

# tpp times

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## welcome

Welcome to Issue 39 of TPP Times. This month, we have news of the Connecting For Health-led development of the Summary Care Record. We also tell you

how SystmOnline is helping more than 1 in 4 SystmOne GP practices to save time at reception. And as usual, we tell you what's new and what's in the pipeline and

give you more hints and tips for using SystmOne.

If you have any feedback on this newsletter, email [beth.daley@tpp-uk.com](mailto:beth.daley@tpp-uk.com)

## award-winning Isabel Diagnosis Checklist now interfaced with **SystemOne**

Primary care is increasingly included within the new focus on quality, following the Darzi report, 'High Quality Care for All'. The King's Fund has just announced an inquiry into the Quality of GP Services with a particular focus on diagnosis and referral quality. It is therefore timely that SystmOne has just made available an interface to the Isabel Diagnosis Checklist system that can help clinicians with early diagnosis and referral quality.

The Isabel Diagnosis Checklist started in 1999 at St Mary's Paddington after the Co-founder's daughter, Isabel, was misdiagnosed at her local hospital and was transferred to the PICU at St Mary's where she spent three weeks. Jason Maude, Isabel's father, teamed up with Dr Joseph Britto, one of the PICU consultants who cared for her, to create the Isabel system.

The web-based system, that covers almost 11,000 diseases and 4,500 drugs, helps clinicians with early diagnosis and referral quality by providing an instant, patient-specific, checklist of likely diagnoses for a given set of signs and symptoms. Each diagnosis is linked to up-to-the-minute clinical knowledge from medical textbooks, journals and web resources to aid further consideration.

By providing a quick and easy way of accessing Isabel through SystmOne, clinicians now have sophisticated diagnosis decision support available instantly from right within the clinical workflow and therefore during a



For more information go to [www.isabelhealthcare.com](http://www.isabelhealthcare.com) where you can also take a 'Free Trial'.

### more information

consultation. "Isabel software provides a comprehensive and readily accessible library of information on your desktop. It offers the doctor a range of diagnoses that may link disparate signs and symptoms to prompt relevant investigations," said Dr Phillip Ridsdill Smith from Haslemere Health Centre.

#### How to use Isabel from SystmOne

Once you have subscribed to Isabel, you can access it from SystmOne by doing one of the following:

- Add a 'www.isabelhealthcare.com' button to your tool bar.
- Add a 'www.isabelhealthcare.com' Quick Action Button to a new template.
- Use the SystmOne Command Line (bottom left of the screen). Press Ctrl+Shift+\ to move to the Command Line, then begin to type 'www.isabelhealthcare.com'.

With a patient retrieved, when you click the button on the tool bar/template, or select the option from the Command Line, you will be prompted to enter your Isabel username and

## contents

- News**
- Up Close & Personal**  
Jonny Cockburn
- Top Helpdesk Queries**  
Trouble-Shooting  
Script Authorisers
- 4/5 Deployment Pages**  
Summary Care Record Roll-Out  
Widening with SystmOne  
SystmOne Primary Care Deployment
- 6/7 Focus On**  
SystmOne a Hit with 'Silver Surfers'
- Are You Using?**  
Prisoner Movement Slips
- What's New?**  
New Task Report  
Occupation Changes
- Practice Profile**  
Keyworth Medical Practice
- Events**
- In the Pipeline**  
SystmOne PDA
- Release Roundup**
- News in Brief**
- Hints and Tips**

password. To store these so that you don't need to enter them again, select 'Store this value for next time'. You will then be prompted to enter your search term and click 'Ok'. The Isabel website opens having searched for a diagnosis using your search term, and the age, gender and pregnancy status of the currently retrieved patient.

## factfile | Jonny Cockburn



**Age:** 22

**Job:** Software Engineer - data migration team

**Home town:** Blackburn

**Marital status:** Living with girlfriend

### on work and TPP...

#### Employment history:

I left university last year and worked for a financial software company for five months. I joined TPP in January 2009.

#### Education:

I studied Computer Science at Newcastle University because I thought that it would be a challenging area to work in with a lot of opportunities.

#### What's a day at work like for you?

I start the day in the programmers' meeting, which gives you a general view of what the rest of the programming teams are working on. Although I work primarily in the data migration team, we also get chance to work on other areas of the system. That way, we get a

good insight into other areas of work outside of data migration. Most days, I am involved in issues to do with organisations moving on to SystemOne from other systems. The programmers work closely with the Clinical Imports Team and the users that are going through the migration process. Users can raise any issues with the Clinical Imports Team, who will involve the programmers when necessary.

#### When are TPP Times readers likely to meet you?

New coders like myself are encouraged to go out and meet users. I went down to a GP practice a couple of weeks ago. It was very useful to get an insight into how people are using the system. Also, as programmers involved in the imports process, we sometimes attend Go Live days to observe the entire process and be on hand if any help is needed.

#### What do you like about your job?

The best thing is that the company is full of graduates like myself and that everybody is very friendly. There are lots of programmers who started around the same time as I did and who have the same level of experience as me. I also like the way we work and the interaction with people. Everybody helps each other out and asks a lot of questions. As the work we are doing is difficult, it is very useful to know that there is always someone there to help.

