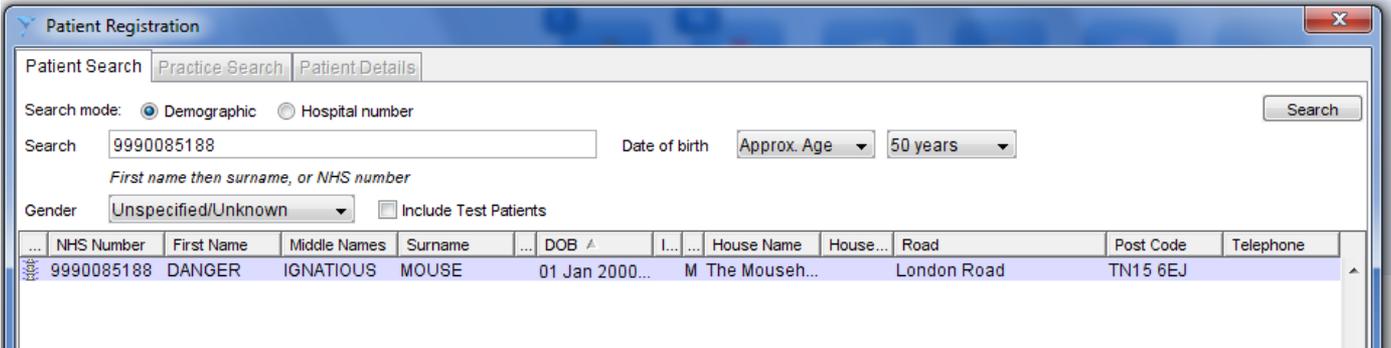
Click on 'Not Found' to search the Spine or register a patient

- Click  to search the Spine
- The NHS No will pull through to the next screen and you can **click**  **again**

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# RUH 2. Finding the Patient

- The system will display the patient record



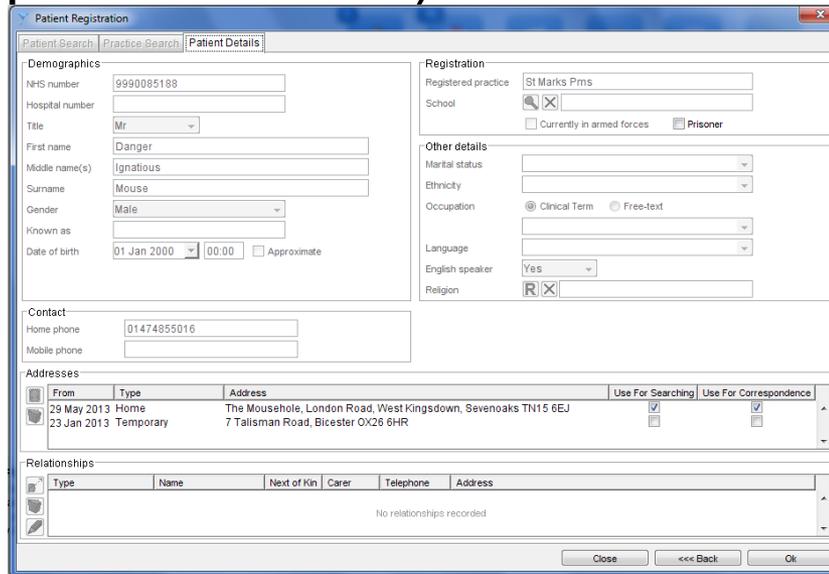
The screenshot shows a 'Patient Registration' window with a search interface. The search mode is set to 'Demographic'. The search criteria include NHS number '9990085188' and 'Date of birth' set to 'Approx. Age' of '50 years'. The search results table is as follows:

...	NHS Number	First Name	Middle Names	Surname	...	DOB ^	I...	...	House Name	House...	Road	Post Code	Telephone
...	9990085188	DANGER	IGNATIUS	MOUSE	...	01 Jan 2000...	M	The Mouseh...			London Road	TN15 6EJ	

- Click  to view the record

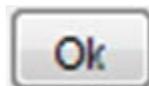
# RUH 2. Finding the Patient

- System One will display Patient Registration details (whether the patient is at a System One practice or not)



From	Type	Address	Use For Searching	Use For Correspondence
29 May 2013	Home	The Mousehole, London Road, West Kingsdown, Sevenoaks TN15 6EJ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23 Jan 2013	Temporary	7 Talisman Road, Bicester OX26 6HR	<input type="checkbox"/>	<input type="checkbox"/>

