

# top times

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## Liberating the NHS? Implications of the white paper for TPP

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## Clinical Director John Parry offers a topical analysis...

"It is early in the life cycle of the white paper to assume anything about the final shape of the about to be transformed NHS. However some things are obvious.

"The white paper both validates and requires a clinical and administrative record that travels with the patient, controlled by the patient and available to the patient. Only with the technological solution that SystemOne supplies will clinicians and managers be able to deliver the new ways of working.

"New ways of working such as e-referral and triage supported decision making will achieve the improvement of patient experience and reduce financial exposure.

"'No decision about me without me' means more holistic decision-making based on a complete record. Therefore an increasing number of providers will need systems to support their information requirements as well as those of their commissioners, while using and contributing to the patient's record."

follow us on 

### You can now follow our live updates on twitter.com!

See what TPP is up to in fewer than 140 characters and send direct messages to us online. Find our profile at [http://twitter.com/TPP\\_SystemOne](http://twitter.com/TPP_SystemOne).

Make sure you let us know if your unit is also online so we can follow you and your updates. Be our 100th follower on twitter and send us a direct message to **win a bottle of champagne!**

## The White Paper:

### How TPP already embodies Lansley's vision of a liberated NHS

When Andrew Lansley published his revolutionary white paper 'Equity and Excellence; Liberating the NHS' on July 12th, he probably never imagined the upset and backlash his ambitious plans would cause. Yet for TPP, the health secretary's ideas don't necessarily seem that revolutionary. The proposal to make the "principle of shared decision-making become the norm" is something TPP has been aiming toward for years. The heavy emphasis on empowerment from the bottom up is also something TPP shares; with our focus on ensuring SystemOne is a user-led system, we know that the development of our product comes from the people who use it the most.

The white paper publication created waves of concern and anguish but crucially, with the absence of specifics, the paper also created uncertainty. There is doubt around the level of changes that will be implemented in the coming years and whether or not the transformation of the NHS will really be that radical. Whatever the outcome is, whether the changes be revolutionary or relatively insignificant, TPP believes that with the strength of SystemOne, it's in an enviable position.

**"see the benefits of SystemOne over other clinical systems"**

The white paper concentrated on patients being at the heart of everything, a patient and clinician led NHS where choice and care are paramount. For TPP this makes perfect sense. Our products are focussed on functionality, those features that will essentially make the lives of both patients and health professionals easier. Our sharing model aims to increase clinical safety and improve efficiency across every healthcare setting in the NHS. Our integration with the SCR record already makes it easy for patients to have the choice to share their record with any third party.

The paper also highlights integration and communication between services as a key feature in the future of the NHS. Our product range already ensures established links between primary and secondary care and newer modules such as social care will continue to cement those relationships.

For just over a decade, GPs have been choosing us as their clinical system supplier. We have no reason to believe this will change, whether or not NPFIT survives Lansley's vision. The focus on procurement choice from any willing provider will continue to give all health services a wide range of product choice but will hopefully increase the availability of our products across the country and enable more professionals to see the benefits of SystemOne over other clinical systems.

The focus on GP consortia will create a more localised GP network with greater commissioning power, something that can be aided by functionality that already exists in SystemOne. Features like the ability to share templates and rotas with other practices will help enormously in an NHS where GP consortia are the norm rather than the exception. Consortia-level reporting will also make it simple for data to be shared across practices. Our range of integrated communication tools within the system also means that inter-practice decision making is a quick and easy task.

The future of PCTs and SHAs has been cast into doubt by the white paper and some PCT professionals are now fearing for their jobs, yet the paper does outline that existing expertise within the PCTs will be maintained in the move to GP commissioning. TPP is confident that the strong connections they already have with current PCT and SHA staff can not only be maintained but strengthened in the future, regardless of what role they may move into.

As far as newer innovations go (things like the introduction of new performance frameworks) TPP aims to implement new developments to mirror these changes in the same way it would any other system improvement. SystemOne is a constantly developing and changing system so any transformation to the NHS as a whole can easily be reflected in the functionality we offer our users through our regular system updates.



