

## welcome

Welcome to Issue 9 of TPP Times. This issue, we're telling you all about the new SystemOne child vaccination leaflets and we're congratulating our latest

Chatting for Charity winner! On page 3, find out about electronic ordering for dispensing.

We are asking you 'Are you using patient status markers?' If you're not, turn to page 4 to find out how you can!

We want this newsletter to be interesting and of use to you. If it is, please pass it on to your colleagues. If it isn't, please get in touch; just email [beth.daley@tpp-uk.com](mailto:beth.daley@tpp-uk.com).

## reduce DNAs with child health

SystemOne Child Health users can now help reduce the number of children who do not attend immunisation appointments, by using the Leaflet Distribution Service.

The Department of Health, Social Services and Public Safety have developed leaflets to be given to parents/guardians when their children receive immunisations. The leaflets describe the diseases the child is being immunised against and explain why children need protection from these diseases.

Sending out leaflets to parents/guardians aims to reduce the number of children who DNA their appointments as well as promoting the discussion of immunisations and why they are needed.

SystemOne Child Health users don't need to spend time generating a list of children who could benefit from the leaflets - SystemOne does this for them!

When scheduling children for first appointments, first MMR appointments

and pre-school immunisations, SystemOne Child Health gives users the option to create a CSV file that can be uploaded to the Department of Health secure website.

Just click 'Yes' when prompted, then upload the CSV file to the website. The DH's Leaflet Distribution Service will then send out the relevant leaflets to the affected children's parents/guardians.

## john chats for chelsea's cancer charity



John Stanton, IT Manager at The Castle Partnership in Norwich, is the latest winner of SystemOne's 'Chatting for Charity' scheme. TPP's Clinical System Analysts monitor SystemOne Chatrooms and award Helpful User points to those users who provide useful advice to others. At the end of the quarter, the person with the most points wins £2,000 to be awarded to the charity of their choice.

John achieved a total of 52 Helpful User points at the end of the three months of September, October and November.

John's charity is CLIC Sargent, a charity committed to caring for children and young people with cancer and their families. £2,000 could help fund a CLIC Sargent play specialist for a month, helping children feel confident enough to

receive their treatment, meaning there is less need for them to be sedated.

"I heard about the cancer charity, CLIC Sargent, through Chelsea Football Club," says John. "Myself and my family are all members and it is the charity the club supports. It's an excellent charity."

Talking about the Chatting for Charity scheme John says, "I think it's an excellent idea. It encourages people to answer topics. I answer because I try to put something back in for other users, to make their lives easier. And it works both ways, there are things that we have picked up on from postings by other users."

The tables were reset on 1st December 2006, giving all users the chance to be the next Chatting for Charity Winner, who will be announced on 1st March 2007.



John Stanton with his prize cheque



A CLIC Sargent play specialist at work

# say hello to

## tpp's troubleshooters

**Each issue, we introduce you to one of our teams here at TPP. This issue, we're presenting two people many of you may recognise, they're our troubleshooters, Rajdeep Sandhu and Jon Fordham.**

If you've been to a SystmOne user group meeting in the north or the Midlands, then you should recognise Raj, our Business Process Manager, and Jon, our Strategic Relations Manager.

Raj and Jon's roles involve being out and about at user groups and SystmOne units to answer questions and troubleshoot where necessary, providing a valuable link between SystmOne users and TPP's development team.

"A lot of our job involves collating information from all of the people we meet at user groups and SystmOne organisations and feeding that back to the development team," says Raj. "We go out to see units with unresolved issues, functional issues and ideas for potential development. We then assess whether that development is beneficial to other users. Because we are out and about and see the system in use, we can see where there is room for improvement and when we're back in the office, we can discuss those areas with the development team."

"We also manage verification - making sure new SystmOne units are happy," says Jon. "We are a point of contact for the Local Service Provider for verification issues. Again, we feed back any issues that arise through verification to the development team."

"It's great when we see a development we've raised get implemented," Raj continues. "To know that we've done something to make people's jobs easier is very rewarding. And it gives the users faith and confidence that TPP does listen to users and is developing SystmOne for them."

