

# top times



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50<sup>th</sup>  
ISSUE

## Transforming community services

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# Merry Christmas, from TPP!

It's been a busy year for everyone involved in the NHS. With changes taking place left, right and centre and the focus moving in on budgeting, 2010 has certainly been a tumultuous year. In this issue of the TPP Times, we look at how technology can cope with the changes in Transforming Community Services (p2). We take a look at what's coming up in 2011 (p3) and also explore recent deployments. (p4-5)

We've visited lots of events this year but the highlight was definitely EHI Live 2010 where hundreds of people visited our stand - read more on page 6. We've also been busy in the community and have once again donated £8000 over the year to charities nominated by our users.

David Allan-Smith wraps up this issue by talking about what happens when a whole area goes live with SystemOne - an occurrence we'll expect more and more in 2011.



follow us on 

Follow our live updates on [twitter.com!](http://twitter.com/TPP_SystemOne)

See what TPP is up to in 140 characters or fewer and send direct messages to us online. Find our profile at [http://twitter.com/TPP\\_SystemOne](http://twitter.com/TPP_SystemOne). We're tweeting every week and continuing to follow the main health and IT profiles to guarantee we're instantly informed. Make sure you let us know if your unit is also online so we can follow you and your updates.

## Transforming community services...

The community services initiative was launched in July 2008 and aims to support the recent white paper by placing patients at the heart of the NHS. The programme, as it currently stands, is in its final few months of development. But exactly how will the transformation of community services take place? And how can IT assist and support these important changes?

In order to make community services more patient-focussed and ensure a wider range of services are available, the programme plans to separate provision and commissioning and introduce 'any willing provider'. The biggest change will be the integration of community services into existing foundation trusts and the forming of new social enterprises.

Technology will undoubtedly be central to any community services and will be particularly important in ensuring all providers work effectively together to support 'shared care'. TPP have obviously been advocates of shared care for over a decade and community services using SystemOne have already benefitted from links with both primary and secondary care. However, we're prepared for the challenges that lay ahead and know there will be more work to do.

New community services will have to rely more and more on mobile technologies to be able to deliver services closer to the home. Existing mobile technologies through SystemOne are already proven but we're constantly working to improve these and introduce new options.

The majority of existing community services will find themselves in a process of upheaval before the deadline of April 1st 2011. Either moving to new trusts, merging with other units or splitting their services; most community staff will experience a change.

As the providers of a hosted solution, TPP are in the best possible place to assist with these transitions and ensure they're as smooth as possible. We're experienced in merging units and if an organisation needs to be split, these will be dealt with on a case by case basis to minimise disruption. We'll also help new community services get set up with software solutions and continue to connect those services to primary and secondary care.

For those units who find themselves moving to acute, mental or foundation trusts, TPP will put measures in place to ensure data is not compromised. New developments to SystemOne will make sure it is clear in the patient record which data was entered before the transition date and which was entered afterward. A dedicated team at TPP will work closely with units to minimise disruption and facilitate change. The alterations that need to take place are inevitable but with assistance from TPP community services will be fully supported throughout.

TPP have already been in discussions with PCTs, SHAs and several community services about how to implement the changes. Wendy Powton, Programme Manager for the North East SHA said:

***"Obviously, everyone is still uncertain as to exactly how Transforming Community Services will work but we have been working closely with TPP and are in the process of collecting information. We're really keen to continue working together to ensure a smooth transition of services."***

***Congratulations to Amy Bromley from Castleford and Normanton Hospital who won the Red Letter Day prize draw at EHI Live in November***



***We welcome your feedback, so don't hesitate to get in touch! To comment on the newsletter, suggest a story or ask for a copy of an article, please contact us at [newsletter@tpp-uk.com](mailto:newsletter@tpp-uk.com)***

# News from Primary and Secondary Care

## Coming up in 2011

There's no doubt that 2010 has been an exciting year for TPP. With an expansion into the secondary care market and even more primary care sites moving over to SystmOne, we've cemented our place as one of the top clinical systems suppliers in the country. We're already the leading hosted system provider. In 2011, all of these developments will be taking place.....

