

news in brief

bring your daughter to work day



TPP held a 'Bring your daughter to work' day to give girls an insight into the usually male-dominated software industry. The girls sat in on meetings, and spoke to female members of staff, asking questions and collecting

careers advice. TPP has an almost 50/50 male to female ratio and two female Directors.

pct helpdesk staff visit tpp



Staff from PCT helpdesks have been visiting TPP's support team over the last few weeks. Benn Precious, a TPP Support Analyst, explains why. "It's simple - we're all working to provide users with the best support possible, and the more

we understand about each other, the easier this becomes."

tpp v accenture - round two



After the first 11-a-side football match between TPP and Accenture ended in a draw, the rematch was greatly anticipated on both sides. On June 13th, both sides met again - and drew...again. TPP

co-founder, Satvinder Virk, scored for TPP as the final whistle blew.

more prisons sign up to systemOne



11 more prisons have signed up to SystemOne Prison, taking the total number covered by the system to 30.

SystemOne Prison includes all the features of SystemOne GP plus components that have

been exclusively created, such as the custom-built dental GUI.

hints, tips and workarounds

- > Press Ctrl+Q to go straight to the Appointments screen.
- > When booking an appointment anticipated to last longer than the appointment slot time, use the 'Duration' drop-down on the 'Book New Appointment' dialog to change the length of that particular appointment.
- > If you use mobile phone text messages to contact patients, record the Event Details with a 'Contact Method' of 'SMS'. If you can't see this option in the list, click 'Configure List' to add it.
- > Created a useful form? Let other people use it by publishing it to a group. When you click 'Publish' you are presented with a list of groups so you can choose who will be able to use your form. To create or join a group, select 'Setup>Users&Policy>Organisation Groups' from the Main Menu.
- > Set a screen as your favourite -
 1. Go to the screen you want to set as your favourite.
 2. Press F2. The 'Jump To A Screen' dialog is displayed.
 3. Click the '+' icon to add the current screen.
 4. If necessary, click the vertical arrow to move your favourite screen to the top of the list.
 5. Click 'Close'.

To get to this screen in future, Hold down the Ctrl key and press F2.
- > If one or two PCs at your unit have frozen, there may be a local cause, rather than a problem with SystemOne. Check the following:
 - Is your network cable firmly plugged into your computer and the wall socket?
 - Can you connect to the Internet and search for a web page using a search engine, e.g. Yahoo or Google? If you cannot do this, contact your local IT Support team for assistance as you may have a local network problem.

welcome

Welcome to Issue 3 of TPP Times. This month, we're congratulating our first ever 'Most Helpful Customer'. And we're introducing you to our software development team and our Clinical Director.

Turn to page 3 to learn more about First DataBank Europe and to find out how you can be in with a chance of winning a fantastic experience voucher worth £149.

Keep up-to-speed on SystemOne by reading our 'Are you using', 'Release Roundup' and 'Hints, Tips and Workarounds' sections. We want this newsletter to be of use to you - if it isn't, let us know!

systemOne takes the pain out of vaccinations

In June, users saw an extra benefit to SystemOne - or rather, they didn't. SystemOne has, this month, lightened the load of GP practices by automatically collating and sending pneumococcal vaccine returns to the Department of Health.

Each year, the Department of Health collates data about the number of patients who have received a pneumococcal vaccine. Every practice is asked to source this data and submit it to the Department of Health - it's traditionally a time-consuming task but SystemOne practices don't lift a finger.

SystemOne automatically runs the reports as specified by the Department of Health. It then sends these reports to the DH electronically; practices don't need to do a thing.

This is the same process that SystemOne

uses to send the Seasonal Influenza Returns to the Department of Health throughout the winter. Pneumococcal and influenza returns have been implemented by TPP at no extra cost to users or PCTs.

"All the hard work in creating a single hosted clinical application is paying off," says TPP director Drew Littler. "It means that we can implement these one-off and monthly returns with ease. The clinical reporting tool is so rich that almost everything the DH can ask for is already there!"

Practices can opt out of sending these reports by selecting 'Setup>Users & Policy>Staff & Organisation Setup' from the Main Menu. Go to 'Preferences' and select 'DH Vaccine Returns'. To opt out, de-select the boxes for each survey.

helpful gp is a charity winner!

By offering advice to others through SystemOne Chatrooms, Dr Hank Beerstecher, a GP at Canterbury Road Surgery, Sittingbourne, has won £2,000 to donate to the British Red Cross, courtesy of TPP.

