

systemOne demoed to welsh assembly

On Monday 8th May, representatives from the National Assembly for Wales travelled to a GP practice in Wrexham for a demonstration of SystemOne.

Welsh Assembly members wanting to see a centralised system in action contacted the practice manager at DK Banerjee and

S Banerjee, Coedpoeth, Wrexham, to request a demonstration of SystemOne.

Practice manager, Lindy Whitehurst, said, "The meeting went very well, I could only praise SystemOne and the benefits of hosting remotely."

Neil Toner, a director at TPP, says, "having

SystemOne demonstrated to the Welsh Assembly shows that SystemOne's profile is rising. We hope that more healthcare trusts will see the benefits that moving onto SystemOne, being integrated with Spine and being involved with Connecting for Health can bring."

another milestone reached

Working together, TPP, Accenture and the NHS have achieved their 200th GP deployment in the East and North East Clusters of England. These Go Lives are all part of the NHS Connecting for Health National Programme for IT. May's total of 34 was exceeded in June with a total of 35 GP Go Lives.

The total number of SystemOne practices

live or in deployment in the East and North East Clusters is now in excess of 550. This number includes 165 practices deployed by TPP before teaming up with Accenture. These practices have now been upgraded to a Spine-compliant and accredited version of SystemOne.

Helen Springer, TPP Project Manager, says,

"It's great to have reached this milestone, and to have achieved such a high proportion of Go Lives in the last two months. We will continue to work with Accenture and with PCT support to maintain the high number of monthly Go Lives and the high standard of data quality and support we provide."

hints, tips and workarounds

- > When contacting the TPP Support Helpdesk, please always have the problem on your screen in front of you. TPP can then help you more quickly and efficiently.
- > Keep a note of any reference numbers given to you in relation to issues or development suggestions. Using the reference number means it's much easier to check up on any progress made.
- > Do you know you can customise SystemOne so that the screens and functions you use most often are available at just one click? You can customise your Home page, as well as the Quick-Action Toolbar and your Clinical Tree. It couldn't be easier to do: right-click on any node on the Clinical tree and select 'Customise Clinical tree', click the 'Configure toolbar' icon on the Quick Action Toolbar, or click 'Configure Home Screen' on the Home screen.
- > Adding Read codes to a Trust subset makes it easier for all units within your PCT to use the same Read codes. This makes data more consistent and also aids the PCT in reporting across organisations. To add a Read code to a Trust Subset, find the code in the Read code browser then click the 'Add Selected Term To Trust Subset' icon. This code will then show with a special icon to show it is in a Trust Subset.
- > A number of keyboard shortcuts exist which make prescribing much quicker. Why not try them?
 - Press Ctrl + P to prescribe a new acute issue
 - Press Alt + P to print the prescription
 - In the Record Acute Issue and Repeat Templates dialog, leave the mouse out by:
 - Pressing Alt + D to go to the Dose field
 - Pressing Alt + Q to go to the Quantity field
 - Pressing Alt + I to go to the Issue Duration field

welcome

Welcome to Issue 4 of TPP Times. This month, the pages are bursting with useful information. Keep reading to find out about our scheme to give you easy-to-follow guides to using SystemOne, as well as how you can shape the system. Go behind the scenes at TPP to meet the Clinical Imports team - who work closely with Accenture to ensure smooth data migrations to SystemOne.

This month, we're telling you how to make the most of Tasks, as well as letting you know what's coming in future releases of SystemOne.

Our Focus On feature this issue tells you how one busy practice is demonstrating SystemOne to others in their area and feeling the benefit.

We want this newsletter to be interesting and of use to you and your feedback is greatly valued. Get in touch and tell us what you find most useful, which bits you read and which bits you don't. It's your newsletter, we want it to work for you.

new obesity report

According to Department of Health statistics, at the current rate of increase, one in five children will be obese by the year 2010. To attempt to counteract this trend, the government has set an Obesity PSA target to halt the year-on-year rise in obesity in under-11s by 2010.

Child Obesity Reports are to be collected by PCTs, who will pass them on to SHAs and then to the Department of Health. These reports will see every 4-5 year old (Reception Year) and every 10-11 year old (Year 6) having their height and weight measured each year.

