



Position Statement: SystmOne/TPP IT Problem

16 August 2018

SystmOne practices may have received the following message from TPP.

TPP has identified an issue which has caused some Allergies/Sensitivities to be displayed incorrectly within the 'Sensitivities and Allergies' node.

When an Allergy/Sensitivity against a drug is recorded from the Multilex Drug Browser, the root name of this drug was displayed within the patient record. If a multi-component drug is selected, the root name may only be one component of a multi-component drug, meaning the Allergy/Sensitivity that the user has selected is not displayed correctly within the record.

For example - Amoxicillin, Clarithromycin and Lansoprazole ('Heliclear') shows as allergy to Amoxicillin.

Please note, this will not have affected prescribing within SystmOne, as when the system performs interaction checking, it includes all drugs from the multi-component drug that a user has recorded and the prescriber will have received a warning message. It means however, that if the 'Sensitivities and Allergies' node is used for reference, i.e. for prescribing outside of SystmOne, the prescriber may not be aware of all components of the medication that was selected when the sensitivity or allergy was recorded.

Drugs named in this way are no longer described in this way. Multiple ingredient drugs are (mainly) called 'co-xxx' (coamoxiclav, cocodaprin etc). These drugs are not affected. To avoid any future problems, TPP have made a change so the Sensitivity/Allergy will now display the whole drug name that was originally selected from the Multilex Drug Browser. Please review the below patient record(s), to ensure that care has been provided appropriately.

We are aware that some practices have received lists of over 100 patients. The LMC raised this issue with GPC who have subsequently raised it with both NHS England and NHS Digital who apparently had been unaware of the problem.

GPC has insisted that NHSE urgently ascertain the size of the problem and, more importantly, how the system supplier will be held to account and what fix is being proposed. GPs should not be expected to pick this work up without adequate funding.

For further information, or to arrange an interview, please contact:
Dr Susie Bayley, Head of Communications, Derby and Derbyshire LMC

The information provided in this document is correct at the time of publication. Please see the Derby and Derbyshire LMC website for any revisions.



Whilst much of this work appears at first sight to be a retrospective trawl through patient records, it is not clear from the TPP statement what residual risk is posed to patients affected by this error and practices should be mindful of this until further information is forthcoming.

We would suggest that until we receive further updates that practices keep a record of any work undertaken.

Dr Kath Markus
Chief Executive
Derby and Derbyshire Local Medical Committee

For further information, or to arrange an interview, please contact:
Dr Susie Bayley, Head of Communications, Derby and Derbyshire LMC

The information provided in this document is correct at the time of publication.
Please see the Derby and Derbyshire LMC website for any revisions.