

Hester hits 40

TPP co-founder, Frank Hester, celebrated his 40th birthday on 26th April 2006 and would like to thank all those who sent him their good wishes. Everyone at TPP wishes him many happy



returns and many more successful years working with SystemOne.

Room to talk

TPP's new suite of meeting rooms is now fully operational. Five meeting rooms and conference facilities now allow TPP to host large events. Glass walls, and comfortable, contemporary



furniture makes for a functional and informal space in which ideas can flow.

Head-to-head

TPP and Accenture's first ever 11-a-side football match resulted in a democratic 1-1 draw. Scorers were Luke Tremlett from TPP's Imports team and Simon Tottman from Accenture's Marketing team.



Side-by-side

Accenture and TPP staff are spending time at each other's offices. Sarah Chaplin, TPP Support Analyst says, "I enjoyed it. It's important to know how Accenture works." Tracy Hammond, Accenture Service



Desk Shift Lead, says, "The opportunity to meet TPP's teams and understand how they interact was useful."

hints, tips and workarounds

SystemOne's performance is constantly being monitored. When there's an issue, we work quickly to rectify it. But what can you do if you notice a performance problem?

To see if performance problems are specific to your unit, select 'System>SystemOne Performance' from the Main Menu and click 'Refresh'. This screen shows how your LAN (Local Area Network) is performing, compared with the national average performance. To view a list of the PCs that have been used to calculate the figures for your local network, click 'Who Does This Include'.

Running slowly?

Send us a slowdown report by clicking the lightning icon at the bottom of your screen. Do this as soon as you notice SystemOne responding slowly so that we have the most accurate and up-to-date information to work with.

What sort of hints and tips would you like to see here? Do you have any tips that would be useful to others?

Let us know by emailing beth.daley@tpp-uk.com

Running slowly persistently?

These problems should always be highlighted. We can investigate and monitor your unit with the aim of identifying the cause and working with you, and any additional parties, to resolve it.

How can you help SystemOne to run faster?

- > Don't use the Internet unnecessarily.
- > Don't play music through your PC.
- > Have as few applications as possible open on your PC at one time.
- > Make sure your PC desktop settings are the default options, as more complex options slow down your computer.
- > Make sure your hard drive is defragged.
- > Make sure Windows is up-to-date.
- > If in doubt, ask your IT team to give your computer a health check.

welcome

Welcome to Issue 2 of TPP Times. This month, we're telling you what's going on with the 2006/07 QMAS refresh, introducing you to our project

managers, and finding out what you think about the new Patient Home screen on SystemOne. We're also telling you about the SystemOne Patient

Self-Arrivals functionality. We want this newsletter to be interesting and of use to you, so if it isn't, let us know!

SystemOne supports QMAS 06/07 update

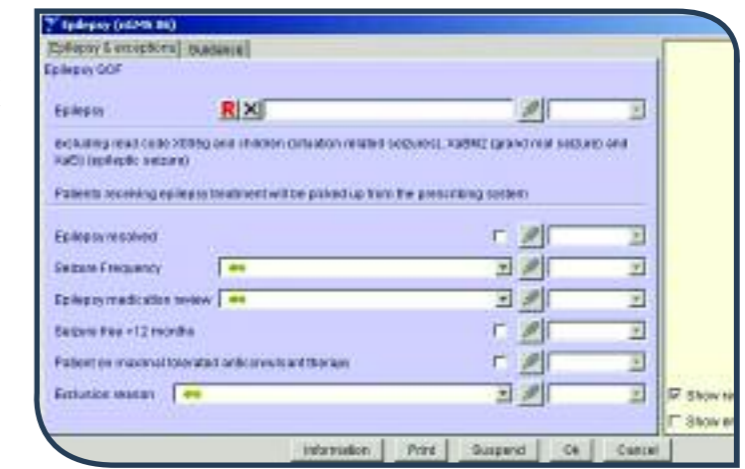
Major changes are being made to QMAS as NHS Employers and the Department of Health are updating the GMS Contract. TPP wishes to reassure users that SystemOne is fully compatible with these changes.

