

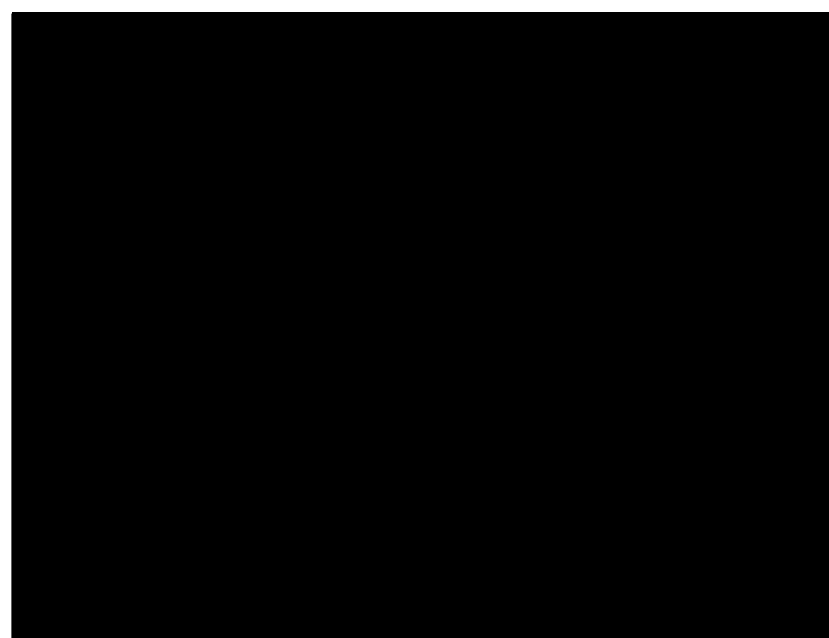
Regulation 28 report
Miss Bower
HM Area Coroner
Nottingham and Nottinghamshire

22nd December 2022

Dear Miss Bower

Thank you for your letter addressed to [REDACTED], the CEO of TPP who supply the SystmOne electronic patient record. I am the Clinical Director, Data Protection Officer and lead the Clinical Safety team for TPP.

I am replying to section 5 (4) in your regulation 28 report. From the extract you included it appears that you have been presented with a printout taken from SystmOne. This is a routine function in the system that delivers a copy of the medical record into the Microsoft Word application. As such it is not to be used as a representation of the audit trail, and especially not for forensic investigation. The main reason for this is that the word document is editable – that is, entries can be reworked before saving and / or onward transmission and is therefore not to be considered secure. As is usual in IT systems the audit trail is held within SystmOne and is readily accessible to the user.



With the Word printout out you shown to the left, the entry is not flagged as amended (as you describe), since, for clinical purposes, the record is transmitted as it exists in the amended state. I will demonstrate how the audit trail is shown within SystmOne below.

The following screen shots are taken from SystmOne using fictitious data.

1. The ability to amend a consultation note (once saved to the database) has a specific user access right controlled by the unit administrator so ensuring that only authorised users can amend records:

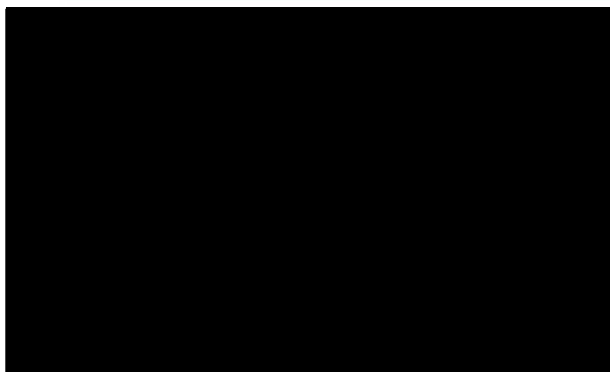


Figure 1 user access rights

2. Figure 2 shows two separate consultations recorded in SystmOne that demonstrate the following:
 - a. The first shows how a consultation that has been entered and then back dated – demonstrated by the clock icon with the arrow, to the far right. Hovering over the icon shows the details of the back dated event (figure 4).
 - b. The second consultation was recorded, saved to the database and then amended. This is indicated by the green pen on paper icon to the far right. Hovering over this icon shows who amended the consultation and when (figure 5).
 - c. Figure 3 also shows a final consultation recorded with the date and time stamp of when the user made the amendment – but is blank as the entry was placed in the amended consultation, but showing that an action took place.

