

welcome

Welcome to Issue 29 of TPP Times. This month, we announce that a SystemOne project has been shortlisted for a prestigious award, and we have news

about the SystemOne service which will allow patients to manage appointments, order repeat prescriptions and self-register via the internet.

We also look at some great new developments in SystemOne including

multi-lingual support for the Patient Self-Arrivals screen.

As ever, if you want to comment, or have a story you think we should include in TPP Times, email beth.daley@tpp-uk.com

SystemOne St Barnabas Hospice project shortlisted for Computing Award for Excellence 2008

In TPP Times 28, we reported on St Barnabas Hospice which cares for people who are living with a life-threatening illness across Lincolnshire.

We are now proud to announce that this project has been shortlisted in the 'Community Project of the Year' category of the Computing Awards for Excellence 2008.

Described as the 'Oscars of the IT Industry', the Computing Awards for Excellence are the most sought after awards in the industry and reward people for that very word, 'excellence'.

Representatives from TPP and from St Barnabas Hospice will be attending the awards ceremony at Battersea Park Arena on November 5th.

The other projects shortlisted in the same category are:

- Bullying UK - Click, create & print
- City of Bradford Metropolitan District Council - SmartAssist
- e-Learning Foundation - Great Ormond St Hospital project
- Liverpool Direct & BT - Telecare
- Solihull Community Housing - Leased lines in the sky
- University of Liverpool & OcibusB2 - Community Grid
- Voluntary Services Overseas - VSO matching system



Darren Holmes is the ICT Manager for St Barnabas Hospice. He is responsible for managing, installing and supporting IT across all the hospice's sites. Darren says, "I'm thrilled with the news that we've been shortlisted for this award."

St Barnabas is a registered charity and a non-NHS organisation, which operates from eight sites. Darren says, "That makes providing a cost-effective, well supported IT solution quite difficult. Historically, it's been extremely difficult for independent hospices to connect to NHS systems. We don't have a permanent N3 connection or the level of support that other organisations have from the NHS."

Darren continues, "It's great to have been nominated for this award, but to have been shortlisted is even better."

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TPP would like to thank everyone involved in the work with St Barnabas and the SystemOne Palliative module. We are delighted that this is getting some recognition in the wider IT industry. And we wait with bated breath for November 5th.

For more information on the Computing Awards for Excellence, go to www.computingawards.net

up close & personal

factfile Dan Adams



Age: 23

Job: Clinical System Analyst

Home town: Barnsley

Marital Status: Living with girlfriend

on work and TPP...

Employment History:

I joined TPP two years ago. I'm a CSA, specialising in Community, Out of Hours, Palliative and Diabetes. As well as working on the helpdesk, I'm out of the office quite a lot meeting users, and attending user groups. I'm also involved in verification, which is making sure that the practices that have gone live very recently are happy with SystemOne.

Before working here, I did lots of random jobs as a student, including being an extra in Emmerdale, and in a film set in the Second World War - complete with gas mask and Brylcreem!

Education:

I have a degree in History from the University of Leeds.

Tell us about an ideal day at TPP:

The days I like best are when I'm in the office to begin with, to check calls and emails, and then out in the afternoon to meet users. I enjoy building relationships with people, finding out

how different PCTs are getting on and providing what help and advice I can.

When are TPP Times readers likely to meet you?

As I'm out and about quite a lot, it is quite likely that users will meet me. I go to user groups and PCT meetings, and of course, they might speak to me if they call the helpdesk.

What do you like about your job?

Meeting users face to face. I think when you do that, you can get a lot done. I like being productive and solving people's problems. This job is completely different every day - I've never been close to being bored. The system is constantly being developed and so I need to keep up with it and keep assessing how the changes are going to affect users. I like the variety of the job, and being kept on my toes.

personal stuff...

Hobbies:

At the moment, I'm doing lots of running. It's always been the thing I couldn't do, I've never had the willpower. Now, I'm building up and getting better at it. The aim is to do the Leeds Half Marathon next year. Apart from running, my girlfriend and I do a lot of cooking. I don't have a signature dish but she does - paella. It's lovely!

Ambitions:

At work, it's to keep getting out and meeting as many users as I can, and doing my best to help them out. Personally, I'd like to go to Egypt soon - I went as a student but didn't have enough money to do all the things I wanted. I really want to see the Pyramids.

Last CD bought:

Forth by The Verve

Best holiday:

The time I went to Egypt. We went quad biking in the desert and drove to an oasis with a shanty town beside it. There was gold dust (fool's gold) in the sand. It was very surreal.

What annoys you?

Things that don't do what they're supposed to do! Like my mobile phone, which keeps cutting out when I'm ringing people.

What makes you smile?

Everything! I smile most of the day. I think seeing other people smile and being happy spurs me on to be happy.

What did you want to be when you were little?