All changes in QMAS and QoF need to be reflected in SystemOne and TPP is working hard to ensure that users see as little disruption as possible while the review is taking place.

TPP has released new data entry templates reflecting the 2006/07 changes. Templates for the new quality

areas of obesity, depression, chronic kidney disease, palliative care, dementia,

Add the new templates to your clinical tree - find them in the 'GMS Templates' folder.



learning disability and atrial fibrillation have been available since April.

All templates show the codes prescribed within the latest Business Rules.

New reports have also been published providing quick access to the disease registers and the 'work to do' groups.

These can be found by selecting 'Reporting>Clinical Reporting' from the Main Menu, and selecting 'System Wide' then 'nGMS 06' from the tree.

Stage two of the review is upgrading QMAS. Until this is complete, we are unable to show practices' performance under the new QoF areas. The NHS Connecting for Health website states that the review is expected to be completed in the autumn.

For more information see: www.connectingforhealth.nhs.uk/delivery/programmes/qmas/ and www.primarycarecontracting.nhs.uk/145.php

What can I do now?

SystemOne users can use the 10 new templates and 67 new reports to help monitor their performance. The templates can be copied and amended to create unit-specific versions.

And then what?

When the new QoF Indicators and Business Rules have been finalised, they will be sent to TPP. TPP will then be able to develop the appropriate software, which will be tested by NHS CFH before being released onto SystemOne.

Will I lose QoF points?

All SystemOne users have access to the Read codes required for the nGMS refresh of the QoF. These can be found in the new GMS Templates. Therefore, we do not envisage our GPs losing any potential QoF points.

How do I find out what's going on?

We will keep users up-to-date via SystemOne Status Messages. We are working hard to ensure that the most accurate information is always available.

say hello to tpp's project managers

Each issue, we're introducing you to one of our teams here at TPP. This month, we present our project managers, Helen Springer and Jo Leslie.

Project Managers are integral to TPP, being involved in anything and everything that goes on in the company.

"The biggest thing at the moment is deployment," says Jo.

"But we're also involved in planning future developments for SystmOne, in recruitment, and in overseeing anything that's happening in the company - making sure that TPP is focusing on the right things."

You need to be organised, be able to work under pressure and be able to do lots of things at once

Helen continues, "I'm responsible for all of the GP practices migrating onto SystmOne, whereas Jo deals with all the Child Health and Community deployments."

What does it take to be a TPP Project Manager?

"Efficiency and energy," says Jo, "and you need to be able to spot when there's a problem and be motivated to sort it out."

Helen adds, "You need to be organised, be able to work under pressure and be able to do lots of things at once."



Jo Leslie

Jo lived in France from the age of 8 to 16. She returned to the UK to do A-levels and to study Linguistics at Cambridge University. From there, she moved to Leeds and TPP.

"I enjoy my work: it's always a challenge, there's always something to do and something to learn. One of the first projects I was involved in was getting ETP live. This was exciting as SystmOne was the first system to send an ETP message. It's also great to see each unit Go Live - there's a sense of achievement every time."

At TPP, it's easy to see the reason behind what you do - you know why you're doing what you're doing and what it's going to achieve."



Helen Springer

Helen is originally from Horsforth, Leeds, but went to the University of Birmingham to study Law with French. She then spent a year working in Japan as an English teacher, before returning home to start her position as a Project Manager at TPP in January 2005.

"I'm never bored at TPP. It changes every day and keeps evolving. I get a lot of satisfaction from the number of practices Going Live on SystmOne. It's nice to work at TPP because you can make a difference in a short period of time."

