



SystemOne and South East Essex PCT - a case study

South East Essex PCT's first practice went live on SystemOne GP in May 2002. Since then, the number of deployments has steadily increased, with nearly four-fifths of GP practices going live as well as the PCT's Child Health, Community and prison services.

Clinicians, healthcare services and most importantly their patients are now benefiting from integrated primary care IT through SystemOne. This case study aims to show how and why the PCT has put all of its efforts into deploying SystemOne. Read on to find out more.

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About South East Essex PCT

South East Essex PCT was established on 1 October 2006 from a merger of Castle Point & Rochford PCT and Southend-on-Sea PCT. It serves a population of approximately 342,500.

South East Essex PCT...

- Employs around 950 people including health visitors, district nurses and specialist community nurses
- Provides community services from 20 health centres and clinics in south east Essex
- Provides intermediate care at Cumberlege Intermediate Care Centre
- Provides GP services from 5 practices directly managed by the PCT
- Works with 181 independent GPs operating from 70 practices; 70 pharmacies; 46 dental practices and 41 opticians to meet the healthcare needs of the community.

South East Essex and SystemOne...

- By mid-2008, 79% of GPs will be using SystemOne.
- By mid-2008, 70% of patients in South East Essex will have a SystemOne record.
- With Child Health already live, and Community being deployed in early 2008, South East Essex benefits from truly integrated IT provided by SystemOne.
- SystemOne is also modernising healthcare IT at HMP Bullwood Hall in Hockley.

Contact TPP...

Visit our website, www.tpp-uk.com, to, amongst other things, read our latest news and customer newsletters, find out about SystemOne functionality, and watch a film introducing SystemOne and the TPP team.

If you'd like to find out more about anything to do with TPP, or the benefits of SystemOne and how to deploy it, please contact us on **0113 20 500 83**. You can also email us at enquiries@tpp-uk.com



South East Essex PCT

A vision for integrated primary care IT - realised!

South East Essex PCT has worked hard over the last two years to deliver modern IT systems as part of the National Programme for IT. Peter King is Head of IT at the PCT. He explains the PCT's attitude towards IT: "South East Essex PCT has an integrated primary care system strategy with a one patient, one record system at its heart. We want patients to benefit from the continuity of care across various primary care settings."



SystemOne fits the PCT's vision as a centrally hosted system, as Peter explains: "The PCT wants to do away with local servers, moving GPs onto hosted systems with all the business continuity and data security benefits it brings. This is especially important today with reports of data security breaches appearing frequently in the press. Electronic record sharing means the end of pieces of paper being passed from one healthcare professional to another through various media."

South East Essex PCT's first practice went live on SystemOne in May 2002. Since then, the number of deployments has steadily increased. Peter says, "In the past 18 months, we have successfully migrated 16 of our GP practices onto SystemOne GP, with another two in deployment. We have also implemented SystemOne Child Health and Prison, and will be going live with Community in March 2008. By mid-2008, 70% of patients will be registered with a SystemOne practice. This is fantastic news with regards to GP to GP transfer, and

record sharing with Child Health and soon, Community. The first Community services to go live are very excited. They currently have no integrated clinical system so they are looking forward to the benefits of having electronic appointments, rotas, templates, information sharing and reporting for the very first time."

But it isn't just organisations who can share data that are enjoying the benefits. South East Essex's Special Allocation Scheme for patients removed from GMS/PMS surgeries uses SystemOne, as does HMP Bullwood Hall, South East Essex's Prison. "SystemOne has enabled us to deliver a clinical system to our prison which previously had no computer system at all. This is excellent news for both the healthcare wing and the prisoners," says Peter. "As an immigration centre, they particularly benefit from being able to create templates to record data in a standardised way for the many complex conditions they deal with."



Having the majority of GP practices using the same system has been an advantage to the PCT. Peter explains: "Providing support becomes an easier, more straightforward task. Branch surgeries are easy to configure and practices have the option of investing in N3 VPN software so that they can connect to SystmOne from home securely."

"We encourage practices to share their experiences with others and more often than not, it's the practices that have approached me about changing systems rather than the other way around."