- ➔ Specialised prison prescribing will be rolled out to all our live prison sites
- ➔ Lincolnshire OOH will go live with SystmOne in February
- ➔ TPP will be integrating with NHS Pathways for triaging in the first quarter of the new year
- ➔ New and improved word functionality will be released for all users
- ➔ Over 100 new GP practices who have already signed up will fully migrate over to SystmOne
- ➔ The rollout of new OCR scanning to all SystmOne users will begin in January
- ➔ SystmOne will be live in 100% of prison sites
- ➔ Ripon, Malton and Whitby will all deploy the SystmOne Minor Injury Unit Module in the first quarter of 2011

## The SystmOne Partner Scheme

SystmOne is fully integrated with over 20 different partner companies. Each integration works to make the lives of clinicians easier and ensure SystmOne brings together all the tools a health professional needs. The latest partnerships have seen Telehealth Solutions Surgery Pod installed in GP waiting rooms, Crescendo digital dictation software used during consultations and Yellow Cards launched directly from the patient record. TPP offers an open API for companies wishing to integrate with SystmOne.

CRESCENDO



**For a full list of all of our integration partners and to find out about our open API for new integrations please visit [www.tpp-uk.com/partners/partners.htm](http://www.tpp-uk.com/partners/partners.htm)**

## Password Reminder

TPP would like to remind SystmOne users that at least 3 password administrators are required at each site. This is to support end users who require a password reset. Users who receive the error message 'Too many invalid password attempts' should ensure that they are contacting one of the password administrators specified. Only they have the required access rights to reset a password. The TPP helpdesk are unable to reset passwords so please ensure you contact your local IT helpdesk who should be able to assist you.

## release changes

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

> **Miscellaneous:** New telephone numbers will now be validated when entered into SystmOne, avoiding errors when recording demographic details.

> **Pathology Change:** A new button to view pathology/radiology results via a web interface has been added. This functionality is available for all Pathology/Radiology labs using the Anglia ICE system.

> **SMS Change:** It is now possible to send up to 250 SMS messages at once directly from the reporting screen.

> **Appointment Change:** The 'DNA and Patient Walked Out' report can now be run for a 6 month period rather than just a month.

> **Miscellaneous:** The new log-on screen now shows which trust the organisation belongs to. This is to eliminate confusion for those staff members who work at organisations with the same name under different trusts.

in deployment...

# Warrington hits 50% coverage with SystemOne GP



Just over a year ago, Warrington PCT deployed SystemOne at its first practice. Last month, they hit another milestone as they reached 50% coverage with SystemOne GP. With another 6 practices set to migrate over before the end of the year, TPP Times set out to find out just why Warrington love SystemOne so much.

Culcheth Healthcare currently own and manage four GP practices in the Warrington area, all of which have moved over to SystemOne in the last few months. Chris Webb, Managing Partner of Culcheth, said the staff thought long and hard about which system to move to. As they had been using EMIS for so long, they viewed demos from both EMISweb and SystemOne. Chris says **“We wanted something that would be available now. SystemOne was very real and tangible, it had everything we needed in order to move forward. Most importantly, we knew we wouldn’t have to wait around.”**

As the NHS is set to see huge changes, Culcheth Healthcare knew they too had to consider alterations for the future. The

organisation plans to link their four practices for many reasons. Having all their practices on the same clinical system enables them to have standardised QOF data and monitor performance much more easily.

Chris also said SystemOne was chosen for the remote working opportunities it offers. “We’ve just got a laptop from the PCT. Our doctors often do work in a local care home, but now they’ll be able to see the patient record in real time and input data there and then. We believe this will save at least 2 hours of clinical time which can then be spent seeing other patients.”