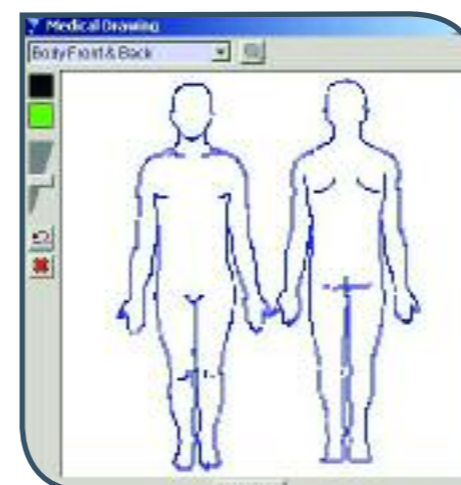
To aid the collation of this data, TPP has set up the reports needed within SystemOne. Using the new reports, Child Health units can see all relevant patients along with other details such as the school they attend.

Parents who do not consent to their children's height and weight being reported on may opt out. Only children with a parental Read code recorded are included in the report. A new template 'Height/Weight Parental Consent' has been written to record this Read code. SystemOne Child Health users can access



the Obesity Report by selecting 'Reporting>Obesity Report' from the Main Menu.

i want never gets - yes it does!



Medical Drawings were developed for SystemOne because of feedback from a SystemOne user.

SystemOne is constantly evolving because you, our users, tell us that you want it to do new things. We want SystemOne to perform every function you need it to - and that's why we need your feedback, both good and bad.

One example of live functionality developed from a user suggestion is medical drawings. In Accenture's case study on Bradford tPCT, Dr Alastair Bavington of the Kensington Street Health Centre says, "I suggested that it would be useful to have computer access to online medical drawings and within weeks SystemOne produced a suitable package."

Tell us what you think!

You can provide feedback about SystemOne to TPP a number of ways:

- > Email help@tpp-uk.com
- > Talk to us on SystemOne Chatrooms
- > Add a comment to Change Messages or Status Messages
- > Call us on 0113 2050080

Give us as much information as you can - the more we know, the more we can help.

say hello to tpp's clinical imports team

Each issue, we're introducing you to one of our teams. This month, it's our hard-working Clinical Imports team.

The Clinical Imports team plays a key role within TPP. Their job is to work with Accenture and new SystemOne users to ensure that the data migration from legacy system to SystemOne is as smooth as possible. The team extracts legacy data and imports it onto SystemOne, checking the data and liaising with the TPP Import Programmers, the Accenture Roll-out Services team and end users to ensure that it is correct and bug-free. The data is imported first onto a Dummy system, and then onto the live system, being thoroughly checked at every stage. The job requires a great deal of attention to detail, dedication and patience plus an ability to think logically and to work under pressure.

Louise Gray is the Clinical Imports Manager and praises her team: "They are really good. They work overtime and don't complain. Their first concern is that the organisations moving onto SystemOne are happy, problem-free and ready to sign off on time. They work very hard in order to achieve this."



TPP's Clinical Imports team.
Back row, left to right: Louise Gray, Adam Ghous, Robert Jackson.
Front row, left to right: Beth Loker, Danielle Gerard, Amy Verity, Emma Chapman

Louise Gray

Louise joined TPP four years ago as a Support Analyst. She now heads the Clinical Imports team, which has more than doubled in number since the start of 2006. Louise spends her free time walking her two dogs, Harvey and Oscar. She also enjoys reading and is looking forward to starting Dan Brown's The Da Vinci Code to "see what everyone's going on about!"

Danielle Gerard

Danielle moved to Leeds from Skipton and temped for a while before starting at TPP nearly a year ago. She has just got back from the Sonar music festival in Barcelona. Danielle is a keen clubber, citing Mint as her favourite Leeds club, but she also likes taking in a bit of culture at the city's art galleries.

Amy Verity

Amy was one of the first members of the Clinical Imports team. She says, "Since I started, the whole imports procedure has changed. It's now in a really good place. The job is challenging and there's always something to be learned." Amy has family in Cyprus and loves travelling. She would like to visit Australia and New Zealand. Back at home, she likes to spend her spare time entertaining her two year old niece.

Emma Chapman

Emma likes working at TPP, being able to answer user's questions and constantly learning new things. She loves watching the soaps and going shopping. Her ambition is to move to Spain, near to her parents who have their own business near Alicante.