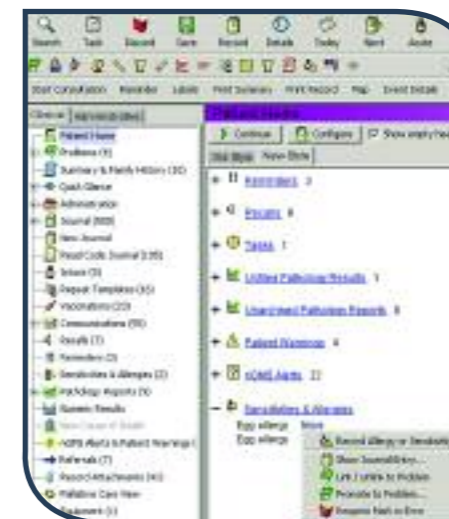
in the pipeline

users shape patient home screen

In SystmOne's release on 5th April, a new version of the Patient Home screen was made available. Many of you have sent us your comments and suggestions about the new screen and TPP is taking all of them into consideration.

We want to make the new Patient Home screen as useful and user-friendly as possible before removing the old-style version.

So, if you want to make a difference, send us your suggestions via SystmOne Chatrooms.



So far you've told us that:

- > You like the new screen
- > The layout is better
- > It's much clearer
- > It's easier to use
- > The linkage of the Pathology results is easier
- > You like being able to see the appointments details
- > You think users will now be able to pick up on outstanding issues more easily
- > The reminders are clearer

You told us that you would like to see:

- > The unarchived pathology reports layout made clearer
- > Whether pathology results need to be seen by a GP or a nurse
- > Abnormal pathology results and allergies in red type
- > Dates for unarchived pathology reports and allergies
- > Dates and names for tasks and reminders
- > The GMS alerts layout made clearer

We value your feedback and aim to incorporate as many of your suggestions as is possible but cannot include everything and do not guarantee all suggestions published here will be included in the final version of the Patient Home screen.

release roundup

All these changes have been released and are documented in SystmOne change messages but in case you missed something...

[New icons in the journals indicate the contact method of an event.](#)

New keyboard shortcut! Press Ctrl+N for Scanned Images.

[Navigate the patient record with the keyboard - no need to click on the patient tree.](#)

New menu! The Setup menu replaces the Administration menu. It contains the same links but in a clearer, more organised way.

[Control how and when you want patient warnings to appear.](#)

Users can no longer amend their own organisation type.

[CHS reporting - breakdown results by CHS registration status.](#)

Attach a problem header to a referral.

[New prescribing calculator - works out issue duration or quantity.](#)

New screen for Child Health users! Find the 'Missing Details Report' on the 'Reporting' menu.

meet a director

tpp history

Joined as an Analyst. I have worked in various areas of the company throughout my TPP career and became a director in December 2005.

role

Trouble-shooting - when people are struggling to deal with a tricky issue, I get involved and help to work out a suitable solution. I also liaise with Accenture on numerous areas such as contract negotiations and verification to ensure that we are working together and acting as one team.

ambition

To visit an island called Vahini, which is near Tahiti.

family

I live with my fiancée, Katie.

worst tpp moment

Working on our first ever Child Health data migration project was very stressful. It was new and difficult for all of us and was a real learning experience.

best tpp moment

When that first Child Health project went live successfully.

I'm also very proud of the fact that the company has more than quadrupled in size since I joined. It's nice to watch it expand and to move up the ranks in the process. It's been a great opportunity for me.



Neil Toner

qualifications

BA Honours degree in Business Studies from the University of Central Lancashire.

practice profile



We need you!

Each issue, we'd like to tell the SystmOne community about what's going on at our practices and units.

This is a chance for you to broadcast your news to other healthcare professionals. Perhaps one of your staff members deserves a moment of fame for the hard work they've been doing, or you want to shout about your unit's achievements either in the workplace or out of it.

Maybe you've been raising money for charity or helping the local community in other ways. Perhaps you'd like to use this space to announce a new partner at your GP practice, or the retirement of a colleague.

Whatever your news, use this space to share it with the ever-growing SystmOne community.