### personal stuff...

#### Hobbies:

I play guitar and drums, and make electronic music on my computer. I like

going to listen to live music, going clubbing, or to festivals of any kind of music. I play football and occasionally I play for TPP in a 7-a-side team.

#### Ambitions:

I'd really like to travel and see as much of the world as possible. I'd also like to go into space!

#### Last DVD I bought:

'True Romance' by Quentin Tarantino which was amazing!

#### Best holiday:

I went to Sonar festival in Barcelona last year. The festival during the daytime was held in an art gallery and at night time moved to an old aircraft hangar. There were a lot of parties all week long in random places in Barcelona and also a lot of beach parties. Good music, amazing weather and a good group of mates!

#### What annoys you?

Unfriendly people.

#### What makes you smile?

Having a beer with friends on a sunny day and listening to good music.

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

Noel Gallagher from Oasis. He writes amazing music and seems to be a down to earth guy.

#### What is your greatest achievement?

Getting a first class degree and coming in the top three in my year at university.

Welcome to the latest in our series of features on the top helpdesk queries received by our team of Clinical System Analysts (CSAs). Don't forget, if you have a 'How To' query about using SystmOne, your first port of call for assistance should be the F1 Online Help. If you still can't find the answer you need, 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.

## trouble-shooting **script authorisers**

TPP regularly receives calls from users who are confused as to why their names are not appearing on prescriptions. This is often due to the Organisation Preferences and User Preferences that have been selected.

The relevant settings appear on both dialogs, and as of the next release (20th August 2009), they will be moved to their own pages to make them easier to find.

The 'Script Authorising' User Preference overrides the corresponding setting in Organisation Preferences, e.g. if the User Preference is set to 'Authorise scripts with the specified prescribers', and the Organisation Preference is set to 'Authorise scripts with the usual GP', then the name of the specified prescribers will show on the script (not the usual GP).

### To amend 'Script Authorising' settings:

To access the Organisation Preferences, select 'Setup>Users & Policy>Organisation

Preferences' from the Main Menu. To access User Preferences, select 'User<User Preferences' from the Main Menu. Select 'Prescribing>Script Authorising' from the tree.

Select the one you need (the table below provides a description for each option), and click 'Ok'.

### I have issued a prescription - why is my name not appearing as the 'Authoriser'?

Check your preferences. For your name to appear on a prescription, both your 'User Preference' and the 'Organisation Preference' need to be set to 'Automatically calculate the authoriser'.

### Why isn't the nurse's name appearing as the 'Authoriser'?

To appear as the 'Authoriser', the nurse needs to have all of the following:

- a. A 'Nurse-based' Access Role - this is set on the Smart Card.

- b. The 'Independent Prescriber' Business Function (if RBAC enabled) or Access Right.
- c. An 'NMC' code set on their account.

### My name is still not appearing as the 'Authoriser' - why not?

Check that you are using your own PPA ID. If you are using someone else's, your name will not appear as the 'Authoriser'. You can check this and change your PPA ID on the 'Local Settings' tab of the 'Amend Staff' dialog.

### top tip

Unless you specifically want prescriptions at your organisation to be authorised by the usual GP or to be split between a list of prescribers, you should set the Organisation Preference to 'Automatically calculate the authoriser'. Then, if any particular users need to use a different option, they can do so by setting it as a User Preference.

Option Name	Organisation Preference Description	User Preference Description
Automatically calculate authoriser	SystmOne will look at the access rights and role of the user who issued the medication. If they have a role that can prescribe the medication being printed, then they are printed as the authoriser (e.g. a GP). If they do not have the rights to prescribe the medication (e.g. an administrator issuing a repeat), then the person who set up the repeat is printed.	Not applicable.
Use the organisation default method of authorising scripts	Not applicable.	SystmOne will use the option set on the Organisation Preferences dialog.
Authorise scripts with the usual GP.	SystmOne will authorise any printed script with the Usual GP.	SystmOne will ignore the Organisation Preference and will always print scripts using the Usual GP as the authoriser.
Authorise scripts using the specified prescriber(s)	SystmOne will authorise scripts with the selected staff members. If only one person is selected then all scripts will be authorised by that person. If more than one person is selected, SystmOne will work through the list of selected staff before starting from the top again.	SystmOne will ignore the Organisation Preference and will authorise scripts from the list of selected staff members.

# Summary Care Record roll-out widening with **SystemOne**

TPP has completed accreditation and piloting of the NHS Summary Care Record (SCR) with SystemOne. The roll-out to all 979 SystemOne GP practices has now begun.

TPP Clinical System Analyst, Stephen Tucker, says, "We have been working with NHS Connecting for Health on the Summary Care Record and are now able to work with NHS CFH, CSC and PCTs to enable roll-out across the SystemOne GP user base."

The Summary Care Record sends key health information about each consenting patient (for example, demographics plus current medication and any previous adverse reactions to medicines) to the Spine. From there, users of any other SCR-enabled clinical system can view these details in order to make better informed clinical decisions. GPs can also add other details from the full patient record to the SCR if they deem them to be clinically appropriate.