Peter King, Head of IT

South East Essex PCT is not solely focussed on the benefits that integrated IT brings to its IT deployment and support teams. More important are the benefits it brings to the patients. As a patient in the region, Peter has first-hand experience: "Myself and my partner recently moved house and registered with our local GP, who is on SystmOne. With both of us coming from SystmOne practices, our records transferred effortlessly, which meant that when my partner saw the GP four days after registering, her entire patient record was with the GP. She was very impressed." SystmOne's Spine integration also brings benefits to patients. "Choose and Book is so easy with SystmOne," says Peter. "As

it is integrated, our patients are able to leave their GP practice with their UBRN and intended hospital appointment. That's great for them, and for the practice. I don't think it's a coincidence that with the increased uptake of SystmOne, our Choose and Book figures have got better."

SystmOne is a firm success story for South East Essex PCT. The situation today is the result of a strong team of project managers and IT managers, and a system that meets the needs of both the PCT and the healthcare staff using it on a daily basis. Deploying a new system to 55 out of 70 GP practices as well as Child Health, Community and Prison is a huge achievement transforming the way that care is delivered in the region. Head of IT, Peter King, reflects on the PCT's success: "Certainly in South East Essex, we are delighted with the uptake of practices wishing to migrate to SystmOne. In every case it has been the practice's decision to change systems. It came as a complete surprise to me when another supplier accused the PCT of using bullying tactics to make practice's change systems! We, as a PCT, give a very clear message to GPs that if they do not see any business benefit to changing systems then they shouldn't do it."

Communication and sharing of experiences is a great way forward in allaying fears and sharing lessons learned. "Practices always fear that data will be lost in a data

migration," says Peter, "but when they hear from other practices that absolutely no data has been lost in any migration to SystmOne, they are reassured and I think that's the main factor in our success. We encourage practices to share their experiences with others and more often than not, it's the practices that have approached me about changing systems rather than the other way around."

So what advice does Head of IT Peter King have for other PCTs who have a vision of integrated IT? "Project Managers and Trainers are essential to make the process work well. Our Project Manager, Paul Furneaux, is a great asset. He has this unique knack of making the entire process cool and calm, making everything run smoothly and keeping everybody smiling and in the picture as to where they are in the process. Of course, there will always be a CSC Project Manager and a PCT IT representative who visit each site with the Project Team. We also have two dedicated SystmOne trainers who are on-hand to train at any of our SystmOne sites. Behind the scenes, there is the TPP data migration team who we can contact with any queries along the way. I think the best advice I can offer other PCTs is to show their practices the system. We had a large demonstration given by TPP and since then, we haven't looked back."



SystemOne GP data migration, a Practice Manager speaks...



Rochford Medical Practice has a patient population of 7,100, with a staff of 15, including two GPs. Until June 2007, the practice used Vision as their clinical system.

"We wanted to change systems for several reasons," says Lorraine Scroton, Practice Manager. "We weren't receiving the support we needed from our previous supplier, and we wanted to be able to manage the QOF on a daily rather than monthly basis, which we knew would be a huge bonus. We didn't have many people who were computer literate, so we wanted to learn the system from scratch and we needed it to be an easy system to use."

Lorraine says the decision to move to SystemOne was easy: "We saw a demo and were impressed. We liked the system, particularly the QOF management - that was a big seller. The decision to take it was totally unanimous and made before the TPP demo staff had even left the building!"

Any data migration will involve an element of disruption as data has to be checked on the new system to make sure that it is correct and as expected. TPP are experts at data migration because we perform it ourselves without outsourcing to a third party. With tried and tested processes, we can help you through what you might expect to be a stressful time.

Lorraine says, "We were initially daunted by the prospect of the paperwork we thought we'd have to get through, but it was fine. We were kept informed the whole time - we knew what to expect. We kept up with the tasks that we were asked to perform and it wasn't a problem. Everything was reasonable and logical. We followed the process that the team set out. We didn't feel there was lots to do, really. We had to be ready when the team came along to take the data cut, and to do the checking. It was all very easy, very simple and everything went smoothly."

Our experienced team will do all they

can to make sure that you are comfortable with the process, that you know what is expected of you and that you know what to expect from us. "The team that came along were very good and worked really well with our staff."

Relationships are of great importance in a data migration and it is reassuring for practices to know that they can call TPP with any queries or concerns. "The relationship we had with the deployment team was excellent - we knew where to turn and were helped through. On Go Live day, representatives from TPP, CSC and the NHS were with us. They were really good and helped us on the front desks, booking appointments on the new system. We changed over easily with no major problems."

"The TPP trainers are superb," says Lorraine. "They are very patient and good at explaining - they take their time, so you don't feel like an idiot if you don't pick something up first time." TPP works with CSC and the PCT to put a training programme in place before Go Live, so you won't be thrown in at the deep end. TPP trainers were with Rochford for two days, with further training carried out by dedicated PCT SystemOne trainers.