Jon and Raj both enjoy their jobs. Jon says, "I enjoy meeting new people, building relationships with customers and being in touch with all the new units going live. It really gives us a feel for the scale of SystmOne in the NHS today."

Raj adds, "Our days vary hugely and it's great because we get to see both sides of SystmOne - we see what goes on behind the scenes at TPP, and we see SystmOne in use in real settings."



After achieving a BSc Honours degree in Sports Science, Jon worked for Enterprise Rent-A-Car as a management trainee and Play.Com on the customer service team. He joined TPP as a trainer in January 2005, becoming Strategic Relations Manager in October 2005, a role he describes as "more challenging - I'm constantly being forced to think by all of our users!"

Jon's hobbies include going to the gym, mountain biking and travelling the UK to find new places to go kayaking. His ambitions are, "to finish doing up my first house and to swim the English Channel for charity. If David Walliams can do it, so can I! I'd also like to run my own business one day, something like a kite surfing school in Egypt would be good."

Raj joined TPP in October 2003 after graduating from Huddersfield University with a BSc Honours degree in Molecular and Cellular Biology. She worked as a TPP support analyst and support team manager before becoming Business Process Manager in October 2005.

In her spare time, Raj goes to the gym with TPP colleagues, Kerry and Shila. She says, "I also love shopping - I've bought so many clothes I'm running out of space in my wardrobe!" Raj recently got engaged and is currently spending a lot of time planning her wedding - the guest list is already over 400!

Raj's ambitions are "to win the lottery and move somewhere hot!"

# focus on...

## electronic ordering for dispensing

Since December's SystmOne software release, dispensing practices have been able to take advantage of a new link between SystmOne and a leading pharmaceutical company - AAH Pharmaceuticals Ltd.

### new link to aah pharmaceuticals ltd

AAH Pharmaceuticals Ltd, Europe's largest pharmaceutical wholesaler and the largest in the UK, is now linked to SystmOne. This link allows dispensing practices to order stock from AAH electronically and from within SystmOne. At the click of a button, the stock order is sent directly from SystmOne to the stockist's computer system. It really couldn't be any easier.



healthcare sector is a good one - it's nice to work with a young and growing company. There's a good spirit about TPP, a nice working environment and a can-do attitude. It's vital that we have a good relationship with an upcoming member of the GP market and that we allow customers to place orders with us through SystmOne."

Andrew Morris, National Controller for the AAH Dispensing Doctor Service says, "Our business is built on efficiency. We deliver twice a day every day to dispensing practices. With thousands of customers, receiving orders by phone or fax is extremely inefficient.

Andrew continues, "Ordering stock electronically provides the customer with a better service, better efficiency and clear visibility of the order set and reply sets. It's neat and it works well."

AAH is the third wholesaler to link electronically to SystmOne. Andrew says, "We're making great strides within the Dispensing Doctor sector of our business, and linking to clinical systems such as SystmOne is an important part of that. Working with TPP, we have an ability to increase our efficiency in the GP market."

**" Ordering stock electronically provides the customer with a better service. It works well. "**

Electronically, we can take large orders on a twice daily basis very efficiently, in a timely fashion and that helps drive our business."

Through developing this functionality for SystmOne users, AAH and TPP have forged a good working relationship. Andrew says, "The impact TPP is having in the

Order your dispensing stock electronically



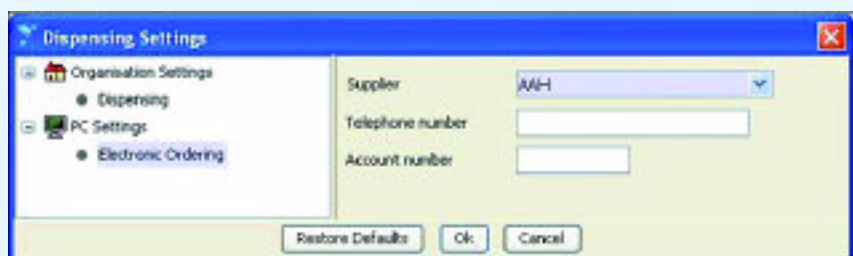
**more...** If you'd like information on electronic stock ordering, please see F1 Help and SystmOne Change Messages. For info on AAH, see [www.aah.co.uk](http://www.aah.co.uk)

### how to set up electronic stock ordering

All you need to do to order stock electronically is enter the details of the stockist you use. It's easy to do and you'll notice the increase in efficiency straightaway!