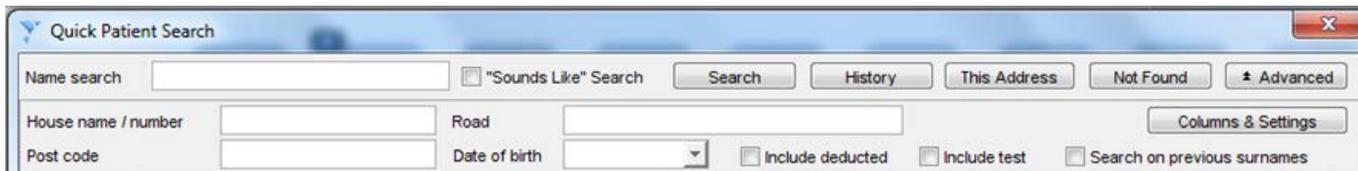
- Click



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# RUH 2b. Finding the Patient

- If NHS Number not known you can search on name, dob, gender
  - Enter First name/Initial (space) Surname
  - Click the search  icon
- Click  to search the Spine



The screenshot shows a 'Quick Patient Search' window with the following fields and options:

- Name search:
- House name / number:
- Post code:
- Road:
- Date of birth:
- Options:  "Sounds Like" Search,  Include deducted,  Include test,  Search on previous surnames
- Buttons: Search, History, This Address, Not Found, Advanced, Columns & Settings

- Enter DOB, Gender and 
- Highlight required patient and click 

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# RUH 3. Recording Access Consent

You must ask permission to view a patients' record

- Select “Full Medical Record”
- “Consent not asked” should be selected when Consent could not be obtained. A reason must be entered
- An Audit trail is available for all patient record retrievals which are monitored by the local privacy officer and the GP Practice to ensure all views are appropriate
- All access to the patient record will be recorded and viewable by the GP



Access Consent Question

Does the patient consent to the viewing of the medical record?

No consent given

Full medical record

Consent not asked

I shall view the whole patient record without consent for the following reason:

Ok Cancel

# RUH 4. Viewing the Record

Click  **RUH Patient Overview**  
For Printable Summary



The screenshot shows the SystmOne Acute Hospital patient record for Mickey Mouse. The interface includes a navigation pane on the left with options like 'Patient Home', 'RUH Patient Overview', 'Consent & Allergies', 'Medication', 'Immunisations', 'All Problems', 'Major Active Problems', 'Minor Active Problems', 'Active Problems', 'Major Inactive Problems', 'Minor Inactive Problems', 'Communications & Letters', 'New Journal', and 'Summary Care Record'. The main area displays patient details for Mickey Mouse, including NHS Number, Patient Name, Date of Birth, House Number, Road, Locality, Town, County, Postcode, Marital Status, Ethnicity, Language, Registered at, GP, Practice, Trust, and Practice Telephone. Below this, there are sections for 'Current Medication Summary', 'Sensitivity & Allergy Summary', 'All acute medication in last 8 weeks', and 'Summary of all current repeat medications'. The 'All acute medication in last 8 weeks' section lists three entries: Paracetamol 500mg/5ml oral solution paediatric, paracetamol oral suspension paediatric 120mg/5ml, and Paracetamol 250mg/5ml oral suspension. The 'Summary of all current repeat medications' section lists one entry: paracetamol oral suspension paediatric 120mg/5ml. The 'Active Problems' section shows a list of clinical events, including a patient contact on 03 May 2013, an admission to Leicester Urgent Care Centre on 06 May 2013, and a discharge on 06 May 2013.