# News from Primary and Secondary Care

## Palliative Hospital Pilot

A pilot for the palliative hospital upgrade has begun at Rotherham Specialist Palliative Care Services, a unit with 8 patient beds. The upgrade will provide palliative units with bed management functionality alongside all the usual palliative reporting functionality.

The pilot began the week commencing the 27th September and is due to last 45 days. Following the successful completion of the pilot, the upgrade will then be available free of charge for

all palliative services under NPfIT. Any unit that is interested in this upgrade should begin by contacting their PCT.

Palliative Hospital will allow palliative sites access to a ward overview as well as giving them the ability to book patients into beds far in advance. It will also feature some of the functionality available in Community Hospital services such as the ability to record and monitor gender breaches across wards.

It is hoped the new module will allow the Rotherham Hospice to become even more efficient and aid them in their planned extension to include 6 more in-patient beds by the end of the year.



## Scanning Success

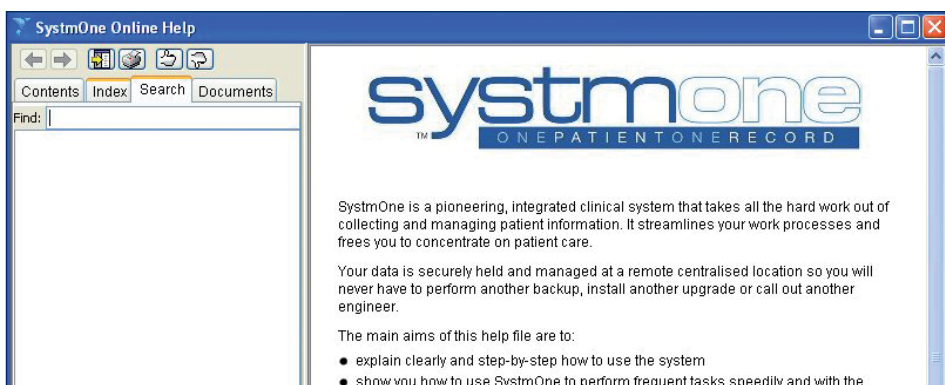
A successful pilot of **SystemOne's** new scanning & workflow functionality has taken place at Friarwood Surgery in Pontefract. The new developments to **SystemOne's** existing scanning functionality add optical character recognition and a full workflow, giving the ability to configure organisation specific rules and adding a drag and drop feature. The system will now also auto-match the document to a patient

and populate specific merge fields from scanned letters.

The new functionality will be deployed to nine more sites over the next month. Once this has been completed, existing users will be informed prior to the full roll-out across all PCTs. The new scanning workflow was produced as a result of user suggestions and development requests.

## F1 search field reminder

Don't forget if you're looking for something on F1 help you can use the search functionality at the top of the screen to find something specific. The tab will open up an editable search field where you can type whichever screen you're looking for in **SystemOne**.



The primary function of our Clinical Systems Analyst team is to work to improve and develop **SystemOne**. It is the responsibility of each organisation to ensure their own users are fully trained on **SystemOne**, F1 help is just one in a range of features to assist in this training process. Our CSA team cannot give training advice to users over the phone.

## release changes

You can find all of the changes from the most recent releases in the change messages on **SystemOne**, however if you missed any, here are just a few of the tweaks we made following suggestions from you, our users.

> **Miscellaneous:** A number of icons in the **SystemOne** menus and toolbars have been updated. This is part of a wider update to modernise SystemOne's appearance.

