

*Happy
Birthday
TPP!*

This September sees TPP celebrating its eighth birthday after its most successful year yet.

When Frank Hester and Satvinder Virk won their first contract back in December 1999 for their 'Generations' system, they had visions of it developing and being used across the country. Now, eight years later, their dream is becoming reality.

In eight years, TPP has achieved an enormous amount. From two people and a computer in an attic, The Phoenix Partnership has grown substantially, now employing nearly 70 people. There are now over 5 million patient records on SystemOne, across almost 1,000 organisations in the UK covering a wide range of units: GP, Child Health Surveillance, Community, Hospice, Prison,

Primary Care Trust (PCT) Reporting, A+E, Diabetes, Drug Dependency, Homeless, Out of Hours, and Walk-in Centres.

From one GP practice in Bradford to almost 1,000 units across the country, TPP, Accenture and the NHS are enabling clinicians and patients to see the benefit of truly integrated care, courtesy of SystemOne.

But this is just the beginning. TPP will continue to work with the Local Service Provider and NHS Connecting for Health to provide an integrated primary care system to the Eastern Cluster and the North East Cluster as part of the NHS National Programme for IT, ensuring that patient records are available at the point of care.

welcome

Welcome to Issue 5 of TPP Times. This special issue marks the eighth birthday of TPP and SystemOne.

Thank you to all users who have provided feedback and floated ideas about SystemOne - you have helped to make it what it is today and what it will be tomorrow. With your input, we hope to make the next eight years even more successful than the first!

This month we're focusing on how TPP and SystemOne have evolved over eight years. Plus, keep reading for more SystemOne hints and tips, to find out how to use Patient Plan (formerly Scratch Pads) and to find out more about SystemOne releases.

This is your newsletter, let us know what you want to see included in it by emailing beth.daley@tpp-uk.com.

what have we achieved?

No of patient records on SystemOne:..... **5 million**
 No of consultations to date:..... **307 million**
 No of ETP Transactions: **2.9 million**
 No of Choose and Book referrals:..... **13,000**

The latest deployment figures for the North East Cluster and the Eastern Cluster of England:

GP Practices using SystemOne GP:..... **420**
 PCTs using SystemOne Child Health:..... **48**
 PCTs using SystemOne Community:..... **76**
 % of PCTs using a SystemOne module:..... **80%**