A palaeontologist. But they didn't do a GCSE in it so I had to do history instead.

If you could have dinner with anyone at all, who would you choose?

My granddad. He died last year and we were close, so I'd love to have a chat with him. If it was historical figures, I'd have dinner with Hitler, Stalin and Churchill - I think that'd make for an interesting conversation.

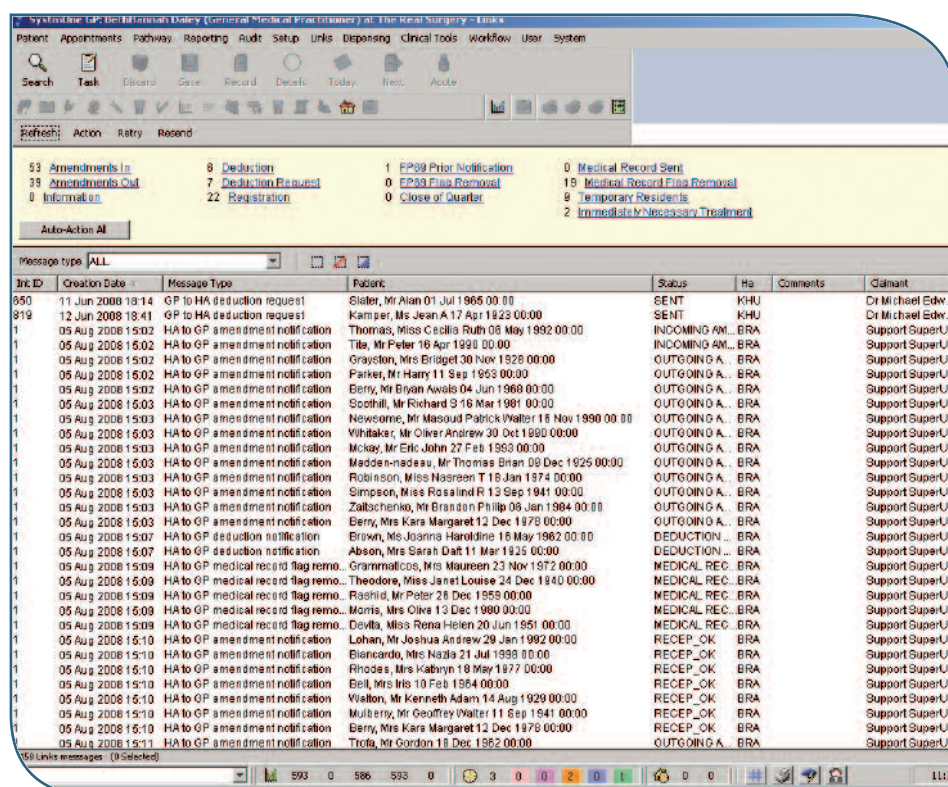
What do you consider your biggest achievement?

When my granddad died, I spoke at his funeral on behalf of the family. That was extremely difficult and I'm very proud of doing that. Otherwise, I'm generally very proud of where I am now. I'm pleased with where I am in my job and my personal life - it's all coming together nicely!

top helpdesk queries

Welcome to the second in our series of features on the top helpdesk queries received by our team of Clinical System Analysts (CSAs). This issue, we're looking at dealing with EDI messages (Links). Don't forget, if you have a 'How To' query about using SystmOne, you can call your local helpdesk, or, if you went live in the last 60 days, you can call our CSAs directly on 0113 20 500 80.

EDI links messages



Our CSAs regularly receive calls about how to process EDI Links messages. As a result, we've looked at the process and implemented new screens to make life easier.

The existing 'EDI Administration' screen will remain in place for users who prefer to continue using it. To use the *New* Links' screen:

1. Select 'Links>*New* Links' from the Main Menu.
2. The messages are displayed. From here you can:
 - a. View and auto-action messages - the yellow box towards the top of the

screen shows a summary of all the EDI messages. Click on a blue hyperlink to see details of these messages. The 'Auto-Action All' button actions any messages that do not need viewing/actioning manually, e.g. 'Amendments Out'.

- b. Select the messages to be displayed - select an option from the 'Message type' drop-down list, e.g. 'ALL', or 'Deductions'.
- c. Retrieve a patient record - right-click on a message and select 'Retrieve Patient'.
- d. Action selected message(s) - use Shift, Ctrl and click the mouse, or the 'Select



who's who - TPP's CSAs

Back row, left to right: Dan Adams, Katie Dowson, Alex Gladwell, Stephen Tucker, Sarah Chaplin, Mike France, Andy Leece.

Front row, left to right: Louis Elder, Tom Hardy, Alison Taylor, Shila Patel, Michael Wilson, Duncan Davids.