SystemOne will give clinicians more access to their patient information, with the ability to log on to SystemOne from home in some cases. **“If we have a winter like last year, it’s reassuring to know we’ll be able to chat to patients over the phone and still view all their vital information. We’ll also be able to visit them in their own homes and not worry about having to go back to the surgery to update their record.”**

The benefits to Culcheth don’t end there. One of the practices, Chapelford Primary Care, went live with SystemOne in August. Practice Manager Sue Bloomfield said the move meant more flexibility for both patients and staff. **“There’s a growing population in this area, patients will soon be able to choose which site they wish to visit. If they can’t get an appointment at their usual practice we can**

**see them at any of the other three sites because we’re all using SystemOne. Staff can also be moved between practices and there’s no interruption to patient care.”**

Following the recent white paper, more practices are starting to refocus their efforts to ensure their patients are offered the widest choice of services. Patient choice is definitely high on Chris’ list when it comes to his practices. **“We can extend our hours at any site and offer services at one site that any of our patients can book into. We’re hoping to offer minor surgery at one of our practices in the future and run more clinics that will become available for any patient from any site.”**

Culcheth Healthcare are currently in the process of centralising all their administrative tasks, releasing time that can be spent performing consultations. In the future, they also plan to use SystemOne for GP Commissioning.

Both Chris and Sue believe the success of the Culcheth Healthcare practices will encourage even more GPs in Warrington to move over and neighbouring surgeries are beginning to do just that. Chris concludes **“With the current fluidity of the NHS, it simply makes sense to move to a system that allows you to connect all your services and centralise all your administration. It makes working life so much more flexible and also hugely benefits patients.”**

## We’re still searching for our SystemOne Champion....

TPP is still on the hunt for people who actively improve the use of technology in their area. If you know someone who works hard to support IT in healthcare or want to nominate yourself for SystemOne Champion of the year, just email your nomination to [newsletter@tpp-uk.com](mailto:newsletter@tpp-uk.com) and remember to include:

- Name, Organisation and SHA/PCT
- A recent photograph
- Short description of how the nominee is a SystemOne Champion

Nominations close in February 2011 and the Awards Ceremony will take place in Summer 2011.



# On target for **100%** Prison Coverage in 2011

Six years ago, HMP The Verne took the first steps with TPP to develop the SystmOne Prison module. With the support of the SHA, input from clinical experts and the strength of SystmOne GP, the prison was able to go live towards the end of 2004. Fast forward to 2010 and there are now 127 prisons across the country using SystmOne for their healthcare needs, with the remaining sites due to move over before the end of March 2011.

SystmOne has been the national IT system for prisons since July 2009. As SystmOne is live in the majority of prisons across the country, offender movement is now very easily managed. The prisoner health record can often arrive at the prison even before the prisoner does. It also means many of the sites using SystmOne have seen real benefits in terms of reducing their paper use.

Many prisons now offer the same level of healthcare services available in a modern GP practice. As such, SystmOne Prison includes some of the same features as SystmOne GP

but also has the ability to work alongside the prison systems. Demographic details can be uploaded automatically into the patient record and patients can be identified by a photo attachment to their electronic record.

Moving forward, TPP plans to roll out new prison prescribing functionality to all prison sites, making it easier for healthcare staff to monitor repeat prescriptions and prisoner medication charts. The changes will provide a more advanced level of prescribing, similar to the standards currently used in secondary care. This will meet the needs of the difficult environment prison staff are used to working in.

One of the latest prisons to go-live with SystmOne is HMP Low Newton, an all female prison and young offender institute located just outside of Durham. Lianne Suntor from the healthcare team says the staff are **“currently getting to grips with their training programme but are really happy to be deploying SystmOne and excited to see the benefits it will bring.”**

It is clear that as the last few prisons move over to SystmOne the benefits of having one united clinical system will become even more apparent. Staff will be able to move from unit to unit easily, ideas for effective working can be shared, healthcare units will become more efficient and ultimately prisoner care will become safer.



For more information please see [www.tpp-uk.com/prison.htm](http://www.tpp-uk.com/prison.htm)

## Roundwell Medical goes state-of-the-art alongside **SystmOne**



Roundwell Medical Practice opened its doors on the 8th November as a state-of-the-art multi-million pound centre for patients in Costessey, Norfolk and the surrounding area. The idea for the new centre was conceived over ten years ago by Dr. Derek Torrens, a senior partner at the old Costessey Medical Practice site. He officially opened the centre which sits on a new road that has been named in his honour.

After switching to SystmOne over four years ago, the practice have been working to ensure the rest of their technology was kept to the same high standard.