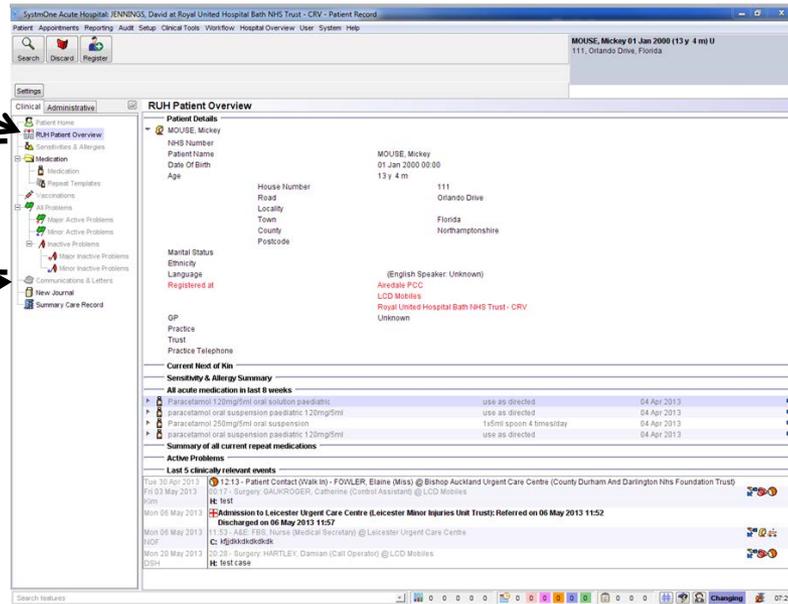


# RUH 4. Viewing the Record

Click  **RUH Patient Overview**  
For Printable Summary

Click these tabs for further details

Click  **Communications & Letters**  
to view Clinic letters,  
discharge summaries etc



The screenshot shows the 'RUH Patient Overview' window for Mickey Mouse. The interface includes a search bar, navigation tabs (Clinical, Administrative), and a sidebar with expandable sections: Medication, All Problems, Major Active Problems, Minor Active Problems, Active Problems, Major Inactive Problems, Minor Inactive Problems, Communications & Letters, and Summary Care Record. The main content area displays patient details for Mickey Mouse, including NHB Number, Patient Name, Date of Birth, Age, House Number, Road, Locality, Town, County, Postcode, Marital Status, Ethnicity, Language, Registered at, GP, Practice, Trust, and Practice Telephone. Below this, there are sections for 'Current Meds of Ka', 'Sensitivity & Allergy Summary', 'All acute medication in last 8 weeks', and 'Active Problems'. The 'Active Problems' section shows a list of clinical events, including a patient contact and an admission to Leicester Urgent Care Centre.

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Click **New Journal** for full  
patient record

The screenshot shows the 'RUH Patient Overview' window for Mickey Mouse. The interface includes a navigation menu on the left with tabs for 'Administrative', 'Clinical', 'Medication', 'Problems', 'Communications & Letters', and 'New Journal'. The main content area displays patient details such as NHB Number, Patient Name, Date of Birth, Address, and GP information. It also features sections for 'Current Meds of Ka', 'Sensitivity & Allergy Summary', 'All acute medication in last 8 weeks', and 'Active Problems'. A 'Last 5 clinically relevant events' section at the bottom lists recent patient activities with dates and times.

# RUH 4. Viewing the Record

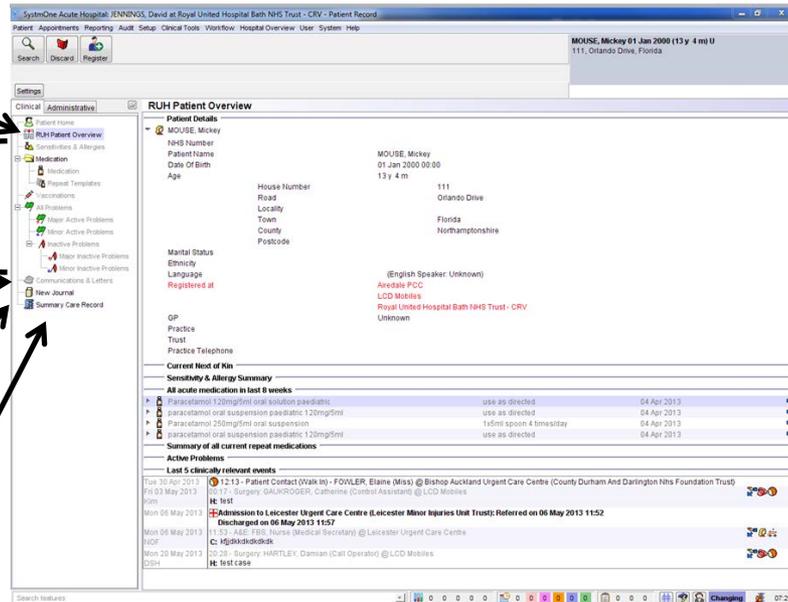
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Click **Summary Care Record** to view  
Summary Care Record  
(useful for non System One  
patients)



