



**Isle of Man**  
Government

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**Joint Statement by the Isle of Man GPs and  
the Department of Health and Social Care**

**Public Information in relation to  
Upgrading the GP Patient IT system**

**Background**

A decision has recently been made by GPs on the Isle of Man to upgrade their current IT system in October 2014 from EMIS PCS, which is becoming unsupported, to EMIS Web.

The IOM GPs upgrade to EMIS Web, along with the recently approved replacement IT system within Noble's Hospital, will demonstrate significant progress on the Department's strategy to move further towards a complete set of electronic records which will facilitate integration within Health and Social Care.

By using appropriate industry led systems, the Department's vision is to allow clinicians delivering patient care to have access to the most appropriate and up to date patient information at all times. More importantly such information will be managed securely and centred round patient consent which in turn can be fully audited and validated.

The new version of the GP system, EMIS Web, is the market leading GP system in the UK and will provide many additional enhancements over and above the 7 year old existing system. The new system will improve efficiency within GP Practices in the pursuit of patient care and will form a core foundation in the drive to facilitate a joined up patient care experience.

**How does EMIS Web work?**

All patient data entered on a system is encrypted and sent electronically over the NHS N3 network to the EMIS Web system, hosted in the secure EMIS data centre.

**Confidentiality**

The upgrade to EMIS Web necessitates data being located in a secure Datacentre environment held by EMIS in the UK. The data held is offered maximum protection in a strict secure environment. Each GP Practices data is held separately within an NHS approved structure and is the same environment as used by many thousands of GPs across the UK.

Data is transmitted across the NHS N3 network and is encrypted (scrambled) in transit.

The data is stored in EMIS data centres. These, along with EMIS data storage and management procedures adhere and are fully accredited to the ISO 27001 information security standards. EMIS currently host over 26 million patient records.

The system will be fully compliant with both Data Protection and Privacy legislation.



**EMIS will not be able to grant anyone access to patient records and** the GPs themselves will remain in complete control of access to patient data for patients within their own individual GP Practices at all times, underpinned by sharing agreements with the Practices.

### **What will happen out of hours?**

Part of this upgrade will focus on providing access to the GP IT system for GPs working in an emergency out of hours setting (Manx Emergency Doctor Service - MEDS) – again realising the Department’s vision of joined up patient care driven by patient consent.

### **Will my information be shared with anyone locally?**

There are opportunities to extend across all GP Practices, the current arrangements for patient data to be shared with other appropriate clinicians. A patient must give consent for their data to be shared with other clinicians. There are two types of patient consent; prior and point of contact consent. Point of contact consent means users in organisations providing episodic care (such as Accident and Emergency (A&E), or out of hours GP care (MEDS)) are prompted to confirm patient consent to view the shared record when they access a patient’s care record. All viewing of the record is recorded in the system audit trail. Prior consent could be arranged between the GP Practice and an individual organisation, in relation to particular organisation’s case load, for example the Diabetic Clinic could be given prior access to appropriate data.

By default, only users in the GP Practice that own a record can view that record.

Subject to mutual agreement, GPs can share records with others when providing care for the same patient, for example a District Nurse who is treating a patient in a home setting.

GPs can use confidentiality policies to restrict the viewing of and access to a patient record, or to individual items within a record.

Although patients cannot opt out of their data being held by EMIS on behalf of their registered GP, individual patients can opt out of their record being shared with other organisations.

Statistical information will remain available to the Department. This does not contain any patient identifiable information.

### **Will my data be shared with anyone in the UK?**

The implementation of EMIS Web should not be confused with the recently publicised CARE.Data project in the UK. Clinical Information relating to treatment given in the Isle of Man will not be released to the CARE.Data project and the EMIS system upgrade on the Isle of Man will **not** lead to more information being held on the UK NHS Spine.



Demographic information: name, address, registered GP, NHS number for IOM patients is already held on the UK NHS Spine. Clinical information relating to Isle of Man patients receiving treatment in the UK is already held on the UK NHS Spine. Clinical information relating to patients treated on the Isle of Man is not held on the UK NHS Spine.

### **Can individual patients opt out of EMIS Web?**

Currently if a GP practice agrees to use the EMIS Web system, all patient records must be on this system. This means that the patient records will be held in the EMIS Web data centre. It does not mean that any other organisation can view that patient's record in EMIS Web other than the GP practice where they are registered; individual patients can opt out of sharing their record with other organisations.

The Department understands that a few patients may have reservations about their data being held in a remote environment, but this has not been an issue with the existing GP patient system (EMIS PCS) which has been held remotely from the GP Practice, within a secure Isle of Man Government IT infrastructure.

### **Patient Benefits**

GPs on the Island feel that it is absolutely essential for GPs, along with other health care professionals where relevant, to have all patient data held on a secure IT system to ensure that the best care can be provided to patients at the appropriate time in the most appropriate place and by the most appropriate health care professional. GPs have no concerns with holding this type of data securely in the UK alongside other comparable GP practices and it is very much hoped that all patients will see this upgrade as a very positive move.

Patients currently consent to having their medical information held on the GP computer system when they choose to register with a GP for NHS Services. Clearly full NHS GP care cannot be given if a patient should choose not to register with a GP in this way, although GPs will have a duty of care to provide treatment on an emergency basis.

This upgrade will not only improve patient care from a GP perspective. The implementation of EMIS Web will also benefit patients. In the future patients can look forward to being able to:

- Access their own medical records and maintain basic information;
- Order repeat prescriptions on line;
- Book appointments on line.

All GPs are in full agreement with the upgrade to EMIS Web which they believe is in the best interests of patient care in the Isle of Man.

Patients with any concerns about this proposal should contact Annmarie Cubbon, Manager of Family Practitioner Services in the first instance. Email: [Annmarie.cubbon@gov.im](mailto:Annmarie.cubbon@gov.im)  
Telephone: (01624) 642600.