The building project has been several years in the making. However, Managing Partner Jan Hardinge believes the level of facilities now available means it was worth the wait. **“We now have 20 consulting rooms, 2 of which are designed for trainees. The building has many ecological features such as rainwater harvesting, radiators on the ceilings, sensor lights throughout, automatic taps etc. We also have a theatre designed for providing surgery. The theatre has 24 air changes per hour with positive air pressure, meaning that we can provide procedures such as carpal tunnel and cataract surgery. We also have a recovery**

**room for patients following any surgery and are one of the only facilities in Norfolk to have bariatric couches.”**

The vast array of services now available at Roundwell means the surgery is becoming increasingly popular and the centre has the capacity to register another 5000 patients for care. Roundwell has now become one of the most impressive practices in the Norfolk area. The practice staff feel their building now matches the level of technology they have been offering through SystmOne. Now that the work is complete, SystmOne will continue to support the practice and all of its new services. Jan says the centre is now looking at using SystmOne to positively embrace GP commissioning in the future.



# coming up / events...

## EHI Live 2010

TPP attended E-Health Insider Live 2010 on the 8th and 9th November. The event was a huge success and presented the perfect opportunity to showcase the changes and improvements that have been made over the last year, along with the exciting new modules Social Care and Mental Health. Ten employees attended the event to chat to customers old and new, including co-founders Satvinder Virk and Frank Hester who offered one on one sessions to delegates.

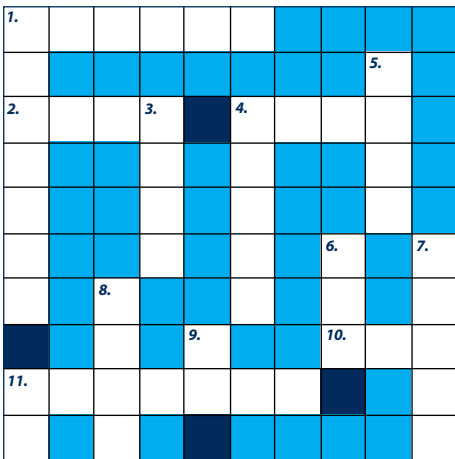


## SNUG Conference



Dr Adam Paxton from Crossroads Medical Practice in Lincoln is now the new chairman of the SystemOne National User Group. The user group is completely independent from TPP and regularly meets to discuss new ways of working, development suggestions and user support. They've asked us to pass on the message below to SystemOne users:

**"The TPP SystemOne National User Group is pleased to announce that the third Annual Conference will be held on Thursday 19th May 2011 in Peterborough. The conference is open to all SystemOne users and has proved very popular in previous years. For more information please visit our website at [www.tppusergroup.co.uk](http://www.tppusergroup.co.uk). Booking for the event will be via the website nearer the time. Please look out for a further announcement when booking opens."**



## quick CROSSWORD!

Fill in the crossword and email the word the letters in the highlighted squares spell out to [newsletter@tpp-uk.com](mailto:newsletter@tpp-uk.com). **The first correct answer wins a brother label printer.**

### ACROSS

1. F10 \_\_\_\_\_ (6)
2. One of our latest integration partners (9)
10. \_\_\_\_\_ Mail, used to send free SMS text messages (3)
11. An entry in the patient record that can be reported on (4,4)

### DOWN

1. Our latest SystemOne module—recently deployed in North Lincolnshire (6,4)
3. \_\_\_\_\_ or discard the patient record. (4)
4. Mark in \_\_\_\_\_ if information has been entered incorrectly (5)
5. Auto apply one of these to any staff member (4)
6. Number of different TPP cut-out men (4)
7. Send these electronically to get a job done. (5)
8. INR \_\_\_\_\_ one of our partners (4)
9. Our latest integrated scanning functionality has this (3)

**Congratulations to Matt Hurl from the Huddersfield HIS who was the winner of our last TPP Times competition.**

## Dates for your diary

**Our next major event will be Primary Care 2011, 25th-26th May, Birmingham NEC**

The next SystemOne **software release** will take place after Christmas on **Thursday 13th January 2011**. Don't forget to check the SystemOne Change Messages for the planned developments and updates.