All, 'Select None' or 'Invert Selection' buttons to select the messages to action, then right-click and select 'Action' or click the 'Action' button at the top of the screen. Complete any dialogs that are displayed, e.g. the 'Action Incoming Amendment' dialog.

- e. Retry/Resend - select an unactioned message and click 'Retry' or 'Resend'.
- Select 'Links>Search Links' to access a new screen that makes it easier to find any EDI message, actioned or unactioned. You can search by Transaction ID, or Interchange ID, or restrict the search to the current patient record.

To make processing records going to or coming from the HA easier, select 'Links>Medical Records In/Out' from the Main Menu. Select the 'Sending' or 'Receiving' tab. You can retrieve records, print out records, and mark records as received.

top tip

If you receive a fax from the HA about an EDI message, locate the Transaction ID or Interchange ID, then search for the message on the 'Search Links' screen.

in deployment

first practice in West Midlands is getting on well with SystemOne

When CSC took over Accenture's regions of the National Programme for IT, SystemOne gained the opportunity to be deployed to CSC's original region - the North West and West Midlands.

The first GP practice to move to SystemOne in the West Midlands went live in June 2008. Here, the practice manager, Annette Heaney, tells us how they are getting on.

Drayton Road Medical Practice in Longton Health Centre, Stoke on Trent, is owned by private firm, Chilvers McCrea Healthcare, and has 3,200 patients on its books. The practice team consists of a GP, practice manager, practice nurse, nurse prescriber and a four-strong admin team.

Being the first practice not just in their PCT, but in the whole SHA, to move on to SystemOne could be a daunting prospect - did the practice feel any apprehension? "No, it was fine. We were virtually on our own using our legacy system anyway. So that wasn't an issue for us."

This has been useful for Drayton Road, and Annette has been pleased with the service provided: "The team are quick at answering the phone and are approachable and friendly. That goes for the Customer Relationship Managers as well."

When practice staff saw a demonstration of SystemOne, they liked what they saw. Annette says, "The system we were using previously wasn't supporting us as it should. We looked at SystemOne and were impressed - it is easy to use, and has a lot of facilities that our old system didn't have. On our old system, we couldn't rely on the patient searches, but on SystemOne, that's really easy, and the QOF is clear. It's up-to-date and is constantly being developed - it's good that users get to see what is coming in the system." (To see what's in the next release, select 'System>SystemOne Changes' from the Main Menu.)

The practice worked together with TPP and CSC to achieve a successful deployment, as Annette explains: "We were pleased with how the data from our old system was transferred across - the data was of a good quality and the patients didn't notice a thing!"

Other practices in the SHA are watching the progress of Drayton Road carefully. TPP hopes that before long, more patients in Stoke-on-Trent, indeed throughout the West Midlands, will be benefiting from a shared record with SystemOne. Annette agrees that having more practices in the area using SystemOne would be a benefit: "It'd be nice from a communication point of view to have people I know in the area on the same system. If we have a 'How to' question or a best practice query, we can be friendly faces for each other. I'd recommend that other GPs in the area have a look at SystemOne."

Having had a while to get to grips with SystemOne, what do the staff think of it? "Annette says, "We are still learning and will be for a while - we're constantly coming across different things we didn't know it could do."

GP practices are able to speak to TPP directly to resolve any data migration

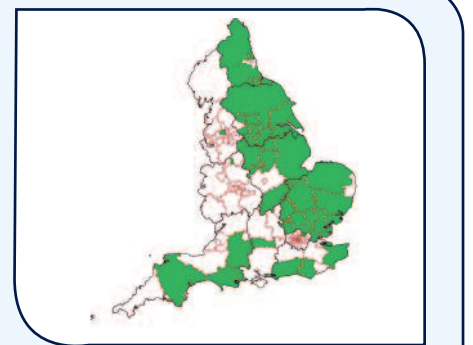
deployment statistics

794 GP practices across the country are live, and a further 100 are in the deployment process

94% of Trusts in the North East/East of England are using/deploying SystemOne Community

84% of Trusts in the North East/East of England are using/deploying SystemOne Child Health

54 prisons across the country are using/deploying SystemOne Prison.



SystemOne GP coverage across England by PCT

hints and tips for the cutover period

A practice's 'cutover period' is the period of time between the date the final back up is taken from the legacy system in order to load it onto SystmOne Live and the Go Live date.

TPP and CSC have a proven process to manage the cutover period experienced by GP practices immediately prior to going live with SystmOne. By following this proven approach, practices can ensure a smooth transition through the cutover period.

If you have any concerns about the cutover period, please speak to your CSC Project Manager. Remember, if you have any issues during data migration, call us on 0113 20 500 82.

Here are some things it is worthwhile considering to minimise disruption:

Prescriptions

Your current legacy system should be used to produce FP10s during cutover. Acute prescriptions should be issued using the legacy system - those issued as part of a consultation will be part of the notes and picked up as part of the manual backfill.