SystemOne Chatrooms provide a forum for healthcare professionals to communicate, ask questions and share ideas. The 'Chatting for Charity' scheme sees TPP's Support team awarding points to users who provide useful and accurate advice to others. At the end of each quarter, the person with the most points wins £2,000 to be donated to the charity of their choice.

Nice Initiative

Receiving his prize, Dr Beerstecher said, "I think the points scheme is a good idea. It's good of TPP to make it available and to help charitable causes. It encourages people to use Chatrooms and it's a nice initiative for charity."

Sound Guidance

Alex Gladwell, TPP's Support Manager, says, "We always check the content of Chatroom postings and are seeing more people offering sound guidance on how to use SystemOne. Helpful User points show the user with the query that they can trust the advice of the person helping them out."



Get Chatting

The tables were reset on June 1st and within days, Dr Beerstecher had more points on the board. All SystemOne users are in with a chance of winning £2,000 to make a difference to their chosen charity. So, select 'System>Chatrooms' from the Main Menu and get chatting!

say hello to tpp's software developers

Each issue, we're introducing you to one of our teams here at TPP. This month, we present our software developers.

Without the software developers, SystmOne would not be able to constantly evolve and improve.

Without the software developers, there would be no SystmOne.

"We write the software that users see, and the software they don't," says Drew Littler. "We spend every day making SystmOne faster and better. Hundreds of suggestions are passed to us from users, we take those suggestions and turn them

into live features of SystmOne." SystmOne cannot stand still: the Department of Health is constantly implementing new requirements and standards; and clinicians are always looking at ways to improve their work processes. TPP's software developers ensure that SystmOne reflects these changes.

Drew says, "To be a good software developer, you need to remember a lot

of things, thousands of things, and to remember them for years and years. You need clear, logical thinking as well as the ability to be able to think abstractly, to see how reams of code turn into something real."

Drew continues, "You also need good problem-solving skills and good design skills. You need to be able to take the ideas from users and turn them into a sensible product."



Anthony Ainge

A graduate in Software Engineering from Grey College, Durham, Anthony is the team's newest recruit, having started at TPP in May 2005. Anthony plays golf competitively with a handicap of 16. His ambition is to get that number down to single figures.

"Working on SystmOne requires a lot of abstract thinking, which can be difficult at times. The open-plan office and nice atmosphere mean that if you have a problem, it's easy to talk it through with the team."



Mike Jones

Mike joined TPP in 2001 after graduating in Computer Science from Sheffield University. As a Middlesbrough season ticket holder, he recently realised his ambition to watch his team at the European Cup Final - his new ambition is to see them win it.

"I like the people I work with at TPP but working here can be challenging: sometimes the problems are hard to find and difficult to fix. That means there's a real sense of achievement when you get a result."



Drew Littler

Drew read Computer Science at Durham University, joining TPP in 1999 and becoming a director in 2001. His ambitions are to buy a bigger, faster car and become a published novelist. "Working as a developer at TPP is a demanding, challenging job. But as we have only exceptionally skilled developers, we manage to meet the demands and satisfy the challenges, making it ultimately a rewarding experience."



Dave Pape

Dave studied Computer Science at Manchester University. He is a keen mountaineer and would like to conquer some challenging mountains - "something between Scafell Pike and Everest."

"I enjoy the problem-solving aspect of my job. Sometimes it's hard to find out exactly what users want from the system, but it's great to see the result of the work you put in when it goes live on SystmOne."

focus on FIRSTDATABANK

This month, we look in more detail at the company that supplies SystmOne users with comprehensive clinical checking.

First DataBank Europe provides TPP with the Multilex Drug Data File which is integrated into SystmOne, allowing patient-specific clinical checking at the point of prescribing.

market leader

As the UK market leader, FDBE provides drug data and clinical decision support to most of the UK's GP, hospital and community pharmacy systems, as well as being the preferred provider to the National Programme for IT. The company, based in Exeter, has been working with TPP since 2000, when TPP identified its need for a drug database within their system to support clinicians' prescribing decisions.

David Flavell, FDBE's Managing Director explains, "SystmOne uses FDBE's knowledge bases to provide a range of clinical checking including: sensitivities, drug doubling, duplicate therapy, as well as alerts for National Patient Safety Agency (NPSA) high risk warnings."

"Multilex DDF casts a watchful eye over the medical record at the time of prescribing or dispensing."

David adds, "We see our knowledge bases as a safety net which significantly reduces the risk of medication errors and thereby enhances patient safety. Multilex DDF casts a watchful eye over the content of the patient medical record at the time of prescribing or dispensing and flags up any potential problems which may arise."

innovation

David continues: "I have always been impressed with TPP's innovative approach to the market. They started out at a very competitive time but this did not deter

them. Their passion and enthusiasm is a big part of their success. TPP has been very positive in the way it has embraced the National Programme for IT."