Adam Ghous

Adam enjoys the challenges of Clinical Imports, and is pleased to be part of the team. As a keen mountain biker, Adam regularly heads out to the Peak District. His ambition is to run his own business.

Robert Jackson

Rob enjoys working at TPP because "there is always something to do - you're never bored here." Rob plays on the wing for TPP's football team and is looking forward to jetting off on holiday to Crete this summer.

Beth Loker

Beth came to TPP from a background as a beauty therapist, a change which she describes as "a good career move with much more prospects." She spends her free time going on days out and visiting friends who are away at university.

focus on leigh beck surgery spreads the word about systemOne

Each issue, we focus on a subject which we think will be of interest to you. This issue, how one GP practice is doing its bit to spread the word about SystemOne.

There are a lot of tasks to fit into a day at a busy surgery. Yet one practice is finding the time to demo an IT system to half a dozen other practices.

Leigh Beck Surgery, Canvey Island, Essex, has been live on SystemOne since September 2003. Now, the surgery is encouraging other practices in the area to join them on the system. Practice managers and practice nurses who are considering moving to SystemOne are being welcomed at Leigh Beck to see what the system is like in use.

Practice Manager, Christine Vickery, explains: "Local practices considering moving to SystemOne want to see how it operates in a working practice. Knowing that Leigh Beck uses SystemOne, practice managers and practice nurses from these other practices in the PCT have contacted us. We are more than happy to show them what we know."

Benefits

The advantages of integrated care are clear - it's what the National Programme for IT is all about - wherever the patient is, their record is available, allowing clinicians to make decisions about their care safe in the knowledge that they have all relevant information to hand.

But what are the benefits for practices? According to Leigh Beck Surgery, they are both clinical and social. "One of the clinical benefits to having all the local practices on the same system is that we

can make sure we're using the same Read codes." On SystemOne, Read codes can be added to a 'Trust Subset', so that when a search is performed for a Read code, users can see which ones are being used by other organisations in the PCT. This means records across the PCT are consistent, which improves data quality and makes it easier for the PCT to report on activity within the practices.

"It's a real benefit to us if we are all on the same system. We help each other."

Support network

But perhaps more important to Leigh Beck is the support network built on the common ground of working with SystemOne. "If all the practices are on the same system, we can help each other," says Christine Vickery. "We all work together. It's a real benefit to us if we are all on the same system. If we have problems, we can speak to each other. We help each other. We will help them and they will help us."

Leigh Beck Surgery isn't just helping others who want to find out more about SystemOne - they are also members of a user group for Choose & Book. Since the surgery started demonstrating SystemOne to other local practices, several

have taken up the new system. So, has the team at Leigh Beck seen the benefits of having more practices on SystemOne in the area? The Practice Manager says yes. "We weren't the first practice in our PCT to take SystemOne, so there are others more experienced than ourselves. When we have a problem or need help, we contact them. It's useful; it's a hands-on approach which is far better for learning."

Thank you

TPP Director and Co-founder, Satvinder Virk, says, "It's great that practices like Leigh Beck are showing others how they work with SystemOne. Word of mouth is incredibly powerful and seeing the system being used is hugely valuable for a practice thinking about moving onto SystemOne. On behalf of everyone at TPP, I'd like to thank Leigh Beck Surgery and all the other practices who support each other in this way."

competition reminder

Don't forget you have until 31st August to send in your entries to win an experience voucher worth £149. For details of how to enter, see the Focus On First DataBank feature in TPP Times Issue 3.

To request a back copy, just email beth.daley@tpp-uk.com.

are you using tasks?

Tasks are playing an increasingly important role in organising workloads and are now an integral part of the patient record. If you're not sure what they are or how to use them, read on...

What is a Task?

Tasks are messages users can send to each other as a way of recording work that needs doing. As such, they are useful in organising and managing workloads. Some Tasks are generated automatically by SystmOne, such as 'Electronic Referral Received', or 'Registered GP Changed'. By keeping track of your Tasks, you can really keep on top of what's happening in your organisation and to your patients. Tasks about patients also form part of the patient record.

How do I know if I have Tasks assigned to me?

To access Tasks sent to you, click on a Task link from your Home screen, select 'User>Task List' from the Main Menu or press Ctrl+T on your keyboard. On the Task List screen, use the filters on the left-hand side to find relevant Tasks.

