

Frequently Asked Questions

Is SystemOne easy to use?

Yes, SystemOne is a Microsoft Windows based clinical system and is designed to be very intuitive and easy to use. One of the key aspects of SystemOne is the level of configurability available to end users that allows services to configure SystemOne to fit their specific needs. SystemOne contains a fully integrated comprehensive help function that is available to all users for all parts of the system. The SystemOne help function is reviewed and amended on an ongoing basis to keep it up to date. As part of your SystemOne deployment you will receive comprehensive training on all parts of the system to enable you to streamline your day to day tasks.

Why doesn't SystemOne integrate with my current applications such as Docman, Front Desk and Contract Plus?

SystemOne's core functionality is extensive and includes a fully integrated document management system with OCR and workflow. It also has integrated appointments, dispensing and reporting solutions, all of which are available to you at no extra cost. TPP also has a broad range of integration partners and are dedicated to working with other forward thinking companies within the healthcare sector. TPP's integration strategy means that SystemOne has the ability to link up with the latest healthcare technologies through an open API that provides the ability to integrate into SystemOne. For a full list of partners visit: www.tpp-uk.com/partners/partners.htm

Will we lose our current links with the local hospital?

No, SystemOne is fully integrated with Orion, Sunquest Information Systems (formerly Anglia) and Indigo 4. This provides practices with vital links to and from the hospital for pathology test requesting and results, radiology and electronic discharge letters. TPP is always happy to investigate further integration with any hospital system.

How is SystemOne developed? Do we get a say?

Yes, TPP operate an agile approach to the enhancement and development of SystemOne which is intended to ensure that it is updated in accordance with end user needs and national initiatives. SystemOne's end users primarily drive system development by logging development requests directly with the TPP Helpdesk. The development requests are then approved, prioritised and implemented by our development team. TPP staff attend local user groups, functionality workshops, demonstrations and training sessions and also monitor the SystemOne chatroom to collate user feedback on future system developments.



Why change when we are happy on our existing system?

The NHS vision is to provide an accurate record of patients' care, accessible and available regardless of care setting and so any health professional can enter information. The only way to fulfil this vision is through a centrally hosted solution. As the market leaders in hosted clinical systems, SystemOne is the obvious choice to make this transition with. By taking the opportunity to view a SystemOne demonstration, lasting approximately 2 hours, all practices can make an informed decision regarding their clinical system.

Is SystemOne accredited for GP2GP transfers?

SystemOne is fully accredited for SystemOne to SystemOne transfers. To date, we have conducted over 18 million of these data transfers. SystemOne is currently going through testing with CfH for accreditation to enable direct transfer of patient records between SystemOne and other clinical systems. The accreditation process has taken slightly longer than we would like because SystemOne uses a more up to date version of Read codes (CTV3) than our competitors.

We have heard that SystemOne is an undeveloped, unproven solution. Is that true?

No, SystemOne is a very mature clinical system with advanced functionality and hosting capabilities. SystemOne has been continuously developed with substantial clinician input and has been operational as a single, remotely managed solution for over 12 years. It is currently in use by over 1,400 GP practices and has been deployed by over 50 PCTs for Child Health and Community Services. To date, SystemOne hosts 18 million patient records and has over 70,000 users. This makes SystemOne the most proven and mature hosted system available on the market today.

At the moment, we prefer to host our own data on-site. What are the benefits of being centrally hosted?

All SystemOne data is held in a secure data centre connected to the NHS Network. SystemOne has both a primary data centre and a secondary disaster recovery data centre. Healthcare services using SystemOne no longer need to worry about local server maintenance, nightly back-ups and software updates. TPP centrally manages all upgrades and maintenance remotely, allowing practice staff to focus on patient care and managing their practice effectively. One of the major benefits of using a centrally hosted solution is that all the records are stored on a central server. So, if a local site is destroyed, burgled or is inaccessible for any reason, e.g. flooding or fire, the patient data is safe because it is held securely in a data centre.

Is it true that because SystemOne is centrally hosted, our patients' records can be accessed by anyone?