Figures correct at the time of going to press

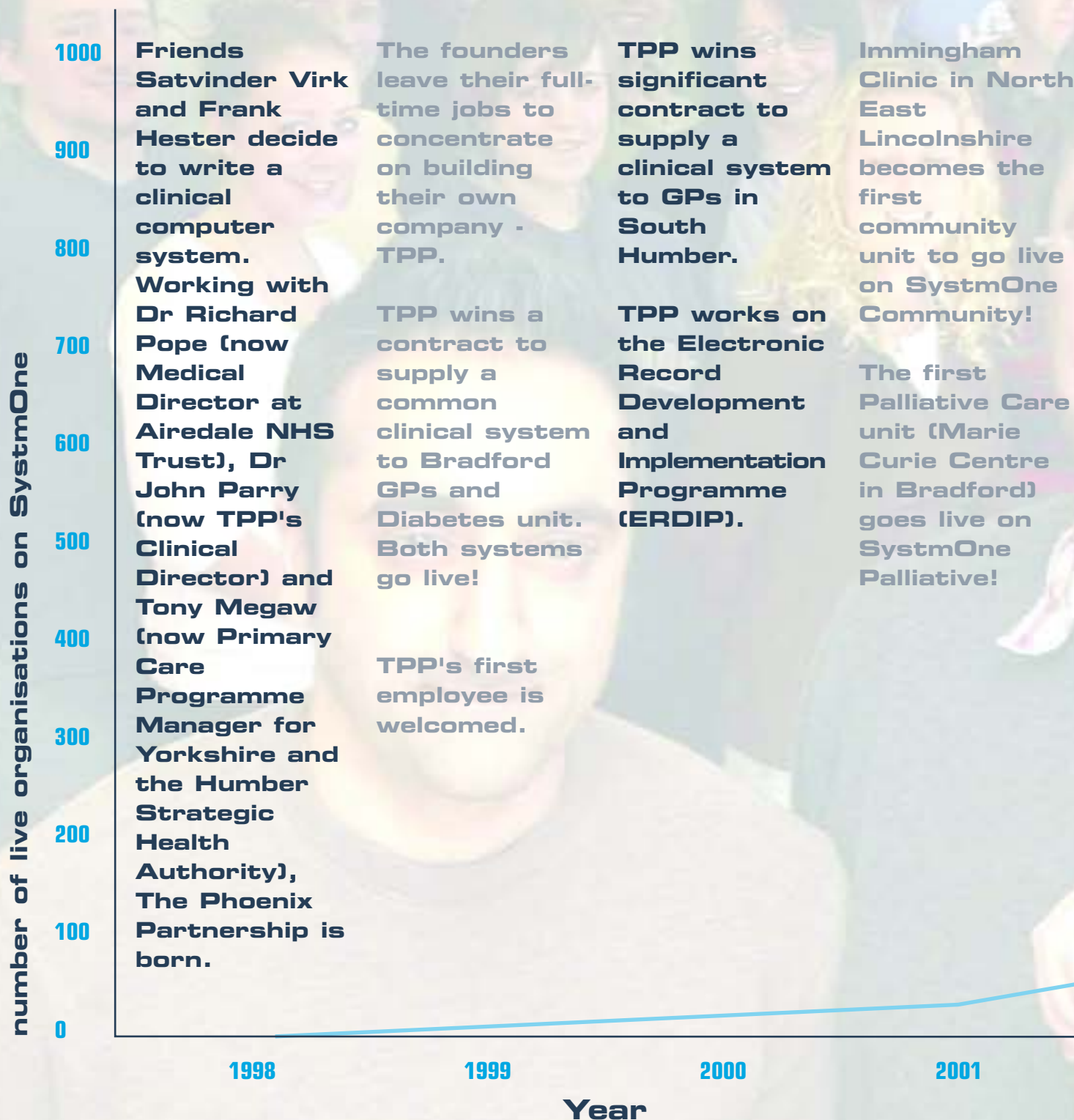
systemOne future

At TPP, we know there's still a lot of work to do. Here are our aims for the future:

- > more SystemOne modules covering a variety of organisations (currently outside of CfH), with a Community Hospital module currently in development, allowing patient records to be available appropriately and securely at the point of care, wherever that may be
- > greater coverage of primary care units within the North East Cluster and the Eastern Cluster ensuring integrated primary care
- > greater coverage of SystemOne Prison throughout England and Wales
- > further development of adapters for smoother data migrations
- > continuous testing and development of SystemOne so that it offers what you need, when you need it
- > one patient, one record

focus on

eight years of systemOne



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number of live organisations on SystemOne

Friends Satvinder Virk and Frank Hester decide to write a clinical computer system. Working with Dr Richard Pope (now Medical Director at Airedale NHS Trust), Dr John Parry (now TPP's Clinical Director) and Tony Megaw (now Primary Care Programme Manager for Yorkshire and the Humber Strategic Health Authority), The Phoenix Partnership is born.

The founders leave their full-time jobs to concentrate on building their own company - TPP.

TPP wins a contract to supply a common clinical system to Bradford GPs and Diabetes unit. Both systems go live!

TPP's first employee is welcomed.

TPP wins significant contract to supply a clinical system to GPs in South Humber.

TPP works on the Electronic Record Development and Implementation Programme (ERDIP).

Immingham Clinic in North East Lincolnshire becomes the first community unit to go live on SystemOne Community!

The first Palliative Care unit (Marie Curie Centre in Bradford) goes live on SystemOne Palliative!

The first GP practice in South Essex goes live on SystemOne GP - the start of a significant network of practices in the area.

Generations becomes 'SystemOne'.

SystemOne's servers move to a new remote location, enabling the system to accommodate its rapid growth.

TPP develops a Haematuria Pathway within SystemOne.