If a new Task has been assigned to you, a clipboard icon appears in the System Tray (next to the time). You can also set a pop-up message to alert you to new Tasks. Just select 'User>User Preferences' from the Main Menu, select 'Notifications & Tasks' from the tree and select to show a dialog when a new Task is created.

How do I use Tasks?

SystmOne's Task List screen is easy to use - the Tasks are colour-coded so that you can easily see which Tasks are overdue and the tree on the left-hand side of the screen allows the Tasks to be sorted using a range of filters. To create a new Task, click the large 'Task' button on the toolbar, or press Ctrl + K, or select 'User>New Task' from the Main Menu. Select who you want to receive the Task -

remember that this can be yourself! Select a Task type, a subject if appropriate, and enter details of your Task. Then press 'Ok' and the Task will be sent.

If a Task has been sent to a group of people, once the Task has been marked as 'Completed' by one person, it will move from 'Open Tasks' to the 'Completed Tasks' node, saving work being duplicated.

To change the status of a Task or to action it, right-click on the Task and select the option you need.

To see Tasks created for a patient, retrieve the patient record, go to the 'Appointments, Visits & Tasks' node of the Administrative tree then look at the 'Task History' tab.

To find out more about using Tasks, press F1 for the Online Help.

tasks at a glance



Right-click on a Task to select one of these options.

Filter Tasks according to who they are assigned to or when an action is due.

Coloured flags help you find Tasks quickly.

List of Tasks in the high-lighted filter appear here. Red Tasks have reached their due date.

Details of the Tasks appear here.

what's new?

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

information now sent as tasks

You may be used to receiving information such as patients accessed at other units as a Notification. The following information is now sent to your organisation as a Task:

- Patient Access Summary
- ETP Rejections
- EDI Translation Errors
- EDI Validation Errors
- Nightly Minor Surgery Summary
- EDI Close of Quarter
- Patient Deceased
- Electronic Referral

Why?

1. Because information sent as a Task is saved in the patient record.
2. Tasks now form an integral part of the patient record.
3. Notifications have limited functionality compared to Tasks.
4. Tasks sent to a user can be seen by anyone within the organisation.
5. It is easy to monitor the number and status of Tasks in an organisation, thus managing workflow.

You may want to set up rules (see below) to ensure that the correct person receives these Tasks.

Tasks are now simpler to action. They fall into two categories:

1. Tasks needing the user to perform an action - once the work is done, just mark the Task as 'Completed'
2. Tasks with actions performed automatically by SystmOne - double-click on the Task to prompt the action from SystmOne.

Once a Task has been actioned/completed, it moves to the 'Completed Tasks' folder.

To delete a Task, select the Task from the 'Task List' screen, right-click and select 'Change Status>Deleted'.

create rules to process tasks

1. On the Task List screen, click 'Settings'.
2. Click 'Rules'.
3. Click 'New Rule'.
4. Use the options to create your Rule.
5. Click 'Ok'.



Creating Rules for Tasks means that you can set all Tasks of a certain type or from a certain person or group to be dealt with by SystmOne in a set way.

For example, you can set up all 'Transfer of patient care' Tasks to be sent to Admin staff, or for all Tasks created by a specific member of staff to be marked with a yellow flag. And you can create as many Rules as you like!

To delete a Rule just highlight it and click 'Delete Rule'.

mark tasks with coloured flags

You can now assign coloured flags to a Task. There are six colours to choose from. What they mean to your organisation is up to you.

To set a flag, right-click on a Task, then select 'Set Flag' and choose the one you want.

You might want all Tasks created by doctors to be one colour, or all Tasks requiring that

a patient be contacted as one colour.

The coloured flags are a useful way of finding Tasks at a glance, and for seeing how many Tasks of each flag you have on your list.

Use the new Rules (see above) to automatically assign Tasks from certain people or of certain types with a set coloured flag.



meet a director

role

Director of Sales and Training. I'm in charge of the training team and I travel around the country demonstrating the suite of SystemOne products.

family

My partner, Fred, has a 15-year-old son called Harry. I have a daughter, Becky, who has just got married, and a son, Sam. And so far, no grandchildren!

tpp history

My first encounter with TPP was in 1999 when I was working as the Primary Care Computing Advisor for South Essex Health Authority and was sent to Bradford to see TPP's 'Generations' system. I was invited to join the company as Training Manager and became a Director in 2001.

hobbies

I play squash with my daughter, Becky, and used to be in a league. I also used to do a lot of windsurfing. I enjoy reading - my current favourite is Stephen King's The Green Mile.

worst tpp moment

When we lost out to a competitor on a couple of big contracts to supply a system to all GPs within certain PCTs. But the experience made us reassess our deployment tactics, which are now far more successful.

ambitions

I would like to see SystemOne become the national system. I'd also like to retire to Spain one day!