To set up electronic ordering:

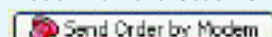
1. Select 'Dispensing>Stock Orders' and click 'Settings'.
2. Select the 'Electronic Ordering' node.



3. Choose your supplier from the 'Supplier' drop-down list.
4. Enter the telephone number that the supplier has given you to dial in to.
5. Enter your account number with the

supplier.

6. Click 'OK'. Then, when your order is ready to be sent, just click 'Send Order by Modem' on the 'Stock Ordering' screen.



# are you using patient status markers

**SystemOne has a range of system-wide patient status markers, icons which appear in the blue demographics box allowing users to see certain medically-relevant details at a glance e.g. if they are a smoker, epileptic or diabetic. But if you require different markers, you can create your own!**

Patient Status Markers are icons which appear at the bottom of the blue patient demographic box.

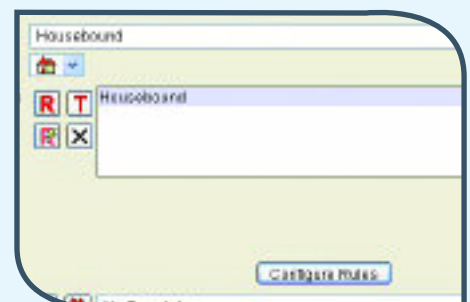
The system-wide markers appear to the left of the black line. Any markers created by your unit appear to the right of the black line.

Hover the mouse cursor over the icon to view its details.



## how to create a new patient status marker

1. To create a new unit-specific patient status marker, select 'Setup>Data Output>Patient Status Markers' from the Main Menu.
2. The Patient Status Markers screen shows both the system-wide and local status markers. You might first like to check whether a marker that suits your needs already exists.
3. Click 'Add'.
4. The 'Create Marker' dialog is displayed. Enter a description for your marker in the 'Description' field.
5. Select an icon that best suits the marker.
6. Select the highest level Read code from the Read code browser in the usual way. This means that the Patient Status Marker you are creating is displayed in the patient demographic box of all patient records that contain this Read code or any that fall below it in the Read code tree.
7. You may wish to include rules, e.g. only females, or without a specified later Read code. To do this, click 'Configure Rules', select the rule and click 'OK'.
8. If you wish, you can select a template that will be opened if a user clicks on the Patient Status Marker of an open patient record. Click the template icon and select your template.
9. When you are happy with your new marker, click 'Ok'.



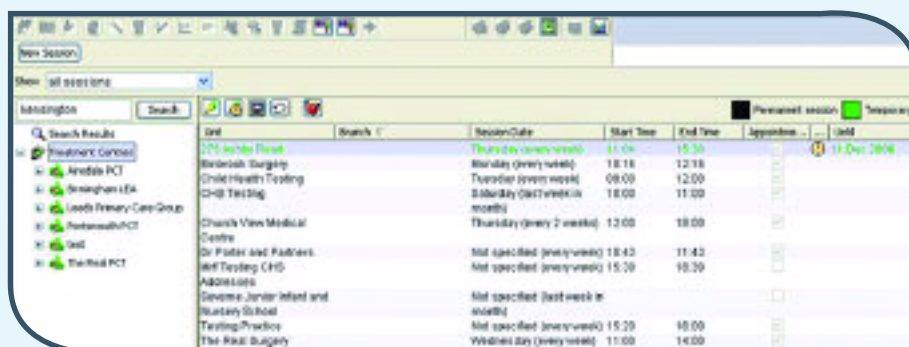
# what's new?

## new temporary sessions for child health

The Child Health Session Maintenance screen (select 'Child Health Surveillance>Session Maintenance' from the Main Menu) has been redesigned and now supports the temporary amendment of sessions.