"TPP implements any product developments and new functionality we produce quickly and effectively."

Jill Westcott, Business Analyst within FDBE's Customer Implementation team, says, "SystmOne is really user friendly. It is exciting for us to see our data used so effectively. As Multilex DDF sits on TPP's central server, it can be updated by TPP easily without user intervention. TPP takes a monthly download from FDBE which allows SystmOne to reflect new additions to the database. Users are kept up to speed with any changes in the data and current industry issues."

Jill continues: "TPP is a really good team

to work with as they always implement any product developments and new functionality we produce quickly and effectively. They have recently taken clinical checking using Clinical Terms Version 3 and will soon be implementing our new Replacement Record Functionality. FDBE is working closely with NHS Connecting for Health to ensure that in the future, SystmOne users can look forward to making the most of developments with dm+d and SNOMED."

partnership

David concludes, "Our relationship with TPP is a long-term partnership which FDBE really values. It's a real pleasure to deal with Frank, Sat and the rest of the TPP team and FDBE is proud to be associated with this innovative and forward-thinking company."

competition

Your chance to win a fabulous 'experience' voucher worth £149 sponsored by First DataBank Europe!

You can use the voucher to claim one of a range of exciting prizes including: hot air balloon flights, pamper days, Ferrari driving and many other thrilling activities at a variety of UK venues. For your chance to win, simply answer the following question:

Q. What is the name of First DataBank Europe's drug database?

Email your answer plus your name and address to competition@tpp-uk.com before 5pm on 31st August 2006. Entrants must be SystmOne users. A winner will be picked at random and notified by 8th September 2006.



are you using patient call?

Worried about displaying patients' names on a display board? Increase patient confidentiality by using SystemOne's patient call screen - and save money too!

Created in direct response to a user's development suggestion, SystemOne's Patient Call screen allows patients to be alerted discreetly when the doctor or nurse is ready to see them. Instead of displaying or calling a patient's name, a coloured and numbered token is assigned to them. This token is then flashed onto the Patient Call Screen. All the patient needs to do is remember their token and look out for it on the screen.

specify the settings by selecting 'Reception>Reception Settings' from the Main Menu and going to the 'Patient Call Screen' nodes. First of all, tick 'Enable use of the Patient Call screen' and then select the settings you want.

- What settings are available?**
- > Set a sound to play when a new token is displayed
 - > Download your practice logo to appear on the screen
 - > Add messages to appear in between tokens
 - > Specify the speed the messages and tokens scroll across the screen
 - > Assign different coloured tokens to different members of staff
 - > Specify the colours used on the Patient Call screen

How do I set it up?
As with Patient Self-Arrivals, all you need to do is set up a screen in your waiting area. For security reasons, make sure that patients cannot access the computer keyboard. A System Administrator can

Once the Patient Call settings have been configured by a System Administrator, activate the screen on the PC in your waiting area. To do this, log on to SystemOne and select 'Reception>Patient Call' 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 see the Patient Call screen.



When the patient has seen the doctor or nurse, use the right-click menu again to return their appointment token to the pool of tokens available for use.

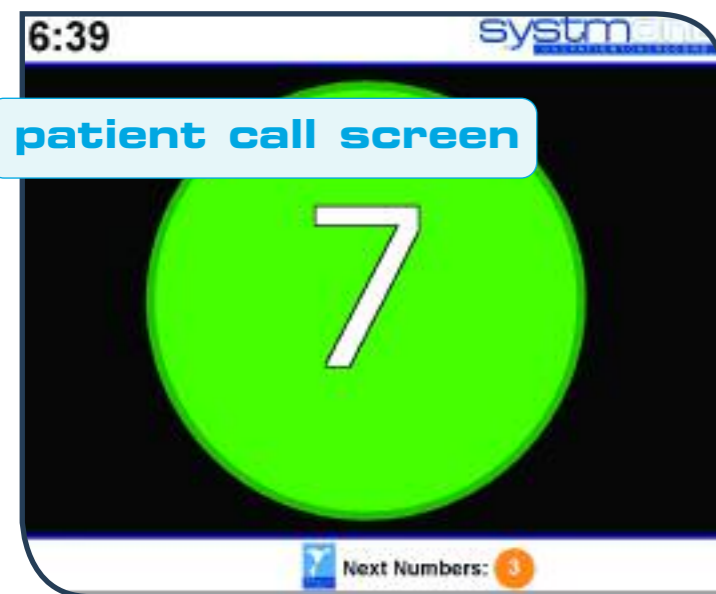
When the patient has seen the doctor or nurse, use the right-click menu again to return their appointment token to the pool of tokens available for use.