Accenture chooses TPP as a software provider for its contract with NHS Connecting for Health in the North East Cluster and Eastern Cluster of England.

Airedale and Craven Child Health Surveillance are the first to go live on SystemOne Child Health!

HMP Hindley, Wigan, are the first to go live on SystemOne Prison!

As part of NHS Connecting for Health, TPP is the first supplier to successfully send an Electronic Transmission of Prescriptions (ETP) message.

TPP's expansion sees the team move to its current home: Mill House, Horsforth.

2 million patients registered on SystemOne!

TPP hosts the first ever national user meetings which prove highly successful.

SystemOne records 1 million ETP transactions.

TPP, Accenture and the NHS celebrate 200 GP go lives on SystemOne as part of NPfIT.

5 million patients registered on SystemOne!

2002

2003

2004

2005

2006

Year

'Reproduced by kind permission of The Telegraph & Argus, Bradford'

are you using patient plan?

Need to add notes to a patient record that are not to be included in the consultation?

Why not use one of SystemOne's hidden gems - Patient Plan?

What is Patient Plan?

Until recently, Patient Plan was called 'Scratch Pads'.

A Patient Plan is a sort of electronic Post-it note. Use Patient Plan to add brief textual notes to a patient record. These notes can then be viewed by anyone else looking at the patient's record. Patient Plan activity is also recorded in the Journal/New Journal. When the note is no longer needed, it can be completed/deleted.

Why use Patient Plan?

To add non-clinical information to a patient record.

To act as a reminder to yourself or other carers.

To exchange notes about the patient with other parties accessing the record.

What sort of things could I include?

It's up to you, perhaps...

Notes about the treatment planned for the patient.

Notes acting as an aide memoir for yourself or other carers.

Notes not appropriate for a consultation or reminder.

How much can I include?

A patient can have an unlimited number of Patient Plans in their record and an unlimited number of notes in each Patient Plan. A note must be less than 1,000 characters long.

What's the difference between the 'complete' and 'delete' options?

Completed items remain visible in the

Patient Plan with a line through them.

Deleted items are removed from the Patient Plan - but are still visible in the New Journal.

Where do I find Patient Plan?

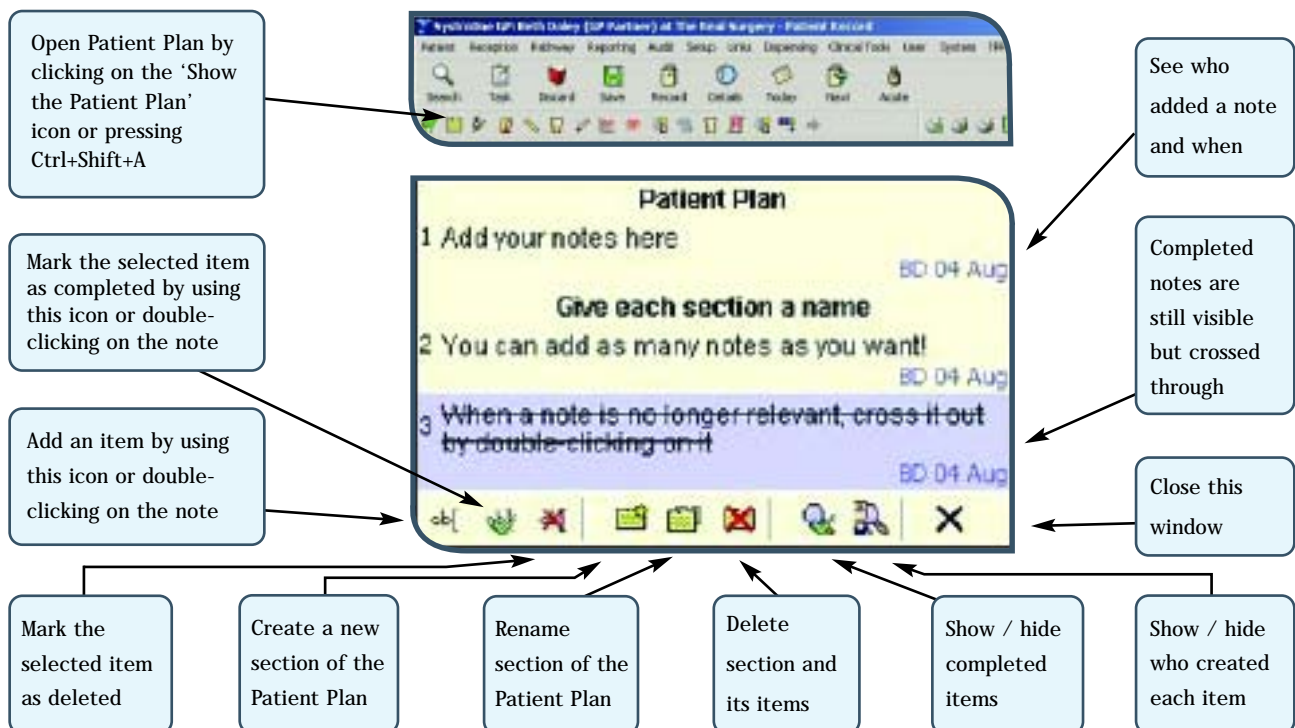
Click the second icon from the left on the default Quick-Action Toolbar.