Encourage early ordering of repeat prescriptions by alerting patients to the Go Live details in surgeries.

Where possible, issue repeat weekly/monthly prescriptions in advance of the cutover. In order that you can re-enter repeats, consider how they are recorded - you could either keep the request slip, double print and retain a copy or photocopy the prescription. If possible, create a report within your legacy system of all prescriptions issued between final data extraction and Go Live - this too can be used to help with the backfill.

Referral Letters and Other Communications

Referral letters and any other communications created during cutover should be saved to a secure specified location as well as within the existing clinical system.

If you currently use scanning functionality, scanning onto the legacy system should cease prior to the final data production day - scanned documents should be scanned into a secure temporary folder and imported into SystmOne or retained for scanning post Go Live.

Pathology Links

Process all outstanding electronic results before the final overnight backup is created for the data extraction.

During cutover week, the labs will be contacted to switch the new links on - this will ensure that they are online in time for Go Live when any results generated during the cutover period will be re-sent. Paper results should be received and annotated in place of the electronic version during the cutover period.

Registration Links

During the cutover week, the Health Authority will be contacted to switch the new links on so that any new registrations or deductions can be processed.

Practices should also consider going paper-based on patient registrations up to five days in advance of the final data production day - this will allow the links to be 'cleared down' before data is extracted and minimise the possibility of partially registered patients.

Appointments

Continue to use your existing Appointments system through the cutover period - this ensures an accurate record of all appointments and becomes the list of consultations that need to be entered into SystmOne after Go Live.

Adopt an 'extra' visits book - to capture each and every patient interaction.

For information that cannot be captured in your existing appointments system, consider using a separate log to record the patient's name, NHS number, date of amendment, and any additional information.

Reduce the number of consultation slots during cutover and the number of advance bookable slots after Go Live.

Consider setting aside additional time for data entry after Go Live - GPs will need to adjust to the new system and may require training and additional time during and in between consultations for a couple of weeks.

Consultations

It is recommended that practices continue to record clinical information in their existing system during the cutover period. This means practice disruption is reduced through continued use of normal operations, and the practice maintains a complete historical record of the work completed up to Go Live on their legacy server.

Where possible, run a report through your legacy system to show all data entries between specified dates - this can assist with data catch-up.

focus on

systemonline BOOK REQUEST REGISTER

Not everyone can access their GP practice during its normal opening hours. The new SystemOnline service will help by letting patients manage appointments and repeat medication over the internet.

what is SystemOnline?

SystemOnline is an in-built feature of SystemOne that allows patients to manage appointments, order repeat prescriptions, and change contact details, and enables new patients to self-register on the internet. Use of this service is free of charge to both practices and patients.

Appointment booking

Patients can book and cancel appointments online. They can also view past and future appointments.

Repeat prescriptions

Patients can view and request repeat prescriptions online.

Changing contact details

Patients can record changes to their postal address, phone numbers and email address.

Self-registration

New patients can register their details online and print out a completed GMS1 form.

Benefits for patients

SystemOnline is simple to use and offers patients more flexible options. It is of particular use to busy patients, patients who wish to take care of things outside normal office hours and those needing to urgently book an advance appointment. Patients not on the internet can also benefit indirectly as

a reduction in telephone calls should make the practice more accessible.

Benefits for practices

- SystemOnline brings time and efficiency benefits to the practice.
- Services are available 24 hours a day, seven days a week.
- Reception staff can concentrate on providing an improved service.
- A comprehensive audit trail enables the practice to monitor activity and log-in details can be revoked should there be concern over a patient's use.
- The system has been CFH accredited and is fully secure.

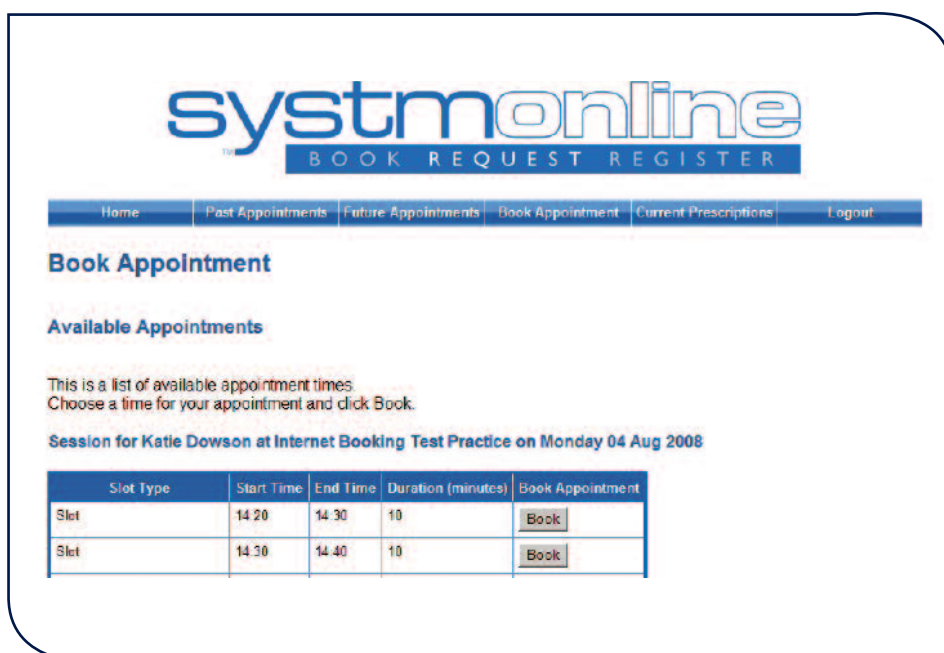
can we use it now?