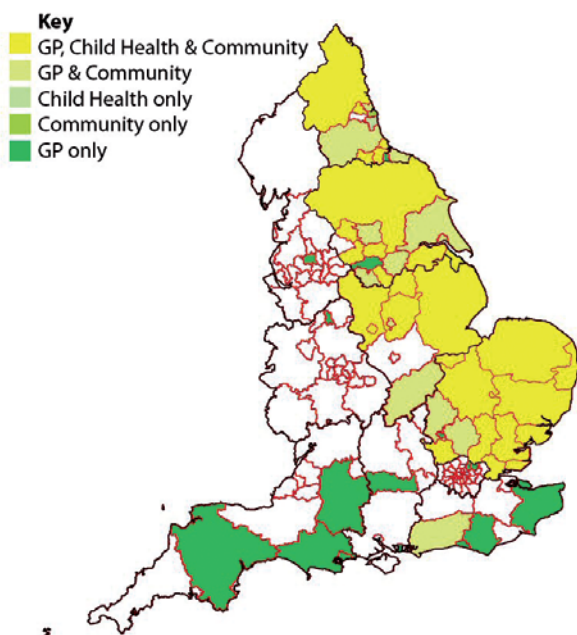
> **Miscellaneous:** A cost warning has now been added to the drug browser. This will make the cost implications of special order products more obvious.

> **Patient Record Change:** The toggle tree functionality has been replaced with a pinnable patient record tree. The tree will now be able to slide out of sight when not in use.

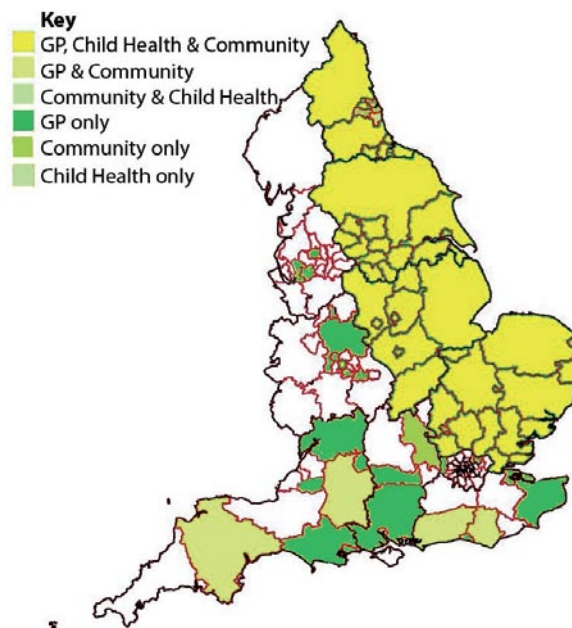
> **Referrals, Letters and Attachments:** An additional configurable merge field has been added to allow users to record information about a patient's relationships within a letter. This change only applies to **SystemOne** letters.

> **Secondary Care Change:** Gender breaches are now ended for patients who are on leave and an option has been introduced to prompt the user when a patient returns from leave. This change only applies to users of secondary care **SystemOne** modules.

# Deployment Map & Statistics



September 2008



September 2010

*These maps show the dramatic advances we've made across England in just 2 years. Now a large proportion of PCTs are deciding to deploy SystemOne Child Health and Community alongside SystemOne GP and are really seeing the benefits of joining up patient care across a whole range of services.*

## 100% of Child Services Live on **SystemOne** in NHS Yorkshire and the Humber

Following the successful deployment of **SystemOne** at Selby and York CHS last week, Yorkshire and the Humber SHA now proudly boasts 100% child health deployments within their area. As well as child health services, there are also 100% of prisons in the area on **SystemOne** along with 100% **SystemOne** coverage in community units. Tony Megaw, Assistant Chief Information Officer for the SHA, described the milestone as "another fantastic achievement for the NHS in Yorkshire and the Humber." The area also has over 55% of GP practices using **SystemOne** with more joining all the time.

The sheer amount of services now using **SystemOne** means there is a real continuity of care across the region. Health professionals

can see real-time updates to the electronic records of their patients and units can also feel the benefit of truly being paper-light.

With so many different services using **SystemOne**, health professionals are becoming more mobile, able to frequently work from many different sites.