The length of time it takes to complete a deployment will vary from practice to practice, depending on the unique issues encountered along the way. Rochford had their own goal for when they wanted to Go Live: "We made the decision to take SystemOne in April, and we wanted to Go Live before the summer holidays. We went live in June, giving the doctors a good month to get used to it."

Now that they are using the system, Rochford are realising the benefits seen in their demo. Lorraine says, "I like the reporting side of SystemOne - it is updated every day and that's a big, big plus. With the amount of reports that are already set up, you can usually find what you need. We're up-to-date with QOF because we can see who needs what, and we've seen a big improvement in our QOF scores. At the moment we're concentrating

on Smoking Cessation and it's so easy to find missing people, it's wonderful."

Using an efficient system can make a huge impact on the way staff work: "The QOF part of our job is now enjoyable," says Lorraine. "It's good to see the numbers fall. We've got more people involved in QOF now because it is so easy to see what's lacking."

Another benefit for the ex-Vision users at Rochford is the ease with which they can set up appointment rotas on SystemOne. "On the legacy system, it took me ages to put appointments on, it was very time-consuming. On SystemOne, it's simple and is a great help to me. You can also put staff holidays on there."

Just because there's no longer a trainer sitting beside you doesn't mean you're in the dark if you have a question. SystemOne's online help is comprehensive and offers easy to follow step by step guides. "The F1 Help is very easy to understand, easy to follow and easy to work through," says Lorraine.

Rochford Medical Practice's experience shows that many of the myths around system deployment and data migration are just that - myths, and that it is possible to migrate to a new system without the pain and stress that most practices might initially expect. And the result of a smooth move to SystemOne is a team of happier staff using a better, more efficient system, improving their QOF scores, and providing better patient care.

Lorraine's evaluation is conclusive: "The doctors and I now have laptops that are enabled to allow us to work away from the practice. I would recommend anyone to move to SystemOne - I love it."



SystemOne Child Health - "It's moved us forward!"

South Essex Child Health organisation went live on SystemOne in March 2007. Jackie Fisher was the NHS Project Manager in charge of overseeing the move to SystemOne Child Health.

Jackie says, "The PCT decided to use SystemOne because it is the LSP accredited Child Health system under the National Programme for IT in our region. And as there were already a lot of GPs using SystemOne, it made sense that the Child Health service should too so that we would all be using the same system."

South Essex CHS's data migration was a special case, as Jackie explains:

"Before we moved to SystemOne, the Child Health all used one system called Total Care but were operating as two teams, east and west. We wanted to split into two units on the new system and approached TPP to help us work out the best way to do this, which was to import all of the data from our legacy system and then split it into east and west."

"Before we went live, we had a lot of project meetings and demonstrations, then design and configuration sessions to make sure that the system we were going to be using was right for us," says Jackie.

Jackie has this advice for other Child Health services looking to change to SystemOne: "Go and visit another



district, find out what their concerns and issues were and put it into perspective relating to your own area. SystemOne Child Health is great for South Essex CHS - it gets rid of dual entry of vaccinations as the Child Health service can already see what the GP has entered. Also, with SystemOne, we've always got up-to-date addresses so that we can forward records on manually when necessary. In short, it's moved us forward."

Sharing data - supporting GP practices

When a Child Health service or Community service moves to SystemOne in an area already live with SystemOne GP, it is common for GPs to take some time to adjust to seeing data entered by the service in 'their' records.

South East Essex PCT worked pro-actively to alert the GPs to the changes they would see and to educate them to understand the benefits of seeing the Child Health data when South Essex CHS went live.

"We wanted to alleviate GPs' anxiety, so we sent out five or six newsletters to GPs telling them about the changes, and we did a Question and Answer forum," says Jackie Fisher, CHS Project Manager.

"GPs were concerned to begin with about why they could suddenly see all this Child Health data. We had to explain this to them, and also explain that we had agreed with TPP to import 25 years of data. We wanted the older children on there because when they go off to university, they want to know their vaccinations, and GPs often come back to Child Health for that data."

Before going live on SystemOne Child Health, the service came to an agreement to support GPs during the first few months to ensure that both GP and Child Health were happy with the vaccination data being entered. Jackie says, "Now, we've got to the point where we can look at this again and decide whether we only need to support the 15% of GPs who are not using SystemOne."

Jackie concludes: "The benefits of sharing information are great - you have one system that we're all using, and the GPs can see the data entered by Child Health. It's the whole ethos of one patient, one record, which is what the NPfIT initiative is striving towards."