In future, users of other SystemOne modules such as Urgent Care will be able to receive SCRs from the Spine, meaning that if the patient they are caring for is not registered on SystemOne, they may still be able to access basic details about the patient from the Spine that have been uploaded from another GP software provider.

Following a public information programme to patients in their area, GP practices from Bradford and Airedale Teaching Primary Care Trust were the first to use SystemOne's Summary Care Records to support unscheduled and out of hours care.

The Ridge Medical Practice and Frizinghall Medical Centre in Bradford were the first to perform the 'Initial upload' to the Spine, so that their patients may now have a Summary Care Record held on the Spine and benefit from having a summary of their health information made available to health care staff treating them whenever it's needed. These practices have since been followed by other practices in Bradford & Airedale, South West Essex and Lincolnshire.

TPP has worked closely with NHS CFH, CSC and Yorkshire and the Humber SHA to successfully complete the pilot phase of this project. Phil Molyneux, Chief Information Officer at Yorkshire and the Humber SHA NPfIT, explains the importance of making data available at the point of care: "In Yorkshire and the Humber, we believe that clinicians in the front-line of the NHS should have complete, reliable and well-structured records at their finger-tips at all times and in all settings. We believe that where technology is enabled, and where well-informed patients have given consent, clinical data should be shared between those clinicians with a legitimate caring relationship with the patient regardless of the type and location of the healthcare provider and across organisational boundaries. We believe that striving towards this ambitious goal has real potential to improve the safety and efficiency of the care provided and to significantly improve the patient's experience."

Phil goes on to explain how this vision is supported by both the Detailed Care Record,



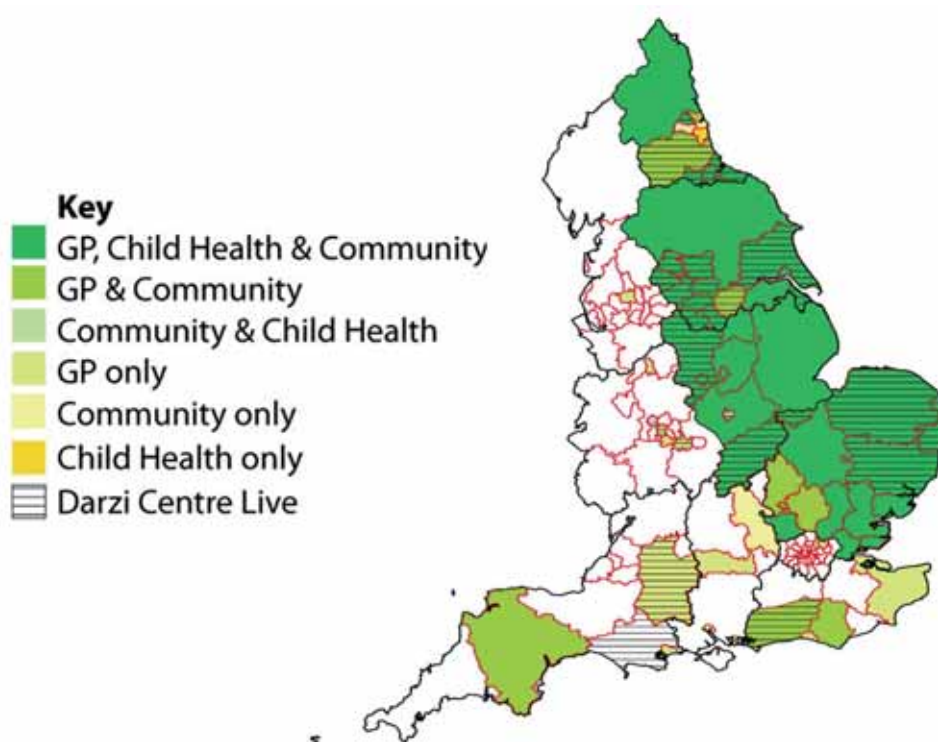
such as is made available through SystemOne, and the Summary Care Record: "We view the Summary Care Record as an extension and supplement to the Detailed Care Record that will primarily be used in situations or for patients where access to the Detailed Care Record is not available. In those situations we expect to see - as a result of the Summary Care Record being available to staff - more timely and informed clinical decisions, especially in urgent care settings, more 'joined up' healthcare delivery and greater involvement of patients in their care. For patient care in Yorkshire and the Humber an important next step is the Summary Care Record Application (SCRa) Viewer, integrated into SystemOne, which would allow urgent care settings already using SystemOne to view a non-SystemOne patient's Summary Care Record without having to log into a different system."

The work by TPP, Yorkshire and the Humber SHA, CSC and NHS CFH is now paving the way for the roll-out of the Summary Care Record for all users of SystemOne GP across England. Your PCT will be in contact with you when your practice is due to go live with the Summary Care Record, and the relevant training materials will be made available.

# SystemOne primary care deployment

The map below shows the achieved deployment of SystemOne across England. For the purpose of this map, a PCT is 'coloured in' if one or more organisations within it are using the relevant SystemOne module.

There are now over 13 million patient records held on SystemOne - that's one in 5 people in England.



## 25,000 SystemOne users in Yorkshire and the Humber

Another milestone has been achieved in Yorkshire and the Humber SHA - over 25,000 members of staff are now using SystemOne.