Or select 'Patient>Patient Maintenance>Patient Plan' from the Main Menu.

Or press 'Ctrl+Shift+A' to open Patient Plan if a patient is retrieved, or to focus on Patient Plan if it is already open.

Set a User Preference to open the Patient Plan dialog when a patient is retrieved. Go to the 'Patient Plan' section of the 'Patient Record' folder of the 'User Preferences' dialog.

patient plan at a glance



what's new?

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

clinical tools - CVD replaces CHD

The Coronary Heart Disease (CHD) Calculator has been replaced with a Cardiovascular Disease (CVD) Calculator. This change is in accordance with NICE recommendations as CVD is a more prominent risk. For more information on this guidance, please see www.nice.nhs.uk.

The CVD Risk Calculator works in the same way as the CHD Risk Calculator. To access it, select 'Clinical Tools>CVD Risk Calculator' from the Main Menu. As with the CHD Calculator, CVD risk can be saved to the patient record.

This change also affects reports and Patient Status Markers. Reports will now use the CVD risk. Reports previously based on CHD may now be incorrect. Users need to set up new reports based on CVD. A Patient Status Marker will flag up patients with a high CVD risk.



scanning - now more versatile

A SystemOne Status Message inviting feedback on proposed changes to the Scanning module received a record amount of responses from users. Your comments revealed that different units have very different ways of dealing with Scanning.

In light of your comments, TPP made the following changes enabling SystemOne to support a wider range of Scanning work practices:

1) Multi-site scanning - un-filed scans are now accessible at branch sites, allowing clinicians to work on their un-filed scans at any SystemOne site they happen to be at. This will make the viewing and filing of scanned images for multi-site practices a much easier process. To see images from

other sites, use the 'Image Source' drop-down list at the top of the 'Scanned Images' screen.

A new 'Site' column has been added to the Scanning Screen to make it easy to see which site a scanned image is from.

2) Workflow - a Task can be automatically created for each scan. When the Task is actioned, it will either be filed or passed to another user or user group. Responses to the Scanning Status Message revealed that many units would prefer not to use Tasks for scanned images - so this functionality defaults to being turned off. For organisations used to a more structured scanning workflow, Tasks can be activated, providing the desired structure.



To control when Tasks are created and who they are assigned to, use the 'Task Creation' page of the 'Scanning Settings' dialog.

Scanned images can be opened and amended from the Task List screen. Simply double-click on a scanned image Task to open the 'Scanned Images -> Scan Details' dialog.