No. SystemOne is accredited to Connecting for Health (CfH) standards. All patient records on SystemOne are stored on a single, centrally managed database to enable integrated patient care. All data is protected by robust application security which maintains a traditional approach to ownership of, and access to, patient records. Access to SystemOne is based upon Role Based Access Control



(RBAC), which has been fully accredited by CfH. This means that only authorised users with a legitimate professional relationship can view patient records.

7 I have heard that performance and availability is a common problem with hosted systems, is this true?

No, not with SystemOne. As SystemOne is centrally hosted, performance and availability are key to our core operation and are therefore our highest priorities. Our performance is subject to very strict service level agreements imposed by Connecting for Health (CfH). SystemOne has been centrally hosted for 12 years, during which we have continually streamlined all of our processes to ensure that our users receive a fast and reliable system. SystemOne always aims for 100% availability - full stats can be found at the following website:

www.connectingforhealth.nhs.uk/newsroom/statistics/availability

7 Can you connect to SystemOne remotely?

Yes. SystemOne can be used remotely on a laptop, tablet or home PC; all that is needed is a wired connection to N3 or a wireless connection via a secure VPN token. SystemOne can also be used on PDAs via a store and forward solution where notes can be entered offline and updated when back at the practice.

7 If I move onto SystemOne, will other clinicians enter incorrect information into my patients' records and will this affect QOF?

One key benefit of SystemOne is that it allows fellow carers across a variety of healthcare settings to access (with the required consent) and supplement patient records with appropriate clinical data in support of shared care. In the majority of cases QOF has been enhanced by the input of data from other clinician's caring for the same patient. Within SystemOne, data entry can be controlled through the introduction of protocols and templates. Staff can be restricted to Read code formularies to ensure that they are consistent with the information entered into the patient record. Current mechanisms exist within SystemOne to allow users inspect and retrospectively challenge data quality and integrity with the clinician that has entered the information.

7 Will data migration negatively affect our current GP QOF figures?

No, many practices consistently demonstrate excellent QOF performance following migration to SystemOne. In fact, GP practices usually achieve an increase in points as a result of pre-migration data quality checks which can be verified during the data checking process.

7 Will we be without a clinical system for a week during cutover?

No, TPP are able to offer a reduced cutover period to practices, in many cases this has been cut down to as short as 2 days. TPP also have supporting documentation to help practices minimise their workload during their cutover period.



7 How much data should we expect to lose during migration?

None, TPP transfer 100% of practice data during a migration over to SystemOne. TPP have an established and proven track record of accurate and complete data migration from all major clinical systems. The in-house data migration team at TPP have over 10 years of experience in migrating data over to SystemOne and follow a rigorous process to ensure that all data is migrated accurately. No unit will Go Live on SystemOne until they have checked their data and confirmed that they are happy to sign it off.

7 We've heard the PCT decides what clinical system we use, is this true?

No, all practices have the right to choose which clinical system they would like to use. Government initiatives such as NPfIT and GPSoC have been put into place to ensure that the leading clinical systems are available with central funding, to all GP practices in England.

7 How will SystemOne support the initiatives proposed in The White Paper: 'Equity and Excellence - Liberating the NHS'?

The initiatives proposed by the white paper are still in very early stages and the future direction of the NHS remains uncertain; however, from the information that has been released so far, TPP feels well placed to cope with any changes and challenges that may arise. The white paper's focus on integration and communication across services is something that has already been achieved by TPP. Core functionality, like the ability to share rotas and templates, will aid our users when GP consortia become the norm rather than the exception and existing consortia-level reporting makes sharing data an easy task.

In short, SystemOne already fulfils the majority of initiatives outlined in the white paper and as it is a constantly evolving system, new functionality can easily be implemented to reflect any new NHS legislation. By working closely with integration partners including telehealth providers, SystemOne remains completely interoperable, facilitating initiatives such as Transforming Community Services.

If you would like a demo of SystemOne please call our Customer Relations team on 0113 20 500 83 or email enquiries@tpp-uk.com. You can also visit our website, www.tpp-uk.com for more information.