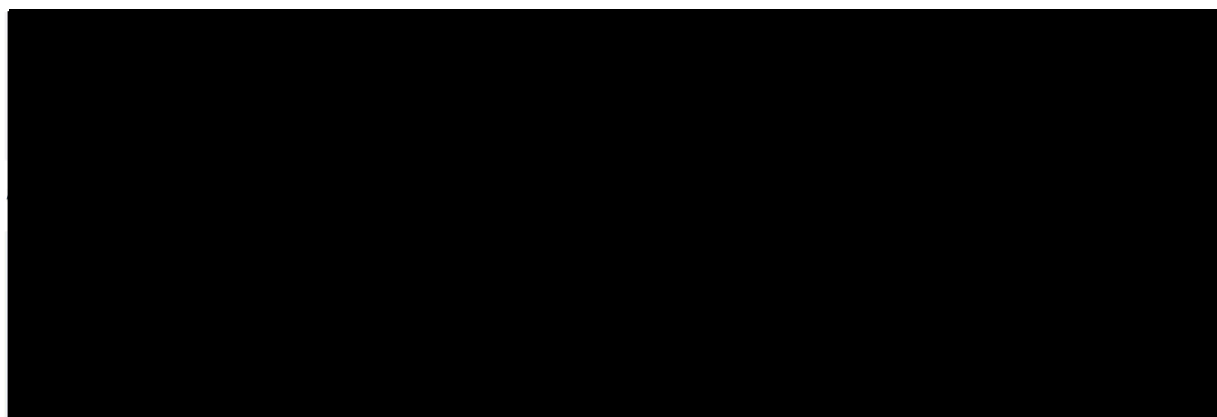


Figure 3 consultation after amendment

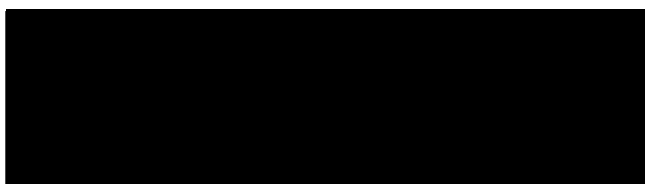


Figure 4 back dated tooltip

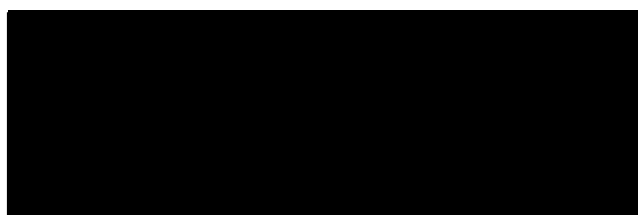


Figure 5 amended tool tip

3. When an amendment has been made the details of the amendment are available to users of SystmOne by right clicking over the consultation and using the dialogue below (figure 6). This is also how the user amends a consultation 'Amend Notes'.

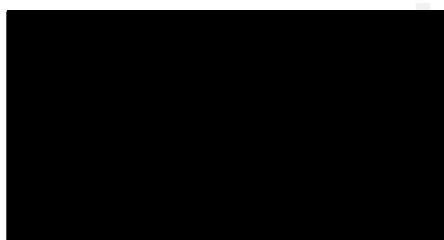


Figure 6 amend options

4. Figure 7 shows what is shown to the user when they select 'View Amendment' – the screen shows how the entry appeared before the amendment was made.

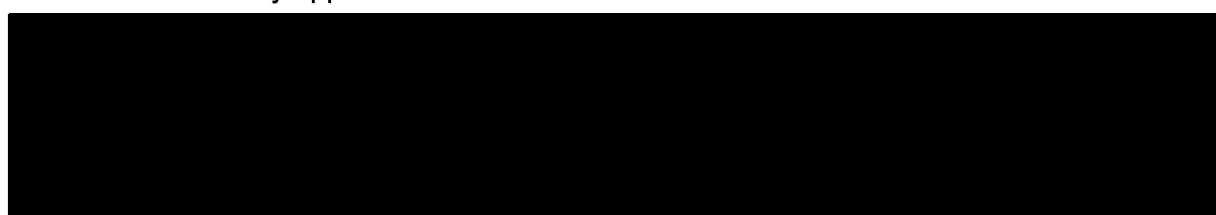


Figure 7 details of amendment

I hope that this clearly demonstrates that SystmOne has a complete and robust audit trail, and how a user of the system is readily informed if an amendment has been made, by whom and when. I would be happy to talk through the functionality as it is obviously important that you have confidence in our system, and that the public record is correct. It would appear that the SystmOne users you have been speaking to are not fully aware of the functionality that has been in the system for 20 years.

[Redacted signature]

Clinical Director TPP
TPP House
Leeds
LS18 5PX

[Redacted contact information]