What does it cost?
This functionality is available to all SystemOne users now, with no extra cost and no installation of additional software. You do not pay to use it. You can use any PC that has SystemOne installed to run a Patient Call screen. So, instead of spending thousands on a branded display board, just set up Patient Call on SystemOne!

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

How do I assign a token?
From the Appointment Ledger or Appointment Overview, use the right-click menu to assign an appointment token to the patient, and at the appropriate time, to display the token on the Patient Call screen.

Don't forget to tell the patient what their token looks like!

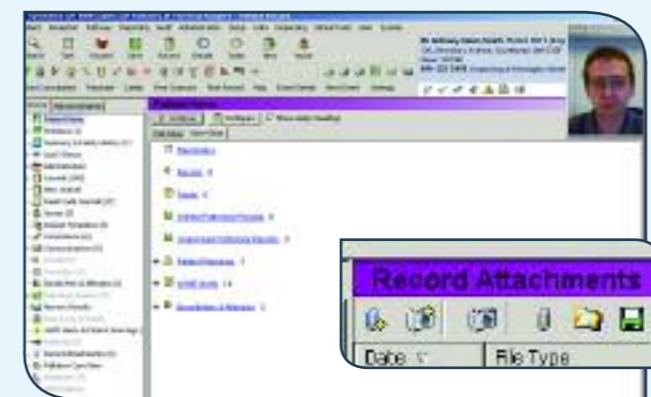


what's new?

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

see patient photo!

Be sure of who you're seeing by activating the new 'Show patient picture' dialog. Click the camera icon on the 'Record Attachments' view toolbar in the Patient Record. If a photo of the patient is attached to the record, it will automatically appear.



For more information, search SystemOne Changes for changes containing the text 'patient picture'.

improved referrals!

Add clinical data from the patient record directly into New Word Referrals. As well as entering demographic patient information into a referral, new merge fields mean you can now pull across clinical information.

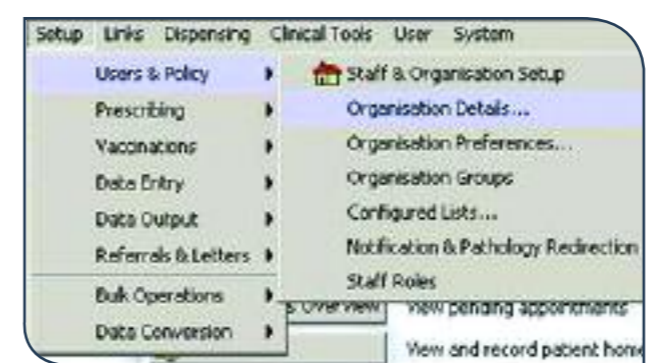
Creating referrals is easier with the New Referral Wizard.
The Referrals dialog is populated with Address Book information - so just make sure your Address Book entries are complete!

For more information, search SystemOne changes for changes containing the text 'referral wizard'.



new setup menu!

The 'Administration' menu has now been replaced by the 'Setup' menu. The Setup menu contains the same options as the Administration menu but in a clearer way, grouped under eight headings to make it easier to find the screen you need. Note: Scanning is now accessed via the 'System' menu.



For more information, search SystemOne Changes for changes containing the text 'setup menu'.

write a letter!

If you are one of the users who has requested the ability to write letters that are not referral letters, then take note of this new functionality!

It is now possible to compose letters to patients or other clinicians using SystemOne. To do this, just customise your Clinical tree and add the useful new 'Letters' node. Letters work much like referrals - you can select a sender and a recipient, use a template, and opt to edit the letter in SystemOne or in Microsoft Word. From the Letters screen, click on an icon to: send a new letter, view the details or content of a selected letter, or to amend a selected letter.

For more information, search SystemOne Changes for changes containing the text 'write letters'.

meet a director

role

I am the Clinical Director, overseeing confidentiality and clinical safety issues, as well as being part of the development team, managing suggestions and plans for product development.

tpp history

I've been involved with TPP since 1998 when, on behalf of the local GPs, I wrote the statement of need and was involved in the tendering process for a new IT system in our area. My practice was the first to Go Live on SystmOne in September 1999. I then acted as an independent clinical advisor until I was offered the role of Clinical Director and Caldicott Guardian in August 2005.

family

I have four children and three grandchildren. My wife is a Methodist minister, so we are a true clerical-medical partnership!

worst tpp moment

Some of the early days were very difficult, due to many factors beyond the company's control. I'm glad those days are now long gone!

best tpp moment

When TPP was awarded the contract with Accenture to provide an integrated GP solution, SystmOne, to GPs in the North East and Eastern clusters. It was an acknowledgement of the years of hard work we had all invested and the progression we had made. It proved that what we were aiming for was justified.