'SystemOnline has been through thorough pilot and testing phases. It is now available to all users. If you would like to make SystemOnline available for your patients, you may now do so.

how will it work?

1. Contact us to be activated - call 0113 20 500 80.
2. On the 'Organisation Preferences' dialog on SystemOne, specify the services you want to make available to patients.
3. Either add a link to your practice website or publicise the SystemOnline website to patients.
4. Provide login details to patients. Patients must visit the practice to receive login details, as staff must verify that login details are being given to the correct patient. Note: New patients will not need login details to self-register online.
5. Patients log in to the site to view, book or cancel appointments, to view or order medication and to change contact details.
6. SystemOne's appointment screens are updated immediately. Slots booked online will be flagged as such.
7. You will receive Tasks for all self-registrations, cancelled appointments, prescription requests and changed contact details.

more... Full details are available in the F1 Online Help.



systemonline
BOOK REQUEST REGISTER

Home | Past Appointments | Future Appointments | **Book Appointment** | Current Prescriptions | Logout

Book Appointment

Available Appointments

This is a list of available appointment times.
Choose a time for your appointment and click Book.

Session for Katie Dowson at Internet Booking Test Practice on Monday 04 Aug 2008

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
Slot	14:20	14:30	10	<input type="button" value="Book"/>
Slot	14:30	14:40	10	<input type="button" value="Book"/>

the story so far from the pilot sites...

Saltaire Medical Centre, Shipley; Rawdon Surgery, Leeds; and Greenwich Avenue Surgery, Hull, have all been piloting SystmOnline with their patients.

Saltaire went live on SystmOne two weeks before starting to use SystmOnline. Their patients previously used EMIS Access to manage their appointments online.

Catherine Darlington, Business Manager, says, "We had an online service with EMIS and were passionate that we would offer the same level of choice and access to our patients when we moved onto SystmOne. The SystmOnline service has surpassed our expectations. As a pilot site, we've worked closely with TPP and we're really grateful that they have listened and adapted it using our ideas. We think the service is very user friendly, and patients have said the same. As soon as they've picked up their password from reception, they're up and running."

Catherine continues, "We've publicised it in every way possible - front line reception staff, doctors handing out fliers, in our newsletter, linked to our website, on our call board, putting up posters. It's a really easy thing to sell, patients are amazed they can have this level of access. They are generally surprised they can book an appointment even when we are closed. We

are pleased we can offer this amount of access choice."

Rawdon Surgery have used SystmOne since January 2006, but their patients were new to the idea of managing appointments and prescriptions online.

Melissa Dexter, Practice Manager, says, "We wanted to use SystmOnline to improve services to the patients as more and more people are going online and using the internet for a range of things now."

Rawdon Surgery publicised SystmOnline by advertising it on their practice website, displaying posters in the waiting room and including a message about it on their display board.

Melissa says that the initial reaction to the service has been, "very favourable". She says, "It is user friendly, and as the weeks go by, more and more people are registering to use it. The feedback from patients has been good, they say it's very easy to use, and they've got along fine with it."

Greenwich Avenue Surgery have used SystmOne since January 2006. Practice Manager, Sue Thompson, says, "We had online booking with our legacy system, and our patients liked it, so we were anxious to get it back. Now we have, we're very happy with it, we are encouraging patients to use it, and handing out guides when they

register. We have high hopes for the service and think it's a good resource for our patients."

Greenwich Avenue Surgery are pushing the service by putting posters up all round the surgery including in the clinical rooms, printing information about it on repeat prescription slips, verbally informing the patients they think might be interested, and advertising it on their website. Giving out their own practice website address (which links to SystmOnline) has been especially beneficial to the practice as it has led to an increase in use of their own website.

Sue says, "SystmOnline is simple, clear, easy to read and easy to use. The patients like it. We've made all of our advance bookable appointments available on SystmOnline, as well as all our flu clinics and our Citizen's Advice Bureau sessions. We've also had our first repeat prescription order through - it was very simple, it came through as a Task. We actioned the Task and the prescription was issued!"