Adele Cotter, Customer Relations Manager for TPP, said **"The latest statistics are really exciting as it means that clinicians and patients in Yorkshire and the Humber are realising our vision of 'one patient, one record' every single day."**

Yorkshire and the Humber SHA have recently created some videos about how **SystemOne**

has impacted the NHS in their area. To view these visit: [www.yorksandhumber.nhs.uk](http://www.yorksandhumber.nhs.uk)

### did you know?

There are now 265 units using our free SMS messaging service through NHS mail. The service allows text messages to be sent in order to remind patients of appointments, tests or any urgent news. Our service is the only completely free facility of its kind available within a clinical system with no adverts or set up charges. Our previous 'paid for' service will be deactivated from 1st November.

in deployment...

# Lakeside Surgery success with SystemOne

Lakeside Surgery joined the growing trend of Corby when they signed up to deploy SystemOne earlier this year. Lakeside sits alongside Lakeside Plus, a Darzi and walk-in unit, and Corby Community Hospital, both of which deployed SystemOne more than 2 years previously. GP Sanjay Gahdia explains why they made the decision to move to SystemOne. **"We were looking forward in terms of where clinical systems were going and viewed all the current systems out there. SystemOne was way ahead of what we needed and completely unique in what we were looking for."**

When the surgery approached their go-live they thought that with nearly 29,000 patient records, over 100 staff members and a branch site, moving over to a brand new clinical system would be a challenging and difficult task. The reality was a very smooth and hassle-free process. The preparation leading up to the deployment was highly detailed, organised by Jane Bradley (Business Change Workstream Lead) and aided by the NHS

Northamptonshire's SystemOne GP deployment Team who promote SystemOne as their GP system of choice. The PCT was able to use some of the existing configuration at Lakeside Plus and Corby Community to create templates for the surgery.

The existing process the PCT and TPP have in place to move practices from Emis LV to SystemOne is a mature one and means the deployments are always smooth. The cutover period impressed staff as it was extremely quick. There were virtually no issues during migration and as Sam Bradshaw, Project Manager at the PCT explains **"For a practice this size, that's really excellent."**

The surgery can now benefit from being able to share data with their neighbouring sites and more mobile staff are taking advantage of using the same system across all services. The surgery is now looking forward to the future and to a planned merge with nearby Forestgate Surgery. This merge will mean the practice has

patient numbers of well over 40,000, making them one of the largest practices in the country. Linda Ward, Practice Manager for Lakeside concluded by saying **"The whole thing just went really smoothly, we had excellent training and support. I wouldn't hesitate to recommend that other practices move over to SystemOne."**



## South East Coast SHA soars with 100% deployment of SystemOne Prison

The South East Coast SHA recently reached 100% coverage with SystemOne prison when HMP Elmley went live earlier this year. The prison, in Sheerness on the Isle of Sheppey, is a purpose-built local prison which is part of a cluster of three that serve the Kent area.

All 16 prisons in the SHA have migrated to SystemOne. HMP Ford in Arundel was the very first prison to deploy SystemOne back in 2005. Healthcare Manager Tracey Boyd from the prison explains how her staff have dealt with changes over the years.

**"It's 5 years since HMP Ford went live with SystemOne. At that time there were no other prisons in our area using this system so there were no local user groups to share ideas with or gain experience from. The Ford team began by setting up staff rotas**

**to book all the appointments & using the system for all consultations - this was to prove a huge advantage with no more searching for the paper medical records prior to appointments & no filing away afterwards.**

**"We were all very pleased when it was decided that this would be the system of choice for all prisons as the benefits could be foreseen for all healthcare centre staff & their patients. Now that more of the prisons who transfer offenders to us are live, the benefits are coming through - a click or 2 on the mouse & the record is transferred in full; often we get the information before the offender arrives!**

**"The South East SHA now has a very good SystemOne user group which I'm pleased**

**to be involved with & this has proved a useful way to discuss problems & share best practices. I am currently working with our local informatics team on a project to review our use, demonstrate the system's full potential & provide additional training. This should be complete before the end of this year & we're all hoping it will bring even more benefits."**

did you know?

Our quickest cutover period has been reduced to just 3 days! This means our GP deployment process is now quicker than ever!

# coming up / events...

**ehi**  
**LIVE**  
**2010**

Over the next couple of months you'll find us at the following events:

**20th October — Management in Practice (Birmingham)**

**26th October — International implementation of Electronic Records Conference (London)**

**8th/ 9th November — E-Health Insider Live (Birmingham)**

Come and say hello, it's always nice to see a friendly face!

