

## **Lorenzo – the new patient record system at the East and North Hertfordshire NHS Trust**

**East and North Hertfordshire NHS Trust's** Digital Transformation programme will help clinicians work in new ways with information-driven care. The systems associated, Lorenzo (an electronic patient record system) and Nervecentre (an electronic observations system), are going live on **9 September 2017**.

The aim is to provide hospital staff with access to real-time patient records, supporting clinicians and administrators in making informed decisions along the care pathway and across care settings and health communities.

### **When are the changes happening?**

- The planned go-live date for Lorenzo is Saturday, 9 September at the Trust, but the preparation processes involved will start from **Tuesday, 5 September**.
- The Trust has been training staff throughout the summer to ensure the successful transition to the Lorenzo and Nervecentre (electronic patient observations) systems.
- The Trust is asking for everyone's patience – staff, partners and patients alike – during the go-live period.

### **What are the benefits of the new systems?**

- Better recording of patient information and embedded clinical documentation to facilitate better clinical outcomes
- Simpler administration, discharges and processes
- Real time access to current patient information for hospital teams and summaries to support swifter clinical decision making
- Easier access to referrals leading to a quicker turnaround time on vetting of referrals by consultants
- Discharge summaries dispatched to GPs in a timely manner and clear TTO at discharge
- Clinical alerts covering important information such as drug interactions, allergies and abnormal test results

### **What does it mean for GPs and their practice teams?**

#### **NHS e-Referral Service (e-RS)**

- E&NH Trust will stop publishing their appointments on e-RS during the go-live period, from 9.00am on Tuesday, 5 September through to when everything is scheduled to be reactivated on Monday, 11 September.
- Pathology and radiology test results will still be available and requests will be made in the usual way

- Urgent two week referrals will continue as normal
- The discharge summary format GPs receive will be changing after the new system goes live - examples of the new format will be shared with GPs shortly
- During go live and the following few weeks, period please send any queries as normal to the GP liaison team ([gpliaison.enh-tr@nhs.net](mailto:gpliaison.enh-tr@nhs.net))

**During this short period the ‘Defer to Provider’ option should not be used.**

Whilst Choose and Book is unavailable, general referrals should be sent by paper using the route that GP practices use already when the system is offline for other reasons – for example GP letters sent via courier or post.

The address to use is:

**Contact Centre  
East and North Hertfordshire NHS Trust  
Lister Hospital (L97)  
Coreys Mill Lane  
Stevenage  
Hertfordshire  
SG1 4AB**

Two-week wait, urgent and speciality referrals for the following services should be sent by email to the Trust:

- renal
- respiratory
- rheumatology
- the sleep disorder unit
- pain management
- all women and children’s services;

The email addresses to use are available in a new document that has been placed in the **GP section** of the [Trust’s website](#). Click [here](#) to access.

### **Pathology and radiology test results**

These will continue to be available throughout the go-live period as normal, with GP requests being made in the usual way.

### **Discharge summaries**

The discharge summary format GPs receive will be changing after the new system goes live - the new format has been approved and shared with GPs already.

### **Accessing help**

During the go-live period itself, as well as the following few weeks, please send any queries, as normal, to the GP liaison team ([gpliaison.enh-tr@nhs.net](mailto:gpliaison.enh-tr@nhs.net)).

Any queries relating to this should be directed to:

GP liaison team - East and North Hertfordshire NHS Trust ([gpliaison.enh-tr@nhs.net](mailto:gpliaison.enh-tr@nhs.net))

Please be reminded that this is for East and North Hertfordshire NHS Trust.