# TPP in the community

## Sponsorship news



**MOVEMBER**  
PROUD SUPPORTERS



### Movember

TPP staff are proud to be supporting 'Movember', a charity campaign supporting men's health. At the start of November men are asked to shave and then spend the next 30 days growing a moustache. The campaign began 7 years ago in Australia and last year £26 million was raised worldwide for cancer

charities. Funds from the UK arm of the campaign are given to the leading prostate cancer charity, TPCC. Around twenty men from the TPP offices got involved in the event with some rather hilarious consequences. We've documented their success (or lack of it) in pictures....



Sponsor 'TPP Tashes' at <http://uk.movember.com/mospace/533046/>



### 2020health Launch

The 24th November saw TPP Director Neil Toner and Strategic Relations Manager Jon Fordham attend a 2020health launch in London. The event, also attended by MPs, healthcare professionals and business leads, unveiled the latest report by think tank 2020health. The report entitled 'Healthcare

without walls: A framework for delivering telehealth at scale' has been supported by TPP throughout, with considerable input from Clinical Director Dr John Parry. More information, and the full report, can be found at [www.2020health.org](http://www.2020health.org).

### Community comes together for Charity Project

TPP's Eritrea school project developed further during November when two of the employees from last year's trip visited Newlaithes School in Horsforth to give a talk on the country and last year's visit. Pupils from the school have been working hard with TPP on a fundraising scheme to send more IT equipment and school resources to a village in Eritrea. Four employees will be making another trip in January to help install the equipment.

Eleven year olds at the school had been researching the project and asked questions on everything from food and languages to politics. The school is putting together scrapbooks and video diaries about life in England to send over to the Eritrean school.



### Chatroom Winner

Stephanie Raper from The Fens Medical Centre is the latest winner of our 'Chatting for Charity' competition. For all her help and assistance in the chat room, Stephanie was awarded an amazing 52 points!

Stephanie was given a £2000 cheque for the charity of her choice. She has since made the decision to donate the funds to Lupus UK.

# A day in the life of...

TPP Times takes a closer look at **Canvey Island**, where healthcare staff are seeing the true benefits of connecting care using **SystemOne**. **David Allan-Smith** chats about his working day...



**NHS**

**South East Essex**



"I'm a district nurse by trade but currently work as the clinical lead for SystemOne within South East Essex. I also work one day a week as the Clinical Advisor to the East of England SHA. My day can include working on the latest deployments, offering support, writing templates and unit configuration. I'm constantly promoting the positives of using a single shared record, sometimes staff don't always see the potential clinical benefits.

"It's difficult if a group of people are the first in their area to move to SystemOne. They don't necessarily see the point of using an electronic record if there's no-

one to share it with. However, as soon as more services come on board, the clinical benefits start and staff are always won over. I really enjoy showing staff what can be achieved if they use SystemOne to its full potential.

"For our project on Canvey Island, we decided that full access to the clinical record was the only way to realise all of the available benefits. We knew that the signal strength on Canvey is good and so we could use 3G connectivity. We could also allow mobile workers to input directly into the record whilst in the patient's home. This cuts down on time in the office and provides them with information right at the point of care. Canvey Island also has 100% SystemOne GP coverage so we can, if agreed, share the record across primary and community care.

"Now our mobile staff no longer have to come into the office to collect their work. They can connect to SystemOne from home via a secure line. Care plans are now quicker to apply and the need to write the same data over and over again is gone. Since starting we've now included wound photography and prescribing within the system. This has both reduced the level of risk and the time spent on administration, allowing nurses to concentrate on their patients.

"There is of course still work to do but we are already seeing a big reduction in administration time and an increase in our collaborative working. We are also looking towards using the system to work with other partners including End of Life services.

"As far as the future and the changes proposed in the white paper are concerned, we feel we've already made significant steps towards integrated working, something that will become extremely important. I am however concerned about what will happen when the NHS infrastructure is removed. GP consortia need to have both the vision and the expertise to champion the single electronic record. They need to ensure they are always working towards the best interests of the patient.

"The future is of course very uncertain but the clinical benefits of a single electronic record, in my opinion, outweigh all the other organisational and, political considerations and it's up to us clinicians to articulate this in the new 'clinician-led' NHS."



If you have a story about how SystemOne has changed your working life then get in touch  
[newsletter@tpp-uk.com](mailto:newsletter@tpp-uk.com)