Sue Sanders

best tpp moment

There are hundreds of them! One was when I was made a Director - I didn't expect it at all. I feel lucky because I enjoy what I do while so many people have jobs they dislike.

in the pipeline

QoF reactivated

Major changes made to QMAS by NHS Employers and the Department of Health updating the GMS Contract are due for completion.

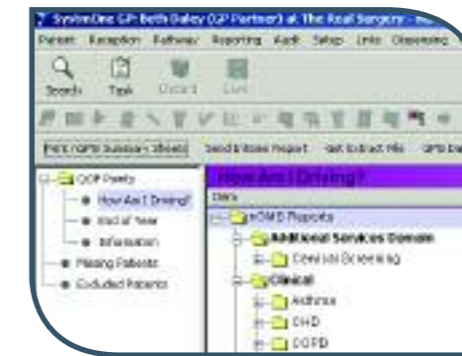
SystemOne will soon be able to show true QoF points for each practice, including those for the new areas such as dementia and chronic kidney disease.

10 provisional reports and 67 templates for the new QoF indicators have been available in SystemOne since May.

To see your practice's points, select 'Reporting>New nGMS Contract' from the Main Menu.

nGMS Alerts will reflect the new version of the Business Rules, and new alerts will

be added for the new QoF areas. On retrieval of a patient, you will be able to see if any work needs doing to achieve QoF points. To view the nGMS alerts, go to



the patient home screen, or click the 'nGMS Alerts and Patient Warnings' node of the Clinical tree.

Once the new Business Rules have been released, TPP will send catch-up reports for each organisation to the QMAS website. Users will then be able to see figures for each month of this financial year.

We would like to thank all of our users for their patience and reassure them that we do not envisage GPs losing any QoF points.

Please look out for SystemOne Status Messages for more information about the nGMS contract update.



report on consultation times

It will soon be possible to report on consultation times within SystemOne. A new report is being developed to help units monitor their consultation times in order to achieve targets.

SystemOne will report on the time that a patient arrives, plus the start and end times of the consultation. For more information on recording times in SystemOne, please see the F1 Online Help.

Functionality detailed on this page will soon be available on SystemOne. Please check SystemOne Change Messages and SystemOne Status Messages for more information.

release roundup

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

Print out prescription pages in reverse order. This is useful for printers that leave printed pages face up - there is now no need to manually re-order them.

The 'Can configure task user groups and status types' access right has been removed. Now, only System Administrators can configure task user groups.

System Administrators can now create their own appointment slot types and report on these using the 'Appointment Availability Report'.

Turn off Patient-Specific Warnings for Repeat Templates using the 'Prescribing Warnings' section of the 'User Preferences' dialog.

New appointment flag! Mark an appointment as 'Walk-in appointment'.

New Journal easier to read - Read-coded entries now show in black, not green, and free text no longer appears in a bold font.

New Immunisation Target Report! This report takes into account the changes to the documentation on disease groups and PCT calculations.

New Safeguarding Child Functionality! Any user can now add 'Child At Risk' information, viewable only by users with the relevant access right.

practice profile



The Broadway Surgery

Location:

Woodford Green, London

Live on SystemOne since:

June 2005

Staff population:

4 doctors (1 full-time and 3 part-time), 1 nurse, 7 receptionists, 1 secretary, 1 administrator, 1 practice manager.

Patient population:

5,000

News from practice:

The Broadway Surgery are celebrating increasing their list size having now hit the 5,000 mark.

Practice manager, Brendan Cooney, says, "Growing the list size has been hard work as we are in an area with an above average turnover of patients. Also, like most other surgeries, we lose many patients each year at the beginning of the university term. We have encouraged patients to register with us through our website and a poster in our surgery window. We are greatly helped by the reception staff who provide excellent support to patients - in a recent patient survey, they scored the highest out of the whole practice!"

Congratulations to The Broadway Surgery from all at TPP!

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!