Tony Megaw, Assistant Chief Information Officer, says, "This represents substantial progress in delivering integrated patient care and reflects the enormous effort that

has been undertaken by staff during data migration, training, business change, service management and enabling of Smart cards."

## data migration minimise the stress with our DOs & DON'Ts

- > **Do** make sure that while data checking, users use SystemOne in the way they will use it when they Go Live.
- > **Don't** store up problems. TPP will only deal with one issue at a time, so report them as you find them.
- > **Don't** worry! We are here to help you through every step of the migration process. Call the Clinical Imports team on 0113 20 500 82 with any problems or worries.

## SystemOnline a hit with 'silver surfers'

The SystemOne online service, 'SystemOnline', was launched in December 2008. Nine months later, over 270 organisations are using it, and it is proving a particular hit with patients of a 'certain age'! TPP Times spoke to two GP practices who are promoting the service to their patients.

Dr M Maung and Partners, The Surgery, Greenwich Avenue, in Hull was one of the pilot sites for SystemOnline and provides all of the available services to their patients. Sue Thompson, Practice Manager, has been advertising the service to all patients and has been surprised by the group using the system most. "A cross-section of our patients are registered for SystemOnline but I was surprised by how many silver surfers use it. One of our elderly patients was so keen to use it she got her grandson to set it up as a 'Favourite' so all she has to do is click into it. A lot of older people are IT literate but SystemOnline is so simple to use that they don't necessarily need to be. Anyone who can access a PC can use it."

In Cambridgeshire, Sawston Medical Practice is top of the list for the number of repeat requests and appointments booked by patients through SystemOnline. Assistant Practice Manager, Jenny Parker, says, "In our surgery, it's the silver surfers that use SystemOnline - the youngsters don't and we've decided it's because they're not organised enough! Patients above 30, but particularly in their 50s, 60s or 70s use it much more heavily. That surprised me."

Approximately one in seven patients at Sawston is registered for SystemOnline. In April, more than 300 appointments at Sawston were booked through SystemOnline. "We don't publish all of our appointments," says Jenny. "For example, I only publish the afternoon phlebotomy sessions, not the morning ones, because we

keep those for fasting cholesterols and so on. We are desperately trying to get patients not to phone for appointments at 8am, and using SystemOnline does take calls away from the reception area. It means patients can book 24/7 which is ideal, particularly for professional people, and it means they can browse appointments and book in advance rather than on the day."

Jenny estimates that at 8am, the receptionists are answering one call every 30 seconds, so the 300 appointments booked online saves approximately two and a half hours of the receptionists' time a month.

Dr M Maung and Partners have made all routine bookable appointments available online, and Sue says this makes patients much happier. "General Practice is all about patient choice nowadays. With SystemOnline, patients can see what appointments are available, and can choose one that's best for them. It cuts down on frustration for them as they can see for themselves what we'd tell them over the phone."

Sawston Medical Practice covers 16 villages. Jenny has spread the word about SystemOne by sending out articles to all the village and parish magazines, putting up posters in the practice and giving out leaflets to patients. She has also put a message on all repeat prescriptions advising patients that they can request them online.



Once requested, patients can collect their prescriptions from the surgery, or from another location as Jenny explains, "We send our prescriptions out to local villages. The notes field on the website allows patients to tell us where we should deliver to."

SystemOnline uses Tasks to manage workflow from requests for medication or registration. Sue explains how The Surgery deals with these, "Repeat prescription Tasks come in as 'Unassigned' Tasks. Normally, we have a particular member of staff processing them, and they're dealt with very quickly. There's less margin for error because you are sure that you've definitely got the right patient and the right medication as the request is linked to the record and only the active repeats appear for the patient to choose from."

The patients like it, and we like it because it's really efficient and it saves patients ringing up and saying 'I want the blue ones'."

The self-registration Tasks are also easy to process as Sue explains, "We're not a mobile population so we haven't had a lot of these Tasks, but when one comes in, it is assigned to the Healthcare Assistant who deals with it. The thing to remember is that the patient is not registering online, they are only requesting to register. Whether or not they can register is completely at the control of the practice. If the patient is in the area and is eligible to register, the Healthcare Assistant contacts them. Until that's done, they can't register with us."

Feedback about the SystmOnline service was included in Sawston's recent GP survey. Jenny says, "The patients told us that the online service was excellent, so we are very pleased."

Sue agrees, "We think SystmOnline is a good development from TPP and the patients think so as well. Ultimately, it's for their benefit, but it also helps us as well."