This means that, for example, if a clinic that usually runs on a Monday needs to be moved to a Tuesday because of a Bank Holiday, the session details can be altered for that week without needing to cancel the session and create a new one.

To temporarily amend a session, select the session and click the 'Amend the selected session temporarily' icon. Change the session details and select how long the changes will apply for.



Temporary sessions are easy to see - they show in green type on the Session Maintenance screen.

To revert an amended session to its permanent details before the date specified, just select the session and click the 'Revert to the permanent

details of this session' icon.

It's also now possible to search for child health sessions at different treatment units. Just enter the treatment centre or branch site in the 'Search' field and click 'Search', or press return on your keyboard.

## edi error notification now a task

When sending an EDI message results in a validation error, units used to receive a SystemOne Notification. This information is now sent in a task.

Now, a Task will only be created if one does not already exist, so units should not receive multiple Tasks for the same error.

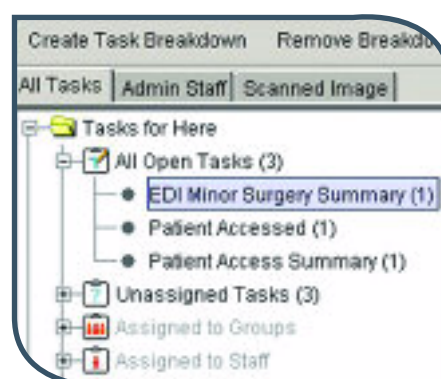
The EDI Validation Error Task gives details of the problem encountered, e.g. 'The registration cannot be sent if the patient

does not have an NHS number. Enter the NHS number and this message will be automatically sent within the hour.'

Once you have performed the necessary action, you can update the Task Status to 'Completed'.

You can set up a Task Rule to make sure that the new EDI Validation Error Tasks go to the right person.

To find out more about Tasks in general, see F1 Online Help.



## new prescribing user preferences page

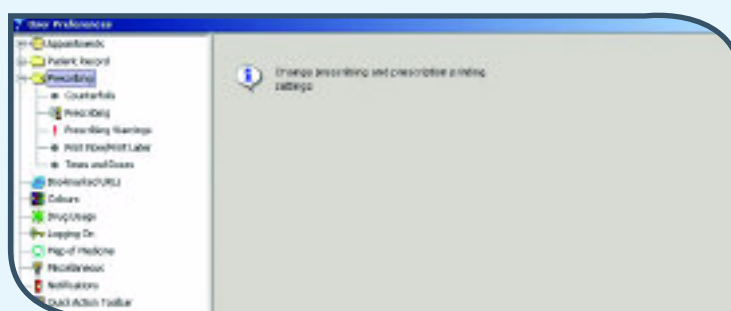
There is now a new section on the User Preferences dialog for Prescribing. Select 'User>User Preferences' from the Main Menu, then select 'Prescribing' from the tree. The following pages are available:

'Counterfoils' - select what will be printed on the counterfoil  
'Prescribing' - choose options for repeat templates and dose shortcuts

'Prescribing Warnings' - configure categories of caution shown on the 'Patient-Specific Warnings' dialog.

'Print Now/Print Later' - select when script/labels will be printed

'Times and Doses' - configure times and doses



**more...** For more information, see SystemOne Change Messages.

## competition reminder!

In the last issue of TPP Times, First DataBank Europe offered you the chance to win a fabulous 'experience' voucher worth £149. You can use the voucher to claim one of a range of exciting prizes including: hot air balloon flights, pamper days, Ferrari driving and many other thrilling opportunities at a variety of UK venues.

To win all you need to do is fill in the Freepost postcard enclosed with your copy of TPP Times. So, fill it in and send it back to FDBE by February 28th 2007.

If you don't have a Freepost postcard, you can still enter, just email [suzie\\_creighton@firstdatabank.co.uk](mailto:suzie_creighton@firstdatabank.co.uk) to request one.