Just email beth.daley@tpp-uk.com. Before you know it, your news could be being read across the country!

focus on

one million ETP transactions on SystmOne

Each issue, we'll be focusing on a subject which we think will be of interest to you. This issue, we're celebrating reaching a milestone.



SystmOne users have notched up over one million ETP transactions.

In February 2005, TPP became the first GP supplier to become ETP-compliant, the first to deploy ETP to a GP practice and the first to send an ETP message successfully.

TPP is proud to have reached the one million transactions milestone.

A spokesperson for TPP's programming team, specialising in Spine, says, "We've come a long way with ETP. We were proud to be the first supplier to send an ETP

message. For that one message to multiply into one million messages is incredible.

With more units moving to SystmOne, more people will be able to take advantage of ETP. We recorded 200,000 transactions over the last month, and that monthly figure is constantly increasing."

TPP is working closely with the NHS to help achieve the Connecting for Health vision. The integration of ETP into SystmOne demonstrates that TPP is responding to requirements and delivering results.

what is ETP? your questions answered

Q. What is ETP?

A. ETP is the Electronic Transmission of Prescriptions. ETP is a service provided through Spine, along with the Patient Demographic Service and Electronic Booking Service.

Q. What is the benefit of ETP?

A. ETP is being implemented in stages by NHS Connecting for Health. By 2007, every GP surgery, community pharmacy and other dispensers will have access to the service. When it is fully implemented, paper prescriptions will be largely redundant. Patients will not need to make an extra trip to the surgery just to pick up a prescription. Pharmacists will access the prescription information directly from Spine and be able to submit it to a reimbursement authority.

Q. Why are prescriptions sometimes printing with a barcode?

A. If your unit is ETP-enabled, when an ETP drug is prescribed the prescription will print with a barcode on it.

Q. What is the barcode for?

A. A pharmacist scans the barcode to retrieve prescription information from Spine. This saves time and increases safety and accuracy as the information does not need typing into their computer system.

Q. What information does the barcode contain?

A. The barcode acts as a unique reference number and contains information about the drug being prescribed. It does not contain patient information.

Q. Can a patient issued with two prescriptions take the barcoded one to a pharmacy to receive all of the items?

A. No. The barcode only contains information about the drugs specified on that prescription. The patient needs to take both of the prescriptions to a pharmacy to receive all of the items issued.

Q. I have never seen a prescription with a barcode on it, but it sounds like a good idea, what can I do?

A. If your prescriptions never print with barcodes, it is likely that your unit is not Spine-enabled. If you think this is the case, please contact TPP.

For more information on ETP, go to <http://www.connectingforhealth.nhs.uk/eps/etpdoc.html>

are you using

patient self-arrivals?

SystemOne is a large system and when time is tight, it can take a while to learn what all parts of the system do. On this page, we'll be showing you some of the features that might have passed you by.

Several users have contacted TPP asking us to develop a Patient Self-Arrivals function on SystemOne. Good news - it already exists!

SystemOne has an inbuilt Patient Self-Arrivals system available to every unit without any further updates or installation of any extra software. Patients use a touch screen or mouse to enter their details. The system then marks them as arrived and alerts staff at the unit.

Why use Patient Self-Arrivals?

- > It's easy to set up.
- > It's easy to use.
- > It frees up receptionists' time.
- > It increases patient confidentiality as there is no need for patients to announce their names and who they're visiting.
- > The lettering and buttons are large and clear.
- > You can change the settings so that patients receive the right instructions once checked in.

How do I use Patient Self-Arrivals?

All you need to do is set up a screen in your reception area. TPP recommends you use a touch screen for ease of use. For security reasons, make sure that patients cannot access the computer keyboard.

Log on to SystemOne and select 'Reception>Patient Self-Arrivals' from the Main Menu.

The rest of SystemOne can only be

reactivated by pressing Alt+F4 and entering your password or Smartcard PIN.

Patients can ONLY access the Patient Self-Arrivals screen.