Sue has this advice for other practices looking into using SystmOnline: "Make sure you make enough appointments available to give the patient a reasonable choice. To begin with, we were worried that appointments would be wasted, but as reception staff can also book into them, that doesn't happen."

patient resources available

Three posters and a patient leaflet are available for you to print out and use to inform patients about the new SystmOnline service.

We also have a letter template that you could adapt to suit your practice and send out to patients.

You can download your own copies of the posters and leaflet from our website: www.tpp-uk.com/gp-systmonline.htm



are you using clinical reporting?


Almost any statistical question you have regarding your patients can be answered by creating a Clinical Report in SystemOne. Here is a quick guide on how to use Clinical Reporting. For more in-depth information, see the F1 Online Help.

Creating a report

When creating a report, it is worthwhile remembering that you will be able to break down the results using a wide variety of options. That means you can create a simple report, but break it down to reveal detailed information.


For example, you could create a report using only one option - e.g. to find all patients with a BP over 120/80. Then you could break down the results by BP item count, percentage of total and coded entries, as well as using any of the demographic details, registration details, event details and risk factor breakdown options.

To create a new report:


1. Select 'Reporting>Clinical Reporting' from the Main Menu.
2. Click 'New'.
3. Enter a Name, Category and Sub-Category for your report - this will help you locate the report at a later date.
4. Select an option from the left-hand tree. The sub-options will be displayed in the right-hand pane. Select the options you need.
5. Repeat step 4 to add other reporting options.
6. Click 'OK'.
7. You then need to run your report - select it and either right-click and select 'Run' or click the 'play' icon button on the tool bar. 

Remember: Reporting builds overnight so any changes made to patients' records today will be reflected in reports tomorrow.


Break down a report

Once a report has been run, it can be broken down so you can see detailed information about it. To break a report down: double-click; right-click and select 'Breakdown Results'; or click the  'break down' button on the toolbar.

You will then see a tree in the left-hand pane. Select the options to break down by and click 'Refresh' or press F5 on your keyboard.

To view patient details, right-click and select 'Show Patients' or click the  'magnifying glass' button on the tool bar.

Create a Favourites list!

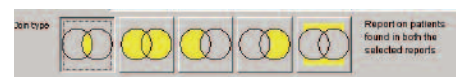
If you use the same reports frequently, why not create a 'Favourites' list? These reports will then be found easily by clicking on the 'Favourites' node of the reporting tree. To make an existing report a Favourite, right-click on it and select 'Add to Favourites', or  select it and click the 'green arrows' button on the tool bar.

Complex reports

If you wish to create more complex reports, using several different reporting options, you can create separate simple reports and then join them.


Reports can be joined in a number of ways, e.g. to include only patients found in all of the reports, patients found in any of the reports, patients found in one report but not another, or patients found in none of the reports.

Joining two or more reports does not affect the original reports, it creates a brand new one. When you run your new joined report, it runs the original reports. This means that any changes made to the original reports will also affect the new joined report.



A joined report can then be joined to another report (simple or joined). In this way, extremely complex reports can be created (such as the QOF Reports).

To join reports, select the reports from the Reporting screen and click 'Join'. Then choose the appropriate options.

To see information about how a particular report has been created (useful for complex reports), select it and either right-click and select 'Show  information' or click the blue 'i' button on the tool bar.

Report queue

If your report is taking a while to return results, it is because lots of users are currently running reports. You can view where your report is in the queue by clicking the 'Report Queue' button. From here, you can see how long your report is likely to take.

TPP is constantly monitoring the reporting system and looking for ways of improving it and making it faster. Look out for change messages telling you of any improvements.

what's new?

multiple languages for patient self-arrivals

It is now possible to configure the Patient Self-Arrivals screen to use any of 17 languages.

1. Select 'Appointments>Appointments Settings' from the Main Menu.
2. Select the 'Patient Self-Arrivals Screen>Self Arrivals Settings' node from the tree.
3. Select the 'Default language' - this defaults to 'English'.
4. Select/de-select the languages that you would like to be available to your patients. Use the arrows to change the order of the languages.
5. Click 'Ok'.

Note that the PC running the Self-Arrivals screen needs the Shruti, Vrinda, Raavi and Mangal fonts installed to use Gujarati, Punjabi, Bengali, or Hindi.

When patients use the Self-Arrivals screen, they will first need to click on the appropriate flag/word for their language. They then proceed as usual, answering the questions displayed until they are checked in or directed to reception.



prescribing with patient group directions

SystemOne now supports Patient Group Directions. These are configurable by System Administrators at SystemOne Trust Reporting sites.