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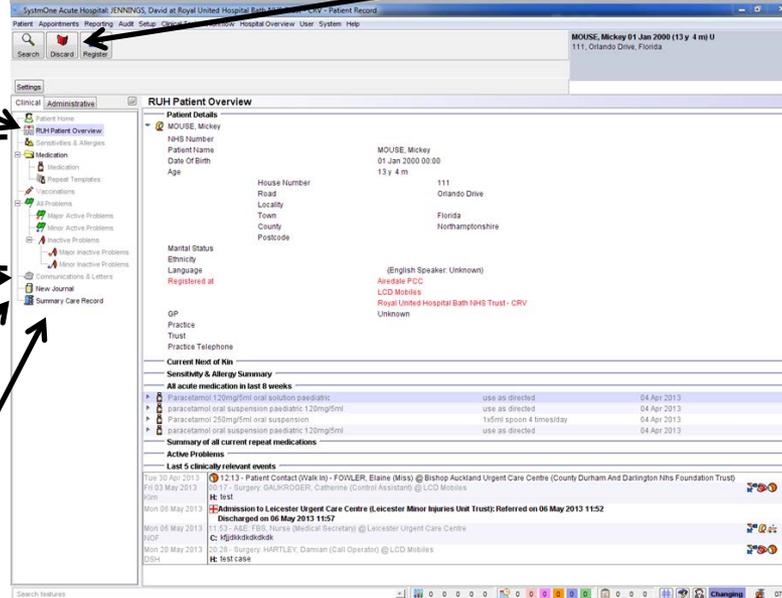
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Click **Discard**  
To Close Patient  
Record

# RUH 4. Viewing the Record

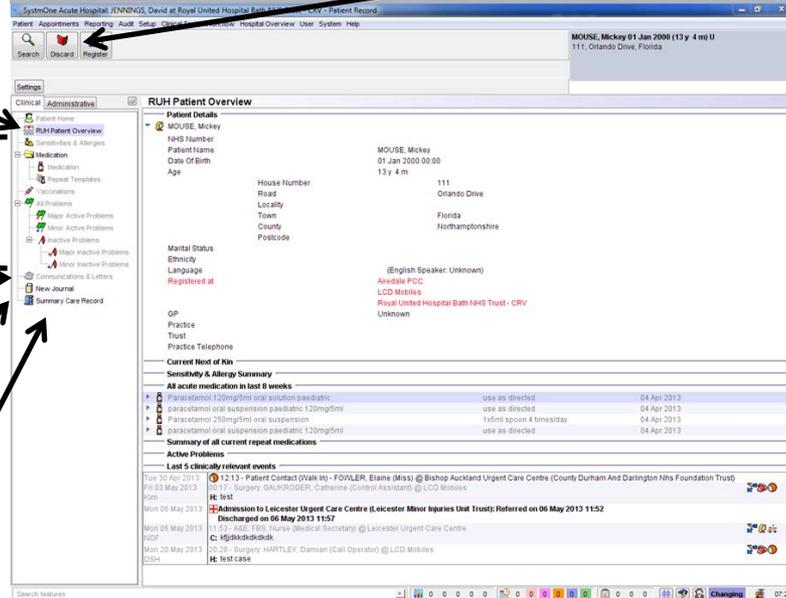
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Click   
To Close Patient  
Record

To Print – Click on Patient (top menu) select Print  
option . Note: is in Summary Care Record **use  
MUST use the Print icon** 

[Continue](#)

# RUH 5. Closing System One

- Patients must be “discarded” before searching for another patient or closing System One - click
- To discard patient click 
- To close System One Click 

RUH

You have now completed the e-learning

Now Complete the Following Questions

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# RUH Question 1

- How up to date is the System One System ?
  1. Uploaded once a day
  2. Uploaded every hour
  3. Uploaded in realtime

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Incorrect please select again

## RUH Correct, Question 2

- Do you need to ask the patient for Permission To View System One?
  1. Yes – every time they visit the hospital
  2. No – they have already given permission via their GP
  3. Yes – every time they visit but not if the patient is not able to give consent (when emergency access is available)

## RUH Question 2

- Do you need to ask the patient for Permission To View System One?
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Incorrect please select again

## RUH Correct, Question 3

- When searching for a patient – System One may display a message that the patient is “Not Found” why ?
  1. DOB is required too
  2. Only patients records that have been accessed in the last 7 days are held locally and do not require a Spine search
  3. Not all patients are registered with GPs that use System One

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# RUH Correct, Question 4

- If a patient is registered with a non System One practice what information can you see
  1. Nothing
  2. Registration Details and Summary Care Record
  3. Full patient record

# RUH Question 4

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  1. Nothing
  2. Registration Details and Summary Care Record
  3. Full patient record

Incorrect please select again

# RUH Training completed

- Thank-you for completing the training
- Please note a prerequisite to access to System One is that your IG training is up to date
- To get your smartcard set up please email [ruh-tr.ITServiceDesk@nhs.net](mailto:ruh-tr.ITServiceDesk@nhs.net) with the date you completed this training and confirmation that you IG training is up to date.
- To exit please close the browser window