

All you need to know about your clinical record system—SystemOne



We won't give your information to anyone unless you agree or we have to in order to keep you safe.



Only the people who need to see your information can access it.



Contact us:

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Governance Team
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an interpreter or a version in



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Information for patients and carers

Solent NHS Trust holds information about you in a document called a patient record.

This leaflet will provide you with details of how your clinical record is held and shared to ensure that you are informed and kept up to date.

What is SystemOne?

It is a clinical record system used to record patient care electronically (your health records).

How does it work?

When you visit a Solent NHS Trust service, or your GP, the details of your appointment and treatment are recorded on SystemOne. This information can then be shared with other health and social care professionals who are caring for you, to ensure they are fully informed about your medical history.

Who can access my record?

Only health and social care professionals who are treating you will be authorized to access your record. If you access another service they will require you to consent or approve to see any previous medical history or notes, unless legally required.

Administrative staff within services you are seeing may have limited access to your health records, in order for them to book appointments for you.

What are the benefits?

Sharing your clinical information will ensure that the health and social care professionals treating you will have the most up to date information to provide you with the most appropriate care.

In addition, the information can be accessed faster than with paper records, so not to delay your care.

All health and social care professionals have a Duty of Confidentiality to patients. Who will only access confidential and clinical information and for the provision of your treatment or safety.

Do I have to share my record?

It is your choice if you do not wish for all, or part of your clinical record to be shared. However you must be aware that without knowledge of other medical treatment, your care could be restricted or impacted upon.

I do not want to share my entire record?

If you do not wish any other health organisation to see all or part of your clinical record, you can request that your information is restricted.

It is important to note that if you chose this option, your GP record will still continue to be shared within the GP practice and your Solent NHS Trust record will still continue to be shared within Solent NHS Trust. Although your record will only be accessed by health and social care professionals who are treating you.

What do I do if I do not want certain parts of my record shared?

If you wish to restrict certain parts of your clinical record or restrict access to certain professionals, this can be done upon request to the relevant health or social care professional or write to the Information Governance Team.

Who do I contact to withdraw consent?

You should advise your health or social care professional. They will then take the appropriate action to ensure that your clinical record is restricted.

