

1 Introduction

My project was to develop a guide for the optimisation and efficient use of System One, which is the predominant patient record program used in Derbyshire and in my own GP Practice.

I have presented this to my colleagues at LGMC and they have found this guide to be very helpful.

2 Method

1. Planning and Research

I ascertained what areas of System One are under utilised by my colleagues by discussing this with clinicians at my GP practice and with New to Practice GPs and in my mentoring sessions.

2. Design and Development

I designed my guide to include information that was not so basic as to be already obvious to all users but to also avoid very complex topics that would not likely be useful to most readers of the guide.

3. Testing and Evaluation

I presented my work to my colleagues at my GP practice to determine if the guide was pitched at the correct level and to ensure that it contained information that was both useful to others yet not overwhelming.

3 Results

I received informal feedback from my colleagues in regards to my project and the overall consensus was positive.

The range of options for the individual tips and modifications that are highlighted in the guide allows for users of all experience levels with IT to improve their System One experience.

Conversely there were some areas that staff found to be a little complex and not relevant to their use-case however I expected this to be the case.

4 Impact and benefits

There is now a standardised guide that is available to our clinical staff to refer to for help with System One optimisation.

This is useful for current staff and for new staff and trainees joining the practice.

5 Conclusion

Having created my guide to be a general approach to optimising System One with easily removable sections that reference how this works in my own practice I can produce an edited guide to be circulated to NTP members/other interested parties if required.