We've also been nominated for the 'Healthcare IT Team of the Year' Award at the EHI Awards 2010 which take place on the 6th October.

## Are you a SystemOne champion?

TPP is on the hunt for **SystemOne** users who actively improve the use of IT in their area. We receive lots of good news stories from various people around the country who promote **SystemOne** in unique and exciting ways — we want the chance to reward those people in a national awards ceremony in June 2011. To nominate yourself or a colleague as **SystemOne Champion of the Year**, all you need to do is email the following to [newsletter@tpp-uk.com](mailto:newsletter@tpp-uk.com)

- Name, job title and PCT/SHA
- A photograph
- 3 examples showing the nominee is a **SystemOne** champion

There will be regional winners as well as an overall **SystemOne** champion of the year 2010-2011. Nominations will close in February 2011.



## stress-busting SUDOKU!

Complete the Sudoku on the right to win a brother label printer and a pack of stress balls for your organisation!

Each row, column and individual square needs to include the numbers 1-9. To win, just find out which numbers go in the highlighted squares and email your answer, along with your name and address, to [Email:newsletter@tpp-uk.com](mailto:Email:newsletter@tpp-uk.com)

		5				2	3
						1	
1	8					7	
8			1	5			
			4	2	3		
				9	8		4
	4					5	7
	1			4			
2	7		8			9	

Difficulty Level: **HARD**

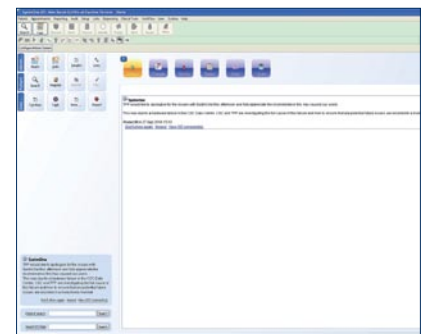
## Congratulations!

to Angela Kershaw at Mid Yorks Trust who won the last TPP Times competition!

## Next release date - what to expect...

The next **SystemOne** updates are currently scheduled for Thursday 14th October and Thursday 4th November. We've been working to modernise the look and feel of **SystemOne**. As part of this modernisation we have been redesigning the home screen and log-on screen. Changes include the introduction of new icons, larger buttons

and a new 'active space' which will populate with the content from any button clicked above it. These changes aim to improve the usability of **SystemOne** and also reduce the number of clicks it takes to log-on and begin working in the system. The new home screen will be released for all users in the October **SystemOne** update.



# TPP in the community

## Sponsorship news



### TPP runners race ahead in the Horsforth 10k

Nine runners from TPP took part in a local 10k road race sponsored by the company. In total, over 400 runners took part with the winner clocking a time of 33 minutes. TPP director Neil Toner broke through the finish line after an impressive 49 minutes, closely followed by the rest of the TPP staff. The race, organised by Horsforth Harriers running club, covers a difficult route comprising of an initial sharp incline of around 2 miles followed by a

steady level path alongside the Leeds canal. Money raised by runners went toward a donation for the club's chosen charity, 'Speak Ability' and TPP's charity work in Eritrea. Beth Loker, a member of the TPP Imports Team, narrowly missed beating her personal best from the previous year but was still grinning as she neared the end; "I was just glad to have finished and to have run for TPP for the second year in a row!!"

### TPP supported schoolboy returns from charity trip to Peru

Jacob Talbot left for Peru in July as a sixteen year old excited to get to see a little bit more of the world with 16 of his classmates. He returned a month later having experienced a truly life-changing trip with World Challenge Expeditions and his school, St Mary's, Menston.

Jacob was sponsored by TPP last year to purchase much needed kit for his expedition. Each member of the group had to cover all of their costs through their own fundraising. To do this Jacob took part in sponsored swims and bag packing events at local supermarkets.