To alter the Patient Self-Arrivals settings, select 'Reception>Reception Settings' from the Main Menu, then select 'Patient Self-Arrivals' from the tree. From here, you can control what is displayed on the Patient Self-Arrivals screen.

What if a patient enters the wrong information?

The information a patient enters is checked against the booked appointments. If the information does not match, patients will be redirected to reception, where the receptionist can check them in as usual. If a patient makes a mistake, they can press the 'Clear' button and start again.

How much does it cost?

The functionality is already available on SystemOne - you do not pay to use it. The only cost you will incur is if you wish to install a touch screen.

TPP regrets that it cannot offer advice on makes or suppliers of touch screens. We suggest that you contact your local IT helpdesk for this information.

If you are interested in Patient Self-Arrivals, you may also be interested in SystemOne's Patient Call and Display Boards functionalities. Log on to SystemOne and press F1 for more information.



what's new?

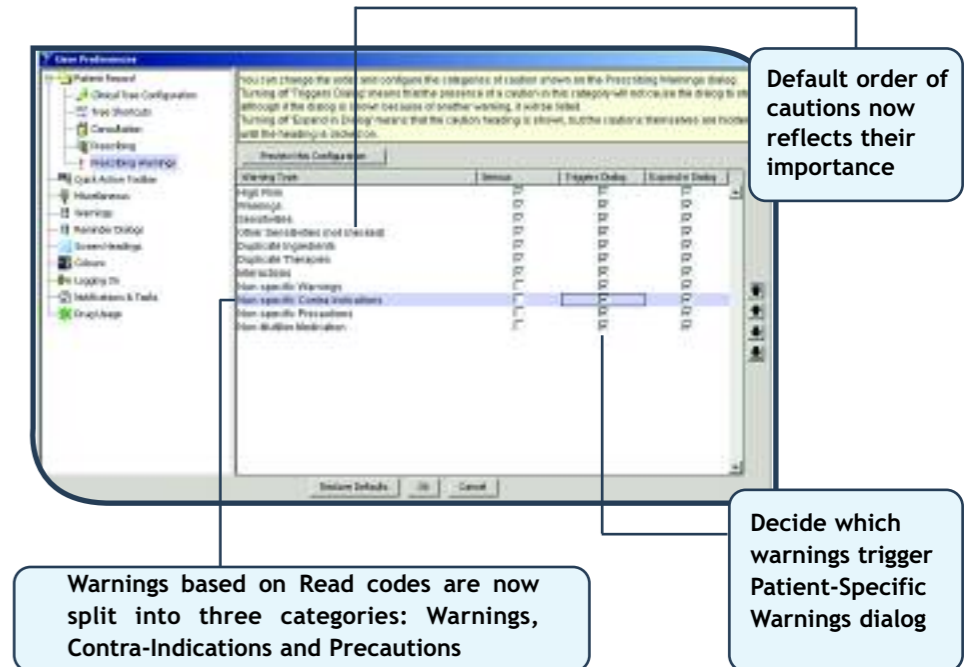
This page highlights the changes we think you'll find most useful from recent software releases.

clearer prescribing warnings

Prescribing warnings have been improved so that the wording is clearer. And you can now use the 'User Preferences' dialog to configure which warnings trigger the Patient-Specific Warnings dialog.

Note: TPP recommends that users avoid changing the Prescribing Warnings from the default settings unless they are absolutely sure that they need to do so.

For more information search SystemOne changes for changes containing 'prescribing warnings'.



improved choose and book dialog

We've made the Integrated Choose and Book Referral dialog more user-friendly and introduced some new features.

Also, the 'National Clinic Type List for Choose and Book' has been incorporated into all types of new referrals as the 'Service/Treatment Requested' drop-down list.

See this list at <http://www.chooseandbook.nhs.uk/staff/reference/directoryofservices/clinic types>

For more information search SystemOne changes for changes containing 'choose and book'.

