



deploying SystemOne to one of the largest practices in the country - a case study

Newgate Medical Group in Worksop, Bassetlaw PCT, recently migrated almost 34,000 patients to SystemOne. They are one of the largest practices in the country and went live on SystemOne GP on February 1st 2008.

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Sally Spencer, Data Quality Manager

Practice staff first heard about SystemOne through word of mouth from another GP after complaining about the slowness of their legacy system. General Manager, Sheila Smith, and Data Quality Manager, Sally Spencer, went to visit a nearby practice already using SystemOne and were impressed. Sally says, "When we'd seen SystemOne, we realised that we were a couple of years behind. There are so many things that SystemOne could do that we hadn't even considered such as being able to right-click and add things in bulk or send letters to a list of patients. You couldn't do anything like that in the system we were using."

Sheila Smith, General Manager at Newgate, says, "When we saw the demonstration of SystemOne, we thought it looked good. We liked the ease of navigation and the reporting. We were impressed that searches are there at a push of a button, where previously, it took us a little while to find the information we needed. We hope that moving onto SystemOne will speed us up as a practice."

Karen Mellors is the NHS Project Manager responsible for coordinating the data migration, business change and training. "The practice is huge," says Karen, "so we had to do a lot of planning. Before we even began the migration process, we did an IT audit,

checking that all the PCs were up to the right specification, and replacing any keyboards and screens that weren't. We also installed a few new PCs, mainly in the reception areas."

A business change review was conducted to discuss all functions within the practice: "We looked at all the sections of the practice, looking at, for example, how they booked appointments or prescribed drugs on the old system. Then we had a look at how they could do it on SystemOne and produced a Business Change Approach document. All the training referred back to that document."

Sally Spencer was responsible for overseeing the process within the practice along with her assistant, Julie Tindle. Sally led the data checking team and has this advice: "Make sure you allocate time and people to data checking. We found it hard because we were not only data checking but trying to run our daily routines, and solve staff computer issues as well. I'd advise people to set up a room elsewhere in the practice to do it and to dedicate the staff and time solely to data checking. You have to put in the effort to get the benefits out, and that goes for the whole process. To help the practice staff at Newgate Medical Group with the data checking process the PCT supported the practice in relation



to both Data Quality and Medicines Management."

With a large staff population of over 60, training needed to be meticulously planned as Sally explains: "We did the training over three weeks. I liaised with the reception manager to work out a rota for when her staff could be trained up, and likewise with other areas of the practice. It worked well. We struggled most with the GPs, giving them six hours training rather than nine. They came in for two three-hour sessions on their days off. On our first day of training, we had so many amendments to make to the timetable, for example with people phoning in sick, that we had to start juggling everybody around. That was a bit of a nightmare, but we managed it and it worked well!"

At Newgate, staff prepared for the cutover period by developing spreadsheets and tables that clinicians could use to enter data while they didn't have access to a computer system. Sally explains: "Anything to do with QOF, the doctors entered onto a spreadsheet which they handed in to the IT team at the end of each day. We ended up with a folder full of well-presented information that we could easily input into SystemOne when we'd gone live."

Karen's team at Nottinghamshire Health Informatics put extra effort into the Go Live period: "The practice went live on the Friday and did the setup. Then, on the Saturday, the Health Informatics team went into the practice to support the staff to finish the setup and configuration of the system, so that the practice could go business live on Monday. That worked really, really well."

On Go Live day, extra support was needed for the large practice as Karen explains: "The practice has four reception desks, so we needed to provide training support for each reception desk and also used these areas as main points of contact to make it easier for all other staff that required help and support to have access to a trainer."

Karen has been involved with other GP migrations within the Nottinghamshire area, including another large practice of 23,000

patients and approximately 100 staff working over three sites. Her key advice when migrating a large practice is to plan well. "Everything takes longer with a bigger practice. For example, for a medium-sized practice, the initial data extraction takes around two to three hours, but for Newgate it took a lot longer. Training also takes longer as there are more staff. We set up planning meetings and went through ideas so it all worked fine, there were no problems, but I'd advise PCTs who haven't migrated a large practice before to give the planning the attention it deserves."

Undergoing a big change like moving to a new IT system can often lead to changes in other areas of working. "We're thinking about updating how we work in other areas, and are currently thinking about using SystemOne for scanning," says Sheila. "The paper files are getting large now, and we'd like to move towards being paper-light."

Moving to a new IT system is a daunting prospect for any practice, let alone one with a large team like Newgate, with 17 doctors and 50 other staff members, but Sheila says that there have been no problems: "It's been good, we haven't experienced any problems and it's been organised very well. The contact we've had with TPP and CSC has been good, and the training that the team has had so far from the Health Informatics Service trainers has been very good."

Sally says the practice staff are pleased with SystemOne, "The clinicians are finding it easier to input data, for example, entering values in a template. There are lots of little benefits to SystemOne that make it so much quicker than our old system, like being able to add recalls, create letters and print information from a right-click. The whole process has been worthwhile and as we get used to the system, I'm sure it'll get even easier."

Karen thinks that moving systems has an added advantage: "All the staff have now been trained on the system and will hopefully use it to its full advantage. If you're using an older system, new members of staff don't always know the ins and outs and use

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Karen Mellors, NHS Project Manager



it at different levels. Now, everyone is in the same position, which is great."

TPP Project Manager, Kirsty Lindsay, says, "Newgate has the largest capitation we've dealt with and is the second largest practice in the country, but the process for us is the same as with any other practice. The deployment has gone well and we are pleased that the practice is now live."

SystemOne is already being used by GP, Child Health and some Community services in Bassetlaw PCT, and two other practices are currently in deployment. Now, nearly 60% of patients in the PCT have a SystemOne record. As more services go live in Bassetlaw, healthcare teams will have the opportunity to maximise use of SystemOne as both a clinical and a communication tool, improving patient care.

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advice from the Nottinghamshire Health Informatics team...

Tips for Business Change teams...

- Ensure that a variety of staff attend Business Change workshops i.e. GPs, Practice Manager, Receptionists, Admin.
- Make sure there are people at the meetings that are able to make decisions for the practice.
- Ensure Business Change approach is cascaded to all staff.
- Ensure the practice have the necessary and appropriate IT equipment. This should be done as much in advance of the go live as possible. This then allows staff to practice on the dummy system while still running live on their legacy clinical system.
- Don't under estimate the need for Business Change.

Advice for organisations going through data migration...

- Understand that planning is the most important factor for a successful migration.
- Data check thoroughly to ensure the data migrates accurately.
- Involve practice staff in the data checking process, so they get familiar with the system.
- Make sure staff are released for the relevant training sessions. This will ensure all staff at the practice receive appropriate training on the system, and are therefore confident using the system.
- For large practices - Go live on a Friday and then use the Saturday to finish off setting up the system, for the practice to go business live on a Monday.
- For large practices - Assume data checking will take more time and resources.

What do the Nottinghamshire Health Informatics team think makes the hard work of the deployment process all worthwhile?

- On SystemOne, Child Immunisation data can be seen automatically by the Child Health Department, which saves the GP practice time and effort as they don't have to forward this information onto the Child Health Department.
- Data is held at a central location, so it is more secure.
- Use of electronic Home Visits functionality.
- Electronic transfer of data/patient records to the practice from other SystemOne practices.
- Automatic upgrades.
- Speed of system for a large practice, where previously, their size has slowed the legacy system down.
- Access to community information with patient consent.