The school trip began in Lima and covered Huaraz and Lagunas before finishing in Iquitos, the largest city in the world that

cannot be reached by road. Whilst in Lagunas the group worked alongside Peruvian builders to build new walls in a local school. This was a challenging experience as working conditions were difficult and the building work constantly became victim to local thieves and vandals.

Lagunas is one of the most deprived regions of Peru and the group were constantly plagued by begging children. Jacob describes how the culture shock really hit him at the school as signs of poverty were ever-present.

The group were faced with both emotional and physical challenges, including an acclimatisation trek, canoeing down the Amazon and a climb to the third highest waterfall in the world.



### More employees plan new equipment for Eritrea

In January, TPP sent 3 employees out to a school in Eritrea, North Africa. The group installed IT equipment as part of a long-term project to improve facilities at the school.

Fundraising has now begun by 4 more employees to take more computers back to the school in January. Ashley Brook, Duncan Davids, Mark Keith and Jo Gray from TPP will be raising money for four computers as well as a new water tank and hopefully a library for the school. The group have also begun an

exchange project in conjunction with a primary school in Horsforth. Pupils from Newlaithes School—which David Milliband attended in the 1970's—will be creating videos about their school life to send out to Eritrea. The local school also aim to create their own fundraising scheme in order to raise money for sports equipment.

Ashley Brook, customer relationship manager for TPP believes the project will be educational for both groups of kids; "The schoolchildren

**in Eritrea will obviously benefit from our fundraising efforts here but it will also be a valuable experience for the children in Horsforth, enabling them to learn about a new culture and a different way of life".**



# A day in the life of...

**Mel Smith**, from **Abbey Medical in Wellingborough**, chats to the TPP Times about the day his practice became the target of a potentially devastating arson attack



"It was a Saturday night in May when we received the phone call to say the practice was on fire. We had been based at the Gold Street Centre, along with two other practices, for a number of years. But by the time I arrived, the fire brigade was already there and the flames were engulfing the building. Nearby homes had been evacuated and the sight was really devastating.

"As a practice manager, you really feel like you're going to lose everything, we knew all of our possessions were in that building. My only feeling of relief was that, knowing we were on **SystemOne**, I knew all our data was safe away from the practice.

"When we were finally allowed in the building, all our hardware was destroyed. Phones had melted to the desks and cables and pipes were literally hanging from the ceiling. It was obvious that no-one could see patients in that building any time soon. Our disaster plan sprang into action and we met with the PCT the following day to discuss our next move.

"We borrowed a laptop and were able to log onto **SystemOne** using a username and password. This meant we were able to view not only our patients' contact details but also a full list of appointments for the upcoming weeks. Within hours we were able to phone all the patients that were booked to come in to the practice.

"As soon as we were re-housed in temporary accommodation we were able to log on to **SystemOne** using laptops and a secure connection, meaning we had access to all our patient data wherever we were moved. All our calls were diverted to a local OOH centre and all of our patients knew what was happening at all times.

"A few weeks later all three practices were moved again into a disused home for the elderly and we were able to re-establish ourselves using all our old rotas and templates. "We're in the process of having permanent premises built but before that happens, our practice is due to merge with one of the others, meaning we'll gain another 2000 patient records. Though we're not too worried about any upheaval, we think that with **SystemOne** everything will go fairly smoothly!"

"We're now back to offering patients the same level of availability and services as before the fire. The only thing that has really changed for us is that we're not a mile

up the road any more. We can't use the fire as an excuse because we're still providing the same patient care. We're even planning our winter flu clinics with our old rotas and report templates, using **SystemOne** to share them with the other practices!"

"All of our patients have been really quite shocked with the lack of disruption to the surgery following such a devastating fire. But I think we're all aware what the situation would have been like if we hadn't have moved over to a hosted system. The fire would have affected us for years. The partnership between the PCT and the practices has been so successful that it has now been nominated for the 'Best Partnership' award at the AHCM Communicating Health Ceremony."

*Photos courtesy of Northamptonshire PCT*



If you have a story about how **SystemOne** has changed your working life then get in touch

newsletter@tpp-uk.com