## SystmOnline statistics

271 units have now been enabled to use SystmOnline. 270 of these are GPs - that's over one-quarter of all GP practices using SystmOne

64,052 patients are registered to use SystmOnline

25,249 appointments have been booked through SystmOnline

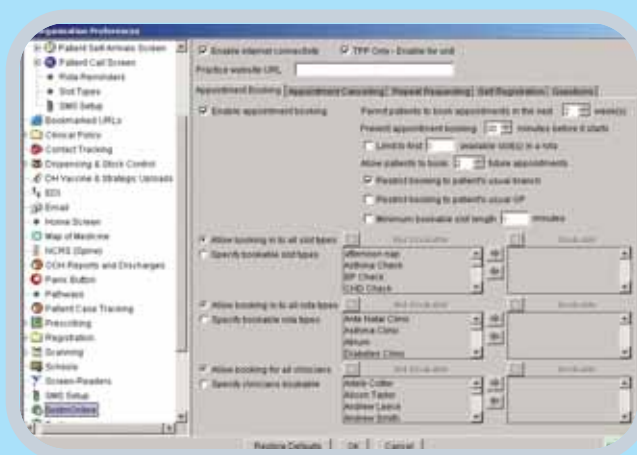
64,205 repeat prescriptions have been requested through SystmOnline

463 patients have submitted a 'request to register' with a practice through SystmOnline

Stats correct as of 22nd July 2009

## using SystmOnline

To get set up for SystmOnline, call TPP on 0113 20 500 80 and ask to be enabled - it'll only take us a moment, and there's no cost or training involved! Once you are enabled, go to the 'SystmOnline' page of the Organisation Preferences dialog and start selecting the services you want to offer!



## did you know...

Did you know that you can pick and choose which services to offer? You could offer everything or just, for example, repeat requesting.

Did you know that you can restrict the appointments displayed to a patient to be just those available at their usual branch site? Just select 'Restrict booking to patient's usual branch' on the 'Appointment Booking' tab.

Did you know that you can handpick the rotas, slot types and clinicians that are available for patients when booking appointments?

Did you know that if you offer the 'Self Registration' service, you are offering patients the opportunity to request a registration, not automatically granting them one. You maintain control over who registers with your service.

Did you know that there are posters and a leaflet available on TPP's website that you can use to advertise the service to patients? Go to [www.tpp-uk.com/GP-SystmOnline.htm](http://www.tpp-uk.com/GP-SystmOnline.htm) to download them.

Did you know that there is a 'Help' page for every screen of the SystmOnline website so that patients have access to step-by-step instructions for every aspect of the site?

Did you know that getting enabled for SystmOnline is totally free? Call us on 0113 20 500 80 to get set up!

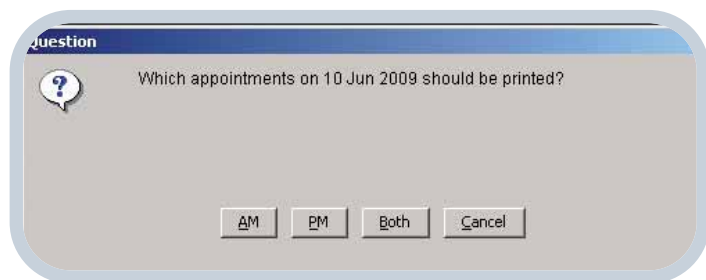
# are you using?

## prisoner movement slips?

If patients at a prison have appointments booked, it is possible to print their 'Prisoner Movement Slips'. This helps with the administration of moving patients around the prison.

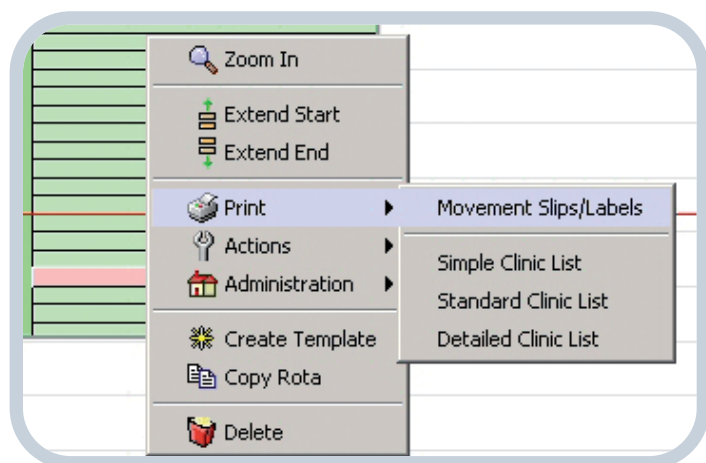
To print out prisoner movement slips for appointments booked for a particular morning, afternoon or both:

1. Select 'Appointments>Print Movement Slips' from the Main Menu. The Print Movement Slips dialog is displayed. This allows you to print out all prisoner movement slips for a particular date in order.
2. Select the appropriate rota date and click 'OK'.
3. Click 'AM', 'PM' or 'Both' as required. Go to step 4 below.



To print out prisoner movement slips from a rota:

1. Select 'Appointments>Appointments Overview' from the Main Menu.
2. Right-click on the rota and select 'Print>Movement Slips/Labels' from the right-click menu. The Print Movement Slips dialog is displayed. Go to step 4 below.