Filling in the Freepost postcard will not only give you a chance to win a great prize, it will also help First DataBank Europe to improve their services and develop in the direction you need them to.

Winners will be contacted by FDBE and announced in TPP Times.

Good Luck!



## 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](mailto:beth.daley@tpp-uk.com). Before you know it, your news could be being read across the country!

### Bridge Medical Practice

**Location:** Crawley

**Live on SystmOne since:** April 2004

**Patient population:** 10, 500

**Staff population:** 6 partners, a Practice Manager and Deputy Practice Manager, a clerical team, a full nursing team who provide nurse triage, and a team of research and training staff

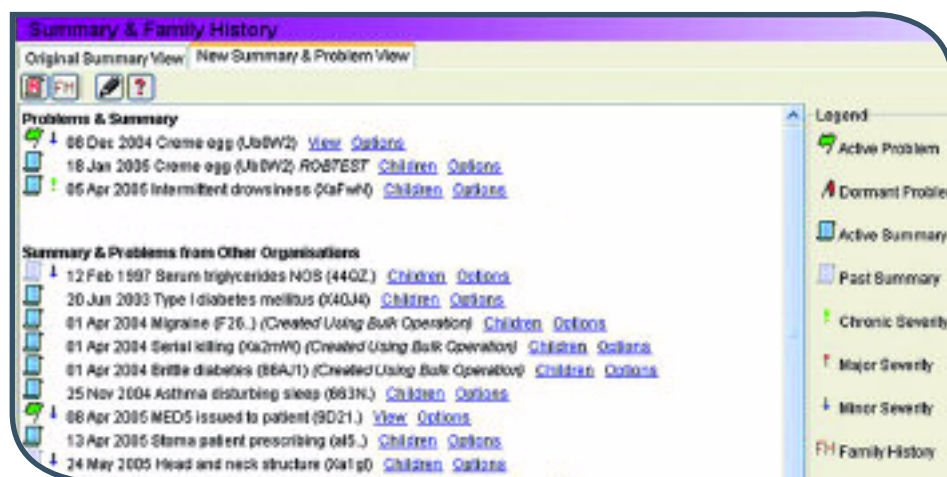
**News from the practice:** Bridge Medical Centre has its own DXA forearm scanner on site. They have been scanning since 1997 and have now been commissioned by Crawley PCT to provide DXA Scans for the whole of the Crawley locality. GPs in Crawley refer patients to the practice who need to have a risk factor for osteoporosis. Staff at the Bridge scan them, do a fracture risk assessment and give lifestyle advice, e.g. diet, weight-bearing exercise, stop smoking. Dr Alun Cooper, the Osteoporosis GP with Special Interest (GPSI), then produces a report in the form of a letter which is sent to the referring GP with a copy of the scan result.

**On SystmOne:** Deputy Practice Manager, Sue Mitchell-Smith, says, "With SystmOne, we're streets ahead of the other practices in Crawley who are envious of our flu vaccinations. We used to employ casual staff to put the flu clinic data on the system, but now we can put it on SystmOne in five minutes. And we don't have to send the flu data down to the DH - that's a nightmare for other practices in Crawley."

# what's new?

## new summary and family history view

A 'New Summary & Family History View' has been developed to offer users another way in which to view information in the patient record.



The New Summary & Family History View gives users the ability to view summary and problem headers together.

There's even more flexibility available using the configuration panel - users can choose to separate certain items such as 'Active Chronic' or 'Past Major' items.

The new Summary and Problem View combines the summary with problem headers. By combining the summary list with active problems, clinicians are able to get a better picture of the patient's health than they would using the summary alone.

To use the New Summary & Family History View, retrieve a patient, select

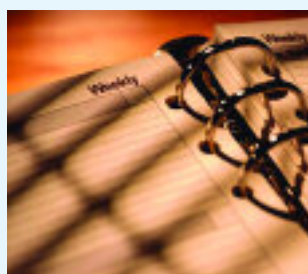
the 'Summary & Family History' node of the Clinical tree, then just click on the 'New Summary & Problem View' tab.