3) Changes have been made to the Scanning screen to make processing images quicker. Unnecessary options have been removed to simplify screens and menus. Instead of repeatedly using the right-click menu to select an option i.e. to match a patient, simply double-click on an image on the Scanning screen to go to the next processing step for that image.



meet a director

role

My role is to oversee support of all hardware/software relating to SystmOne. This includes office servers and hardware, pre-live servers and hardware and keeping the Live server and database running as fast as possible. My role also involves spotting problems before they occur, and planning for future growth of SystmOne, ensuring scalability of the product.

tpp history

I spent my year in industry at TPP in 2001-2, as part of my degree. I came back after I graduated in 2003, and became a Director in 2005. I've always worked in the Technical Support team and have seen the company expand rapidly.

ambitions

I'm looking forward to seeing what challenges are raised from scaling up SystmOne and in managing more servers in order to help more patients benefit from shared care.

family

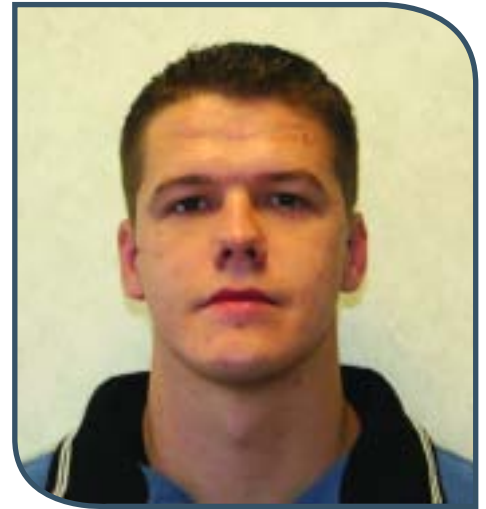
I live with my girlfriend who is a doctor, currently working in Paediatrics in Bradford.

hobbies

I play football and squash and go to the gym. I also like reading and have just finished Lance Armstrong's autobiography.

worst tpp moment

When I first started at TPP, we had some prolonged server problems, which were stressful to resolve.



Josh O'Neill

best tpp moment

Successfully moving premises and expanding the server farm to cope with the number of users doubling in a year.

practice profile



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

Rawdon Surgery

Location:

Rawdon, Leeds

Live on SystmOne since:

January 2006

Staff population:

5 GPs, 3 practice nurses, 1 health support worker, 6 receptionists, 1 office supervisor, 1 secretary, 2 data clerks, 2 summarisers, 1 practice manager

Patient population:

7,500 and climbing

News from practice:

The patient population at Rawdon Surgery is climbing due to new housing developments in the area. The population make-up is shifting to include more young professionals and young families. Helping the practice to accommodate this change with his enthusiastic outlook is Dr Christopher Mills who joined the team in February. "We have survived a very difficult year by working together and we continue to deliver an excellent service to meet the needs of the patients," says Practice Manager, Melissa Dexter.

in the pipeline

release q+a

Any enhancements to SystemOne are accessed by the user after what TPP calls a 'Release'. But what exactly is a release and how does it work?

Q. What is a SystemOne release?

A. TPP is constantly working on ways to enhance SystemOne. Instead of making these enhancements available as they occur, we release them together, in a controlled way.

Q. How often does a release happen?

A. Releases always occur on a Thursday evening at approximately 10pm. They are scheduled to occur every four weeks but are sometimes put back. In reality, they occur every four to six weeks.

Q. How does the release process affect the end user?

A. During the release, all users will be asked to log off temporarily. Due to the timing of the release, the number affected is very small.

Logging on for the first time after a release will take longer than usual as the system needs to download the changes. Once logged on, there should be no further disruption caused to the end user.

Q. Why are changes made to SystemOne?

A. Some changes are the result of feedback received from users. Some of the changes users don't see directly fix system bugs. Some changes are required in order for SystemOne to adhere to the latest NHS Connecting for Health standards and initiatives.

Q. Who decides what changes are made?

A. We are asked to include some changes by NHS Connecting for Health in order to meet standards. In the case of enhancement ideas received through the NHS, Accenture and the support network, TPP's development team assesses each one very carefully, evaluating usefulness and user-impact. Any clinical changes are discussed and researched by TPP's Clinical Director.

Q. Are the changes thoroughly tested?

A. Yes. All changes are thoroughly tested in-house using a series of testing scripts to cover functionality.

Q. How do we find out about the next release?

A. A SystemOne Status Message will be posted shortly after one release to advise users of when the next one is scheduled. Approximately a week before the release date, another Status Message is posted alerting users to the most significant changes or those with the highest user impact.

