

COMING
Spring 2015

Norfolk and Suffolk
NHS Foundation Trust



Information for Service Users

Safer care
supported by

Lorenzo



One system | Paper-free | Accurate | Accessible | Efficient | Effective

Safer care supported by Lorenzo

In May 2015 the Norfolk and Suffolk NHS Foundation Trust will replace its existing patient management systems (ePEX, Maracis, iPM, Mental Health Carenotes and paper) with a single electronic patient records system – Lorenzo. It will become the second mental health Trust in England and the 14th NHS organisation in the UK to use the system.

Your care and safety is at the heart of everything we do at the Trust which is why the implementation of this new clinical system is essential. Lorenzo is one of the most sophisticated and secure healthcare systems in the world and the most rigorously tested system in the NHS. It will enable the Trust to keep all of your health records in one secure place, ensuring that those looking after you have quick and easy access to your information and more time to spend on delivering care.

This means that you will receive a more responsive, comprehensive and effective service which should result in improved experiences and outcomes for you.



What does it mean for my information?

As a service user...	This means...	So...
<ul style="list-style-type: none">• Your information is secure	<ul style="list-style-type: none">• It cannot be 'lost' as it is securely backed up in more than one place• It can only be accessed by staff who have a legitimate reason to do so	<ul style="list-style-type: none">• You can be assured that we have all your health records to hand and that there are robust processes in place to keep them confidential
<ul style="list-style-type: none">• Your information is easier to manage	<ul style="list-style-type: none">• It can be maintained more easily as all your information is in one place	<ul style="list-style-type: none">• You will know that any information we hold on you is accurate and up-to-date
<ul style="list-style-type: none">• Your information is more accessible	<ul style="list-style-type: none">• It can be accessed by the appropriate staff wherever they have a secure Trust connection• It can be shared appropriately across the Trust as all teams will have access to Lorenzo	<ul style="list-style-type: none">• You can be confident that wherever you are seen by Trust staff they will have all your information available
<ul style="list-style-type: none">• Your information can be used more efficiently	<ul style="list-style-type: none">• It can be used consistently and easily within the system to populate relevant documents and forms	<ul style="list-style-type: none">• You won't need to repeatedly provide contact details and basic information

Your questions answered

What happens to my current information when Lorenzo goes live?

All paper records will be converted into electronic records and along with existing electronic records will be retained and available to those looking after you.

What will you do with my paper records?

Once we have converted them into electronic records the paper copies will be destroyed confidentially.

How secure is Lorenzo?

Lorenzo is one of the most secure health systems in use and more secure than having records on multiple systems, particularly paper.

How do I access my records with Lorenzo?

If you wish to see your records you should discuss this with a member of your care team. You will still need to make a 'formal access request' in writing.

How will Lorenzo affect the treatment of my information?

Lorenzo will not affect how we treat your information. The sensitivity of patient information is well understood by our staff. All staff and contractors are trained to understand their duty of confidentiality and this is written into their contracts of employment. We will keep all electronic records securely in accordance with the Data Protection Act 1998.

Do I need to do anything?

No. There is a project team in place who are working with clinicians and administrative staff to plan and implement the changes that are needed.

How can I get more information about Lorenzo?

Write to: Lorenzo Team, NSFT, Hellesdon Hospital, Drayton High Road, Norwich, NR6 5BE; or **email:** Lorenzo@nsft.nhs.uk

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social & economic status.

If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help. Email PALS@nsft.nhs.uk or call PALS Freephone 0800 279 7257