The Department of Health defines Patient Group Directions (PGDs) as "documents which make it legal for medicines to be given to groups of patients - for example in a mass casualty situation - without

individual prescriptions having to be written for each patient. They can also be used to empower staff other than doctors (for example paramedics and nurses) to legally give the medicine in question."

PGDs are set up through 'Setup >Prescribing >Patient Group Directions' by assigning a drug to a staff role and organisation type. The drug can be given

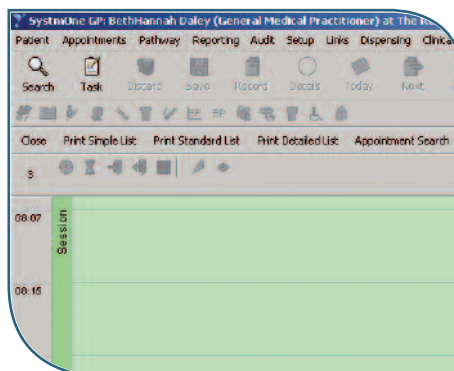
a fixed quantity or a variable quantity (in which case an upper and lower limit are set).

Staff with the specified staff role at the specified organisation type can prescribe a PGD by right-clicking on the 'Issues' node of the Clinical tree in a patient record and selecting 'Supply/Administer from PGD'.

view more appointment information

The 'Appointments Overview>Rota View' screen now shows how many slots have been booked into. Look at the top left-hand square (underneath the 'Close' button).

You can now choose which Appointments screen the 'Appointment' button on the F10 Quick Patient Search links to. Do this via the 'General Settings' page of the Appointments Settings dialog.



Room numbers are now displayed on the Patient Call screen under the clinician's name (if tokens are not being used).

The Appointments Status Bar now includes the number of patients currently waiting. Hover the mouse over the counter to see the first ten patient names.



practice profile



If you're proud of something or have news to announce and want to share it here, all you need to do is email beth.daley@tpp-uk.com. Before you know it, your news could be being read across the country!

Creswell Medical Centre

Location: Creswell, Nottinghamshire

Live on SystmOne since: Feb 2008

Staff population: Approximately 20, of which 4 are GPs

Patient population: 6,300

On SystmOne:

Jeff Smith, Supervisor at Creswell, says, "Staff are getting on well with SystmOne since their original training in February. We now need to make the transition from using it for basic tasks to more advanced ways of working. We pick things up quickly because the system is user-friendly. If we want to do something new, we try it and generally, we get it right first time - that's a credit to the system. It's simple."

News from the practice:

Creswell is a rural practice with a majority of elderly patients. Recently, the team has made two changes to the clinical staff. Dr Nayak has become their Clinical Lead. Jeff says, "We talk to him on a daily basis with issues that come into the practice, and it's working well so far."

The practice has also welcomed a new addition to the team - Dr Armonaitė-Engelmanienė - the practice's first female GP.

In addition to changes to the clinical team, Creswell are also developing a new podiatry clinic. "The clinic will be held once a week," says Jeff. "The podiatrists that are coming in have recently been trained on SystmOne and are using it for appointments, with a view to using it further in the future."

events 2008

Here's where we'll be over the next few weeks

For more information on the events we attend, go to www.tpp-uk.com/events.htm

Healthcare Interoperability

30th October 2008 - Birmingham

For more info, go to www.healthinteroperability.com

Innovation in Action: Showcasing Achievement in Action Across Yorkshire and the Humber

4th November 2008 - Huddersfield

To book a place, email sarah.vallance@this.nhs.uk

Improving Access to Psychological Therapies

11th November 2008 - Cambridge

If you know of an event that we should attend, perhaps you're organising one yourself, however big or small, whether it's a practice manager meeting, a user group, or practice-based commissioning group, we're happy to attend, so please call the Customer Relationship Managers on 0113 20 500 83.

in the pipeline

improving access to psychological therapies

TPP has recently been contacted by a PCT asking how SystmOne could help them to deliver Improving Access to Psychological Therapies (IAPT).

Development to provide users with support for the IAPT Programme through SystmOne is now in the pipeline.

The IAPT Programme is seeking to deliver on the Government's 2005 General Election manifesto commitment to provide improved access to psychological therapies for people who require the help of mental health services.

Current figures state that only a quarter of the six million people in the UK with depression and anxiety disorders are receiving treatment. This has debilitating effects on society.

Pilot projects showed that if these patients have access to psychological therapies, their health and wellbeing improves, they are more likely to stay employed, and they can participate in the activities of daily living.

The IAPT website says that over the next year, funding from the government will allow 34 Primary Care Trusts to implement IAPT services, allowing 900,000 more



people to access treatment. By 2010/11, there will be 3,600 newly trained therapists, and 25,000 fewer patients on sick pay and benefits.

TPP are looking at ways to develop SystmOne Community to support this project.