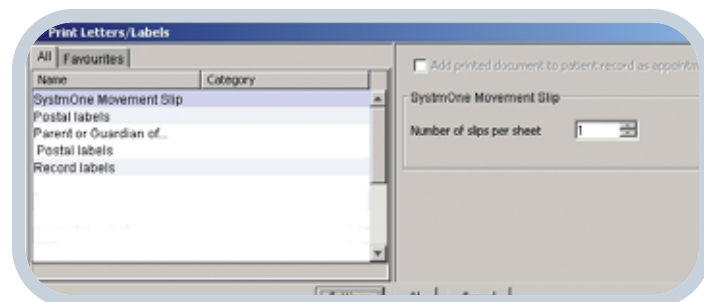


To print out an individual prisoner movement slip:

1. Select 'Appointments>Appointments Overview' from the Main Menu.
2. Double-click to 'Zoom in' to the required rota.
3. Right-click on the relevant appointment and select 'Print>Movement Slips/Labels' from the right-click menu. Go to step 4 below.

Then...

4. The Print Letter/Labels dialog is displayed. Select the movement slip format you want to use from the list, e.g. 'SystemOne Movement Slip' (you can use the 'Form Maintenance' screen if you want to design your own slips).
5. If using the 'SystemOne Movement Slip', specify the number of slips you want to print per page (up to four).



6. Click 'OK'. A preview of the slips is displayed in a word processing program, e.g. Microsoft Word.
7. Print out the slips from the word processing program in the usual way.

**TIP:** If the default 'SystemOne Movement Slip' is not suitable for you, you can create your own Prisoner Movement Slips using the 'Form Maintenance' screen. In order to get multiple slips to print on one page, on the 'Details' tab, click 'Browse' then 'New Layout' to create a custom page size. When configuring this page size, select 'Label Sheet' and then enter appropriate measurements. This way, you can select the number of 'Labels down', which controls how many patients' slips are included on the page.

## new task report

The screenshot shows a search interface for tasks. At the top, there are filters for 'Date' (Before, 09 Jun 2009), 'Type' (Miscellaneous & Internal), and 'Status'. Below these are radio buttons for 'Anyone', 'Me', and 'A specific person or unit'. A 'Restrict to current patient' checkbox is also present. The main area is a table with columns: Updated, Category, Patient, Task, Status, Due Date, Started, and Flags. The table contains several rows of task data, including 'Record Check' and 'Miscellaneous' tasks for various patients.

Updated	Category	Patient	Task	Status	Due Date	Started	Flags
15 Apr 20	Miscellaneous	Katherine F Barrans	Record Check	Complete		<input checked="" type="checkbox"/>	
15 Apr 20	Record Check	Lawrence Pearson	Record Check	Complete		<input checked="" type="checkbox"/>	
20 Jan 20	Referral	Chanelle J Chambers	Record Check	Not Started		<input checked="" type="checkbox"/>	
01 Jan 2005	GWP		Miscellaneous	Not Started		<input checked="" type="checkbox"/>	

The new Task Report allows you to find Tasks that have been sent by users at your organisation:

1. Select 'Reporting>Miscellaneous Reports >Task Report' from the Main Menu.
2. Select to search for Tasks sent 'On', 'Between', 'After' or 'Before' certain dates.
3. Select who the Task was sent from and to: 'Anyone', 'Me', 'A specific person or unit'. If appropriate, click the 'Make selection' button (magnifying glass icon) to search for a person/unit.

4. If appropriate, select the Task 'Type' and 'Status' to search for.
5. If appropriate, select 'Restrict to current patient'.
6. Click 'Search'.
7. The results are returned. Select a Task from the top pane to see the body of the Task in the bottom pane. Right-click to access the normal Task right-click menu.

Note, SystemOne Child Health users, at step 1 above, select 'Reporting>Task Report'.

If your organisation has created its own Task types and you wish to report on them, or if you can't find the Task type that you want to report on in the 'Type' drop-down list, select 'Miscellaneous & Internal' from the 'Type' drop-down list.

When the results are returned, you can then select an option from the 'Category' drop-down list. This list includes all the Task types found in the report results.

## occupation changes

The way that a patient's occupation is recorded and displayed has been made more user-friendly.

The following changes have been made:

- a. Read codes under the Employment Status (UaOTA) branch of the Read code tree will count as a patient's occupation. If any of these Read codes are already recorded in the patient record, they will be shown as the patient's occupation.
- b. When registering patients, the 'Occupation' field will default to being blank rather than 'Patient Occupation Unknown'. This means users can clearly see that no Read code is recorded by default. Users can choose to select 'Patient Occupation Unknown' if appropriate.
- c. To record an occupation, users will select from a drop-down list rather than the Read code browser. The most common options are at the top of the list.

- d. Users can configure the commonly used occupations on the 'Organisation Preferences' dialog.
- e. Users can add a 'Record Occupation' button to tool bars, templates or their home screen.
- f. Users can change an occupation from the 'Patient Details View' of the Administrative tree.

To record/amend an occupation:

1. Retrieve a patient.
2. Select the 'Patient Details' node from the Administrative tree.
3. Click the 'Record new occupation' button (shirt and tie icon) to the right of the 'Occupation' field.
4. Click one of the following:
  - a. 'Employment Status' - select a Read code and click 'Ok'.
  - b. 'Specific Occupation' - select a Read code and click 'Ok'.

- c. 'Free-text' - enter free text and click 'Ok'.
- d. 'Unknown Employment' - records 'Patient occupation unknown'.
- e. 'Cancel' - do not record an occupation.