"South East Essex PCT's Head of IT, Peter King, is working on the Community deployment to ensure that users understand record sharing and that any issues are anticipated before causing any problems. "We have had a few teething problems over record sharing, but it's a new concept to most people so that is inevitable, but I certainly haven't had any complaints. On the Community project, we have engaged with a SystemOne GP who is working with us to flag any issues that we need to work on in order to try to make sure that issues of GPs seeing 'extra data' are minimised."



Canvey Island - a completely SystemOne GP community

Canvey Island in the River Thames estuary off the coast of Essex houses nine GP practices, all of which use SystemOne GP as their clinical system.

Leighbeck Surgery was one of the first to Go Live on SystemOne back in 2003. Nearly five years on, practice manager, Christine Vickery, says they wouldn't go back to any other system: "Over the years, SystemOne has progressed a lot and now covers so many more areas of functionality including Choose & Book, which is excellent. We'd be completely lost without SystemOne now."

With all the practices on the island using SystemOne as well as the majority of other GPs in the PCT, and the local Child Health unit, with the appropriate access rights, the amount of patient information available is immense. Christine says, "Sharing information is the main benefit of SystemOne to us - if a patient changes GP surgery within the PCT, we've got their information there. We haven't got to add all their information to the computer - it's so much easier and

saves us a lot of time, which is what we need. It's ideal, really. And having child health information is a good idea too - the information's all there."

Having other practices using the same system nearby means that if one of them has a question about how to do something, or best practice, they can consult each other. "We swap information with other practices locally," says Christine, "being on the same system benefits all of us."

There is also another advantage to being linked by a secure central system - communicating within SystemOne. Christine explains: "If we need to notify the other local practices of something, we can do so discreetly through SystemOne notifications. For example, if we know of a problem patient attempting to obtain prescriptions, we can circulate a notification and cascade that information through the practices, without doing it in an obvious way over the phone."

Practice Manager's Advice

Christine Vickery, Practice Manager at Leighbeck Surgery, Canvey Island, has this advice for other practices thinking of changing systems:

"Have a look at SystemOne and compare it with what you've got. Give it a try and you will see its advantages. Maybe have two or three demos - it's important to see the system in full flow and to see how you would perform your everyday work. You could also go and see it in use at another practice.

"SystemOne is easy to use and TPP provides you with idiots' guides to using it which are very useful. We can vouch for the PCT trainers in South East Essex - they're very good. Our staff are all happy using SystemOne and the contact we've had with TPP has all been good. My advice is to have a look!"

A special GP service - supported by SystemOne

The Special Allocation Scheme provides GP care in South East and South West Essex PCTs for patients who have been removed from their GMS/PMS surgery for violent, aggressive, threatening or intimidating behaviour. Patients are placed on the scheme for a minimum of a year, during which time they are provided with GMS services by an allocated GP in a secure location.

For this scheme, confidentiality is crucial. Staff working at the scheme operate under pseudonyms and the only face-to-face contact the patients have with staff is with a GP during a consultation. A central system is important in operating this scheme, as the Special Allocation Scheme manager explains: "SystemOne allows all the information on our patients to be accessed from multiple locations, which is vital as the GPs do not work from the same building as the admin staff, and patients are also seen

separately. SystemOne allows users access to up-to-date patient records as necessary wherever they are."

SystemOne also allows users to communicate with each other despite not being in the same physical location. "We can put alerts on patient records which are displayed as soon as the record is retrieved, wherever the user is."

For a service dealing with marginal patients, SystemOne's prescribing functionality comes in very useful: "We can use SystemOne to track prescriptions - we can see and search all the issues the patient has had," says the manager.

Repeat dispensing on SystemOne means a patient can be given all of their repeat scripts at one time, which they can then give to the pharmacy, saving them returning to the GP for each repeat. Future Issues allow users to

print out prescriptions for regular medication in advance, saving administration time. This is useful for patients whose medication needs to be very tightly controlled.

Despite being a secure unit, users of SystemOne at the Special Allocation Scheme are still part of the wider SystemOne community. SystemOne Chatrooms provide users with a forum for discussing the system, offering development ideas and sharing best practice.

The Special Allocation Service went live on SystemOne in November 2005. The manager says, "The system is very user-friendly and you can pick things up as you go along. All the contact I've had with the TPP helpdesk and trainers has been good. Whenever I have contact the helpdesk, my query has been dealt with quickly and efficiently."