For more information on IAPT, try the following websites:

1. www.iapt.nhs.uk
2. www.mhchoice.csip.org.uk/psychological-therapies.html
3. www.dh.gov.uk and search for 'IAPT'

If you are interested in this development, we'd like your input - please email enquiries@tpp-uk.com

Please note, whilst every attempt is made to ensure accuracy within TPP Times, TPP reserves the right to postpone, change or withdraw any developments noted on this page, and cannot provide timescales for developments.



date for your diary - next release

The next SystmOne software release is currently scheduled for 30th October 2008.

To use the 'Early download' method, leave SystmOne running on one or more PCs overnight. Otherwise, a download will take place automatically the next time you log on.

Please be aware that the release date may be subject to change. Check SystmOne Status Messages for details.

release roundup

All these changes have been released and documented in SystmOne Change Messages but in case you missed something...

New Births screen improved - double-click to start registration process, and SystmOne automatically registers a patient, records a date of death and deducts any child with a death code in the NN4B file.

Set a Task flag when creating or amending the Task.

New shortcut! Press Ctrl+D to start the Patient Registration Wizard.

New icons are available for use in Templates, Views, and Patient Status Markers. Choose from 21 basic shapes and colours.

Search for deferred Visits - select 'Deferred On' from the 'Show visits' drop-down list, and select an option from the date list, e.g. 'Yesterday'.

Save the adjusted CVD risk from the CVD Risk Calculator to the patient record. Just click 'Save to record'.

Delete user-defined Views - on the View Maintenance screen, just right-click and select 'Delete View'.

Better appointments and rota audit screens! New staff filter, more information shown, search on present or past versions of appointments/rotas.

Print a confirmation when booking an appointment. Click 'Print information'.

news in brief

speech recognition with SystmOne

A topic which crops up regularly on SystmOne Chatrooms is whether or not any speech recognition devices work with SystmOne.

While we cannot recommend any particular speech recognition or dictation devices, we can tell you that Dragon Naturally Speaking is being used successfully by a number of SystmOne users. This and other similar systems use a microphone to perform any task that the keyboard is used for, e.g. typing or keyboard shortcuts. Therefore, this system can be used to 'type' directly into SystmOne fields.

An alternative is for clinicians to use dictation devices to record the information, and for administrative/secretarial staff to type it in. Programmes like this that users have said that they use successfully on Chatrooms are:

- DigiDictate-IP
- Lexacom Talk & Type
- Olympus Player Pro.



If you are looking into using any dictation devices, we suggest that you use Chatrooms to find out what is proving successful for other users. You can see what has previously been posted as well as ask any specific questions you may have.

national user group

The SystmOne National User Group is being co-ordinated by Dr Paul Nathan. Dr Nathan is in the process of setting up a SNUG website on which SystmOne users can register their interest and communicate via a Chatroom. Dr Nathan is also in the process of setting up a conference. More details will follow.

To contact Dr Nathan, email paul.nathan@nhs.net

hints and tips

Want an appointment slot to become available at a certain date/time? When adding slots to a rota, select the 'Embargo' slot type, and enter how many days before the rota date the slot will become available. You can also enter an exact time, e.g. at 11:30 the day before the rota date.

- > Can't find a patient's record after searching on name? Put their NHS Number straight into the Quick Patient Search dialog. This is particularly useful at Child Health organisations, where both children's forenames and surnames may have changed.
- > Want to configure which warnings are shown when prescribing? Select the ones you want on the 'Prescribing>Prescribing Warnings' page of the User Preferences dialog. Some users choose to select not to check for warnings when issuing repeat templates. You need to be aware though, that if you do this, interactions between the repeat and any new conditions will not be shown until the repeat template is reauthorised.
- > Did you know you can use keyboard shortcuts to access buttons on your quick action tool bar (the smaller icons under the large 'Search', 'Task' etc buttons)? Pressing the 'Alt key plus a number is the equivalent of clicking the quick action button. So, press Alt+1 for the left-most button, Alt+2 for the second from left, and so on. To configure which buttons belong to which shortcut, press the 'Shortcuts' button on the 'Tool Bar Configuration' dialog, or the 'Tool Bars' page of the 'User Preferences' dialog.
- > Do you run the same reports on a regular basis? Did you know that you can make this much easier by setting up batch reports? These are reports that are run automatically at the intervals you specify. When the report is complete, you can receive a SystmOne Task to tell you. Set your reports up as normal in Clinical Reporting, then select 'Reporting>Batch Reporting' from the Main Menu, and click 'Create New Batch'. Give the batch a name, then click 'Add' to search for and select the report. Repeat to add more reports to the batch. Enter the first date you would like the reports to run, then select 'Then re-run every' and enter a period of time, e.g. one month. Select whether you want a Task sending when the reports are complete; if so, select a recipient. Click 'Ok'.

All screenshots in TPP Times contain fictitious data