Q. How do we find out what's changed?

A. All pending changes directly affecting users are detailed in SystemOne Change Messages. The Change Messages direct users to what has changed and where to find the change, as well as how to use any new/changed functionality.

release roundup

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

The Record Attachments screen no longer shows referrals or scanned images.

Use forms to print patient labels.

Add patients to caseloads using right-click list actions.

You can now amend notes attached to Read-coded entries.

Maximum record attachment file size raised from 200Kb to 300Kb.

The keyboard 'Delete' button activates any 'Delete' option on a table.

When re-prescribing an issue from an ended repeat template, the reason and any notes recorded when ending the repeat will be displayed.

New MDS Extraction screen! This new screen better handles the large amounts of data now required in MDS Extracts.

New Shortcut! Ctrl+T takes you to the Task List screen.

New Shortcut! Ctrl+Shift+S turns the 'Only staff with rotas' option on and off on the appointments screens.

New Shortcut! Ctrl+Shift+T on the appointments screens shows details for today's date.

Patient Self-Arrivals screen checks patients are at the correct branch for their appointment.

news in brief

trainer helen off to oz



TPP trainer, Helen Higgins, is saying goodbye to us all this September as she jets off for a new life in Australia.

Helen says, "I have been using SystemOne for about six years and have seen many changes! I have loved every minute working at TPP and will miss my job a great deal. I will be moving to Perth Western Australia with my husband Cory and two children, Tom and Brooke, oh and not forgetting our dog, Seth! I would like

to say goodbye and thank you to everyone I have worked with, I will think of you all whilst sunning it in Oz."

TPP thanks Helen for all her hard work over her time with us, and wishes her and her family a happy and successful new life. We'll miss you, Helen!

systemOne flying high

Is it the world getting smaller or SystemOne getting bigger? Last month, two Accenture representatives were out flying light aircraft over the East coast and Yorkshire Wolds. In an aeroplane transport café, they

met two other pilots, one of whom was a nurse practitioner from Bradford. The nurse told them she used an "excellent computer system" that met all her needs: SystemOne Community!

new accenture templates

Accenture, in partnership with NHS Connecting for Health, has developed a number of assessment templates for the SystemOne Community and Child Health applications. These templates have been through a

clinical consultation exercise and a hazard assessment. The templates cover Child Health, Speech and Language Therapy, Intermediate Care, Occupational Therapy and Podiatry.

hints, tips and workarounds

> Clinical tree getting too tall? Got too many templates or forms in your tree? Tidy up your tree by creating a folder! Right-click on any node and select 'Customise Clinical Tree'. Click the 'Create new folder' icon in the centre of the dialog box. Give your folder a name, then all you have to do is use the arrows to move items into your folder.

> Type 'Reads' into the text box at the bottom left of your SystemOne screen to open the Read Code browser. If you cannot see the SystemOne status bar, click the maximise button in the top right-hand corner of your screen.

> Press Ctrl+/- to hide any tree on the left-hand side of the screen. Use the same shortcut to show it again!

> If there's one SystemOne screen you use most often, you can configure your Home screen so that all you need to do to go to it is press the space bar. For example, if you use Chatrooms a lot, go to the Home screen and click

'Configure Home Screen'. The list of folders on the left-hand side of the dialog corresponds to SystemOne menus. Select the desired screen, e.g. 'System>Chatrooms'. Use the pencil icon to add the screen to the selection on the right-hand side. Then click the 'Move selection to top' icon. Click 'Ok'. Now, from wherever you are in SystemOne, to go to the selected screen just press F8 to move to the Home screen and then press the spacebar!

> Find a patient using the F10 Patient Quick Search and use the buttons along the bottom of the dialog box to retrieve the patient and go straight to the Appointments Overview, Consultation or your Favourite Screen.

> To see notes for all Journal entries without having to open each one in turn, right-click on any entry and select 'Table>Expand All'. To minimise all entries, right-click and select 'Table>Collapse All'.