Dr John Parry

qualifications

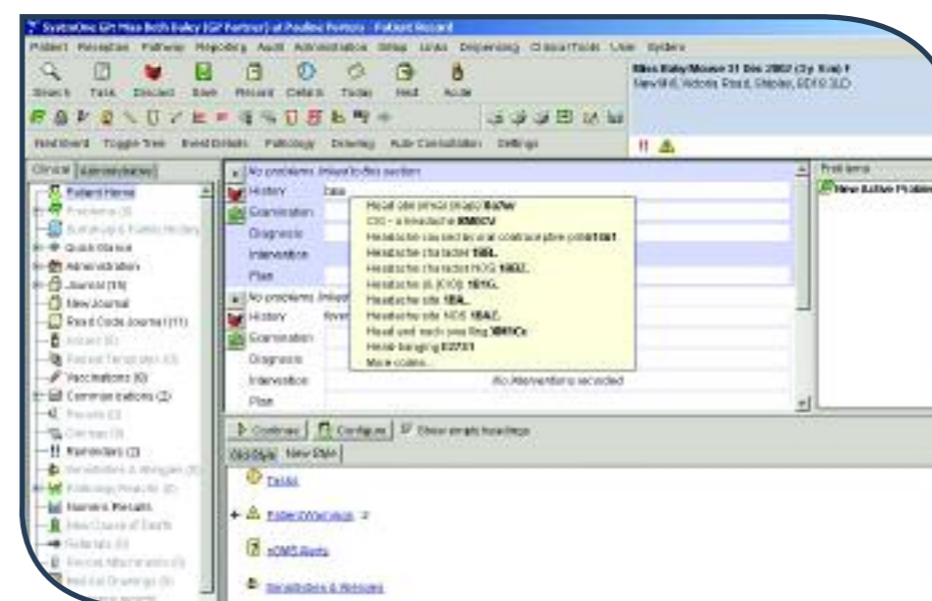
I studied medicine at Cambridge University, I've been a GP for twenty years and interested in IT for ten.

in the pipeline new consultations

In January, a new way of recording consultations was released to SystmOne to be used on test patients. New Consultations were developed after TPP considered suggestions raised through Chatrooms and TPP's Helpdesk. Since New Consultations were released,

many of you have played around with them, and made your feelings about what's good and what needs improving known to us.

The revised New Consultations package will soon be available to use on all patients.



new consultation features

- > Enter Read codes as you type - SystmOne brings up a selection of Read codes based on the text you have entered, saving you time searching for the one you want.
- > Greater flexibility in screen layout - ability to hide the patient tree either partially or completely; ability to hide the Consultation view or to fill the entire right-hand pane with it.
- > Record different complaints within one consultation with the option to merge separate complaints later.
- > Record details of a complaint in a structured way. Details of the complaint are always displayed in the Journal/New Journal in the same order to make it easy to find the information you need.
- > Shortcuts allow you to record blood pressure, numeric Read codes and their values, and to use Read code synonyms.

release roundup

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

[High priority reminders now always appear in the Patient Home screen, even when created by another unit.](#)

[You can now report on all Booked Admissions or only those booked using Remote Booking.](#)

[View the audit trail for repeat templates.](#)

[New medical drawings have been added and the list limited by gender.](#)

[Add clinical data to New Word Referrals using new merge fields.](#)

[Add notes to New Journal events created in the past.](#)

[Apply rules to incoming tasks.](#)

[Assign a coloured flag to tasks.](#)

[View a patient's record while writing a New Word Referral.](#)

[Creating a referral is now easier with the new Referral Wizard.](#)

[Add hyperlinks to templates so you can access web pages direct from SystmOne.](#)

[Select a Read code for Clinical Reporting by referring to its placement in the new templates.](#)

[Bulk mark filed pathology reports as archived or patient informed.](#)

[The patient address history screen is now clearer.](#)

practice profile



Netherfield Medical Centre

Location:

Netherfield, Nottingham

Live on SystmOne since:

June 2005

Staff population:

5 partners, 4 part time nurses, Data Quality Manager, Practice Manager and a team of admin staff.

Patient population:

8,500

News from the practice:

Over the last 12 months, Netherfield has worked with a nearby SystmOne surgery being run by locums after the retirement of its GP. Netherfield took over chronic disease management and helped the previously low-scoring practice achieve almost maximum QoF points. Gedling PCT has praised Netherfield for its "excellent leadership and high quality services."

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!