

We're going live with our new electronic patient record (EPR) system so we can offer you better, safer care

The new EPR means our staff caring for you can always access the information they need – when and where they need it – so you get the best possible care.

You may experience some delays as our staff get used to the new ways of working. Thank you for your understanding.

Your safety and care are always our priority and we are working hard to keep any disruption to a minimum.



What is EPR?

EPR is a new patient record that will replace paper records at the Royal Free London over the next 12 months. It is being introduced at Barnet Hospital, Chase Farm Hospital and the maternity department at the Royal Free Hospital from November 2018, followed by the rest of the Royal Free Hospital in 2019.

With all healthcare information in one record, patients should no longer face delays or inconvenience because test results or details of medicines they are taking are not accessible when they are needed.

We will no longer have paper records at the patient's bedside. Instead, there will be computers or laptops to input information directly. EPR means that all the staff caring for you will always have access to the accurate and up-to-date information they need to ensure you get the best care.



Designed by our staff, for our patients

Our new EPR has been designed by our staff to ensure it meets their needs and those of their patients. The work has been led by a team including doctors, nurses, midwives and pharmacists, as well as IT experts. Over 400 staff were involved in designing the EPR and hundreds more have been testing it.



Safeguarding your privacy

Electronic records are safer and more secure than paper records. They cannot get lost or mislaid. Staff need a smartcard and a PIN to access the EPR and can only see the parts of the records they need in order to do their jobs.

Your safety and care are our priority

Our staff have been working hard to get ready for the switch over to the new EPR, with testing, training and practice sessions.

Like any big change, it will take people time to get used to the new ways of working. We apologise for any delays and thank you for your understanding.

To help minimise any disruption, we have reviewed rotas to ensure that extra staff are available on the frontline in the weeks after EPR goes live.

The Royal Free London patient portal

In the future you will be able to view your own medical history, test results and upcoming appointments through the patient portal. This secure website will enable you to have greater control and involvement in your care.

Digital transformation at the Royal Free London

More of us use the latest technology every day in our personal lives, from mobile devices, apps, online shopping and banking, to alert systems and voice recognition. But healthcare has often been slow to harness these new advances and the opportunities they offer. At the Royal Free London we are changing that. Our ambition is to become the most digitally advanced trust in the NHS by 2020. EPR is a major step towards achieving that. We are also:



Making out-patients more convenient

You'll be able to check in with a touch of a button at a kiosk and register yourself for straight-forward appointments, such as blood tests, at a time convenient to you. You can be called for your appointment via your mobile phone, so the waiting room becomes a thing of the past.



Improving our information technology

From better Wi-Fi to blood pressure monitors that save the results straight to your health record, we're equipping clinicians with the tools to transform healthcare.



Guiding clinicians to the best treatments

The EPR will prompt clinicians to the best treatments for each patient, based on the latest clinical evidence.



Developing new digital technologies

From apps that monitor a patient's condition to voice recognition for dictating patient notes, we are leading the way in using new technologies to help healthcare staff improve patient care.

If you have any feedback on this leaflet or require a list of references for it, please email: rf.communications@nhs.net

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please ask a member of staff.

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