When adding a Quick Action Button to a template or tool bar, search for 'Occupation'. You can then add:

- a. 'Record Occupation' - this allows users to record an employment status, specific occupation, free-text, or 'Unknown Employment'.
- b. 'Specific employment status' - select the Read code and click 'Ok'. This button will add the specified Read code to the record.
- c. 'Specific occupation' - select the Read code and click 'Ok'. This button will add the specified Read code to the record.
- d. 'Occupation unknown' - this button will add the 'Patient occupation unknown (916A.)' Read code to the record.



## Keyworth Medical Practice

Keyworth Medical Practice in Keyworth, Nottingham, has been using SystmOne since October 2007. The practice currently has 10,800 patients and 36 staff, including 9 GPs.

Practice Manager, Michelle Broutta, tells TPP Times how the practice uses SystmOne for their Practice-Based Commissioning (PBC) work...

Michelle says, "All 16 GP practices in Rushcliffe are part of a PBC cluster called Principia. At Keyworth, we are providing a dermatological surgery service. All the practices in the group refer patients with suspected BCCs (Basal Cell Carcinomas) to us for this service rather than referring them to hospital. We see all patients within three weeks and do everything that a hospital would do. Our accredited Skin Surgery GPwSI (GP with Special Interests) sees all the patients referred, and performs the surgical procedures and follow-ups. We do all the first appointments and follow-ups one morning a week and all the operations one afternoon a week.

"When we first set up this service, we did it all on paper, making folders up, putting them away into filing cabinets etc. Now we have it set up on SystmOne, we don't need to use any paper at all. The only paper that comes in is the referral letter itself, and sometimes even that is electronic, coming through as a Task from another SystmOne GP.

"As two-thirds of the GPs in the area use SystmOne, it's quick and easy for us to register the patients at our own practice. Then, those practices can view everything that's happened here for the patient. For patients from a non-SystmOne practice, we can still access any details held on the Spine.

"We have set up a four-page template that the GP uses. This replaces all the paper we used previously. Everything about the

service is recorded on the template and can be reported on. Now they're set up, the reports run themselves. They act as our minimum dataset and go to Principia for payment. The PCT is happy because they can see the referrals we've had in, what operations have been performed, what the outcomes have been and when the patients have been discharged.

"Another advantage of running this service with SystmOne is the security aspect - when we do follow-up discharge letters, we know they are securely stored. With a paper-based system, we had to find somewhere secure to save them. Now they're going directly onto SystmOne and other GPs who use SystmOne can see them from the record as well. That's helpful.

"Using SystmOne instead of paper for this service saves so much time. We have calculated that using SystmOne for the administrative side takes 50% less time than it did before. There are also cost and ecological savings as we have no need for folders, labels, paper or printing."

If you've got news to share with other SystmOne users, please contact Beth Daley on [beth-daley@tpp-uk.com](mailto:beth-daley@tpp-uk.com)



Staff at Keyworth receiving the keys to the LIFT building they now occupy, from where the PBC service is run.

## Events 2009

**Here's where we'll be over the next few months...**

### Management in Practice Events

2nd September 2009 - London

6th October 2009 - Birmingham

### Lincolnshire Practice Managers Conference

1st-2nd October 2009 - Grantham

### Primary Care Live

30th Sep-1st Oct 2009 - London

4th-5th November 2009 - Manchester

### Institute of Healthcare Management Primary Care Conference

1st-2nd October 2009 - Grantham

If you have an event you'd like us to attend, let us know by contacting TPP's CRM team on: **0113 20 500 83.**

## SystemOne PDA



TPP Times has previously reported on the development of a mobile working solution using a PDA (Personal Digital Assistant). This solution is now in the final stages of testing after which it will be piloted before being made available to other users.

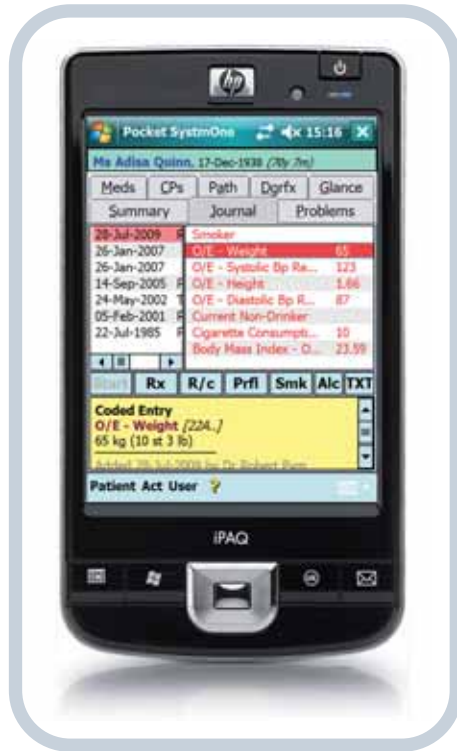
With the SystemOne PDA solution, a user connects the PDA to their PC and downloads particular records. These records will then be available for a consultation at a patient's home even though the PDA is not connected to the SystemOne network or server. This is useful in areas where 'live' mobile working is not available or where mobile signal coverage is too weak to allow connection in a particular geographical location.