We always invite feedback from users on how you use SystmOne - you are the people who use the system every day and so you are the people who know what you need it to do. Your suggestions drive the development of the system. Feed back by starting a topic on Chatrooms or logging a development suggestion through the helpdesk.

### more...

For more information on changes, please keep an eye out for SystmOne Change Messages.

Please note, whilst every attempt is made to ensure accuracy within TPP Times, TPP reserves the right to postpone, change or withdraw any developments noted on this page, and cannot provide timescales for developments.



### date for your diary - next release

The next SystmOne software release is currently scheduled for 22nd February 2007.

The system will be unavailable for approximately 60 minutes at 10pm on this date, and a download will take place automatically the next time you log on.

Please be aware that the release date may be subject to change. Check SystmOne Status Messages for details.

## release roundup

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

Share your graph presets with others in your organisation. Click the new 'Make Organisation-Wide' button on the 'Edit Presets' dialog.

All 'Referral Type' and 'Priority' options have been renamed 'Urgency'.

Re-run old New Journal searches! The last 15 are saved. Just choose one from the 'Search' drop-down list.

See at a glance whether your organisation is using End of Year QOF figures for QOF alerts. Just look at the QOF Alerts section of the Clinical tree or Patient home screen.

Change of name - 'Record Drug History' has been renamed 'Record Other Issue'. And the icon has changed to a red question mark.

More info on Staff Activities. The screen now shows contact type, location, target groups and attendance figures.

Focussed! When an OLD Template is opened, the focus moves straight to the first field so that you can get on with entering information.

Record New Template Read codes as new episodes.

Contact method at a glance - the icon on the 'Details' toolbar button now changes to represent the selected contact method.

# systemOne national user meeting 2007

Following the success of last year's first ever national user meeting, TPP's second event is just around the corner.

This year's event, to be held in May in Leeds, will be an opportunity for users from all healthcare settings to meet each other and to discuss topics relevant to

them. It's also a chance for users to meet staff from TPP and to find out more about what's in the pipeline for SystemOne over the coming months.

To find out more, check SystemOne Status Messages or call TPP's Customer Relationship Managers on 0113 20 500 83.

We look forward to meeting you in May! Feedback from last year:

"A really useful initiative. I'm very grateful to TPP for organising the event. Thank you and well done."

Barry Lee, Practice Manager, Nottingham.

## systemOne masterclasses

TPP and NHS Connecting for Health are running a masterclass in advanced reporting for SystemOne users in Leeds.

TPP Trainer, Richard Crossley, will show users how to use SystemOne reporting to its fullest extent.

For SystemOne users, being able to run reports

by discipline, by team or by caseload holder, means they can generate statistics easily in order to identify care trends.

If you have ideas for a masterclass in your area and need the services of a TPP trainer (charges apply), please call TPP's Customer Relations team on 0113 20 500 83.



TPP Trainer, Richard Crossley, will help masterclass users get to grips with reporting.

## hints, tips and workarounds

>Add one-off messages to prescriptions. These are useful for things like reminding a patient to attend for a review, or to phone up for their test results. On the Issues or Repeat Template view, click the 'Set a message to be printed on the next script printed' button. You can even set one-off messages for a list of patients. Highlight the patients, right-click and select 'Actions>Set One-off Script Message'. A patient's one-off prescription messages can be viewed by looking at the 'One-Off Script Messages' tab of the 'Prescription History' node of the Administrative tree.

>Search for a patient by 'Known As' name. Select 'Patient>Patient Locator' or press Ctrl+R on your keyboard. Type the name into the 'Known As' field and click 'Search'.

>Print an appointment list quickly. Select 'Reception>Print Appointment Lists', then press enter on your keyboard, or click 'Print'. The default is to print the rotas for today as a standard list, in portrait orientation. If you need the list quickly, for example, in an emergency, these default settings should give you the information you need.

>Keep on top of Tasks. If you want to see a dialog whenever a new Task is created or assigned to you, go to the 'Tasks' page of the User Preferences dialog, (select 'User>User Preferences' from the Main Menu), and select 'When a task is assigned or created for me, show a dialog'. Click 'Ok'.