Due to the screen size of a PDA, it is necessary that the amount of information and functionality available is cut down. It will be possible to view the record, and to add Read codes and medication.

### Benefits:

- Patient record available at the time of consultation for home visits
- Access to patient record is not dependent on mobile network coverage
- Clinician enters data at the time of consultation, not afterwards
- Time saved - clinician does not need to key in the data when returning to the practice/unit.

With a PDA, data is saved to the device temporarily (until it is redocked with SystemOne on return to base). This means that additional security needs to be in place in order for the data to be secure should the device be lost or stolen. A password is set from within SystemOne live which must be used on the PDA whenever accessing patient data. If a user attempts to retrieve a



record which another user has downloaded to their PDA, a warning will be displayed. Any information entered at this stage by either user will not be available to the other.

More details about what users will need to do if they wish to use SystemOne on a PDA will be made available after the pilot is successfully completed. SystemOne PDA has been developed in conjunction with Inchware Handheld Medical Software, CSC and CFH.

## release roundup...

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

[New bookmark to launch the NHS Central Alerting System \(CAS\) - just select 'Clinical Tools>Bookmarks>Central Alerting System' from the Main Menu.](#)

SystemOne Community users - you can now change a patient's recorded ethnicity and marital status. Do this on the 'Patient Details' dialog.

[Want SystemOne to tell you about unacknowledged referrals? You can now set an Organisation Preference \('Clinical Policy>Referrals Out' page\) so that automatic 'Unacknowledged Referral' Tasks are created. Right-click on the Task and select 'Show Patients' to find out who has an unacknowledged referral.](#)

Fewer clicks needed to block an appointment with comments. Right-click on the slot in a rota and select 'Block Appointment'. Type in your comments and click 'Ok'.

[A patient's usual branch site is now printed on the left-hand side of the prescription as well as on the right-hand side.](#)



### DATE FOR YOUR DIARY / NEXT RELEASE

The next SystemOne software release is currently scheduled for 20th August 2009. To use the 'Early download' method, leave SystemOne 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 SystemOne Status Messages for details.

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.



## competition! win a Patient Partner automated appointment system

Voice Connect, the company behind Patient Partner, has recently released two case studies relating to two GP practices using SystemOne, Nuffield Road Medical Centre and Blackwater Medical Centre. These are available on TPP's website at [www.tpp-uk.com/case-studies.htm](http://www.tpp-uk.com/case-studies.htm)

If you think Patient Partner could be a good solution for your practice, why not enter Voice Connect's competition to win the system?

To be in with a chance of winning, please complete this sentence in no more than 20 words: 'My practice would benefit from Patient Partner because...' Send your answers by 4 September 2009 to [competition@tpp-uk.com](mailto:competition@tpp-uk.com) The winner will be chosen by Voice Connect and announced in next month's TPP Times.

Please be aware that Patient Partner works in a bespoke way for each surgery and so the

winning practice will be required to provide input and commitment in order to successfully adopt and set up the system. Voice Connect will be on hand to help at every stage. The winning surgery will need to provide the following infrastructure: four analogue extensions of the surgeries phone system and a network point.

For more information on Patient Partner, go to: [www.voiceconnect.co.uk/patient\\_partner.asp](http://www.voiceconnect.co.uk/patient_partner.asp)



## tpp triumphs over csc

TPP Times has recently reported on developments that cement TPP's relationship with Local Service Provider CSC. By day, the two companies are working side by side, but out of working

hours, on the football pitch, it's a different story. A recent match between the two companies ended in a 5-0 victory to TPP, with a hat-trick scored by TPP Software Engineer, Miff Rehman.

## new cvd risk patient status marker icons

New unique icons have been created for use on the 'CVD Risk' Patient Status Markers. The new icons are clearer and also prevent confusion from

having the same icons available for user-defined Patient Status Markers.



Unknown Risk



High Risk



Low Risk

## hints and tips

> To prevent the creation of duplicate records for new-borns in areas using SystemOne in both GP and Child Health settings, follow these guidelines... Users at Child Health should register the child, inputting the mother's NHS Number (using the 'Mother's Details' button) during the registration - this is the most important step as it creates a 'Child Registered at CHS' Task at the mother's registered GP practice. Users at the GP practice should action this Task (double-click on it) then click 'Yes' to partially register the child. When the mother presents at the practice, search for the child - they will appear in brown text on the F10 Quick Patient Search dialog. To complete the registration, add the missing details, such as the child's full name and NHS Number, and save the record. Then, on the F10 Quick Patient Search or Patient Locator, select the patient,

right-click and select 'Re-Register Patient'. Click the appropriate registration type button and complete the resulting dialogs, then save the record.

> Want to receive discharge letters from your local hospital? If the discharge department uses Indigo4 software, this could now be possible. A list of Trusts using Indigo4 for discharge was published in a Status Message on 22nd May 2009. Contact your PCT or Health Informatics Service to find out if the service can be provided by your hospital. If it can, contact us on 0113 20 500 80 to discuss next steps. Discharge letters come into SystemOne in the form of a Task so all you have to do is check them and action the Task to file them to the correct patient record.

All screenshots in TPP Times contain fictitious data

