

'Highly Commended'

Celebrating success at the e-Gov awards



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Welcome to
issue 51 of
the TPP
Times!

Don't forget, to
comment on the
newsletter, suggest
stories or offer hints
and tips, you can
email Sarah Griffin at
newsletter@tpp-uk.com

follow us on 

Follow our live updates on
twitter.com!

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_SystmOne.
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.

In brief...the escalation procedure

TPP would like to remind all users of
the escalation procedure available
to them. If at any point a SystmOne
user is unsatisfied with the service
provided to them or if a long-standing
issue remains unresolved, this may be
escalated to a member of the Customer
Relations Team. Each member of the
CRM team represents a different area
of the country and your CRM can work
to get your issue settled or even take it
to Director level if necessary.

The escalation procedure is in place to
ensure our customers remain satisfied.
To contact the CRM team, call
0113 20 500 83.

TPP & CfH: 'Highly Commended' at e-Gov awards



The National e-Government Awards, held in January 2011, recognised the achievements and dedication of a range of technology teams. They reward quality across eleven different categories including best IT innovation and best practice innovation. This year, the multi-agency Prison Health IT programme - in conjunction with TPP and SystmOne - was highly commended for the 'IT Team' Award. The award goes to the team that has provided "proven team-working or partnership activity which has delivered more than the sum of the parts."

SystmOne has been the IT system of choice for the prison network for well over a year and over 95% of prisons are currently live with the system. Feedback from the awards ceremony cited that the team had been commended for its 'boundary breaking' in its attempt to create, with SystmOne, a 'single national system to share and distribute prisoner medical data.' The project was congratulated on its successes, particularly its progress in linking prisons across England.

Dan Midgley from TPP, who has been heavily involved with the Prison Health IT programme, said "We are delighted to have been recognised for all our hard work.

Our relationship with NHS Connecting for Health (NHS CfH) has been fantastic since the start and our success would not have been achieved if it hadn't been for every single member of the project - it really has been a team effort."

The programme currently involves the Offender Health team at the Department of Health and teams at NHS CfH, the National Offender Management Service, TPP and CSC, along with strong support from local NHS and prison teams.

The actual award entry was compiled by the Prison Health IT team at NHS CfH who explained their reasons for entering:

"The Prison Health IT programme has been a great example of effective multi-agency working. Against the background of a high security environment and a challenging patient base, the programme team has been providing hard-pressed front-line healthcare staff with a tool which enables them to deliver safer, more effective care – indeed, a standard of care comparable with that available in the wider NHS."

This years e-Gov awards, held at the London Guildhall (pictures courtesy of Sift Media)



News from Primary and Secondary Care

Secondary text scheme reduces DNAs



The Bradford Student Health Centre has begun piloting a new scheme to reduce the amount of DNAs at the practice.

One text is sent out to a whole rota of appointments before 8am. The text simply reads "Appointment reminder. Please cancel any unwanted appointments at least one hour before. To cancel phone XXXXXXXX or email XXX@nhs.net."

This text follows an initial reminder text with the full appointment details which is sent several days before. Data Clark

Dorothy Andrews says "It is early days but our DNA rate has already been reduced. For one week in December, we only had 5 DNAs whereas the same week the year before saw nearly 30 DNAs."

"It's just one simple preset text and now that SMS messaging is free, we don't need to worry about how many texts we're sending. Normally, due to our patient demographic, we get a lot of DNAs. Now, they're cancelling instead, which means we can reuse those appointments."

Document Management functionality now available to all organisations

The updated document management workflow is now available for all SystemOne users. The integrated features have made it quicker and easier to manage patient documents.

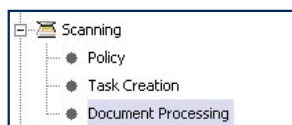
The new functionality has been piloted in 2 separate schemes. Following feedback the final changes have been made to ensure the workflow contains everything users require.

Users can now take advantage of drag-and-drop functionality and automated population of the patient, addresses and Read codes using OCR.

Organisations can enable themselves for the new functionality as and when they are ready. PDF documents and training videos

have been provided and PCT staff have been trained to ensure users have all the help they require.

Users can continue to use the old scanning and document management but this will be disabled for all organisations in Summer 2011.



To enable your organisation, just go to 'Organisational Preferences' in SystemOne, select the 'Scanning' node, click on 'Document Processing' and tick the box next to "Enable Document Management".



release changes what's new?

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.

> **Dispensing:** If a patient is under the age of 16, labels on dispensary bag of over 60 will display the message that this patient is exempt from payment.

> **Miscellaneous:** It is now possible to reply to all recipients when replying to a notification.

> **Spine:** SystemOne will now show the date that addresses were added to PDS (patient demographic search) when displaying the spine differences dialog.

> **Miscellaneous:** The search tab of the Address book dialog now includes columns to show more information about the entries found.

SystemOne Training

If you're still getting to grips with SystemOne, or have been live a while but think you need a refresher why not consider getting additional training?

There are several ways to go about getting more training for your organisation. Obviously, F1 help is always there for individual training needs and creating your own manuals from help documents is also a great way to learn initially.

However, we recognise that SystemOne is constantly evolving and that some users prefer the detailed knowledge gained from a SystemOne trainer; at TPP we have a dedicated team of nearly twenty.

It's easy to book a trainer directly from TPP or your PCT. To book a trainer from TPP, just call the Customer Relations Team on 0113 20 500 83. You can have a trainer for the full day or join together with a group of practices to have a training session. This not only splits the cost but is ideal for consortia groups or practices with more than one site.

You can contact your PCT directly to book an NHS trainer who has passed the TPP Train the Trainer course; this means they're officially recognised as being able to train others in using SystemOne.

Be wary of booking training through private companies. If you do decide to go down this route, make sure the trainer you get has attended and passed the TPP Train the Trainer course. All qualified trainers are given a training certificate to prove they have passed.

If you're thinking of purchasing a manual from a private company, don't forget that the SystemOne online help will always be more up-to-date and comprehensive. Some manuals will not contain correct information and TPP can't accept any responsibility for

manuals or guides sold privately.

We're vigilant about our training methods because we think we provide the best there is, however if you have received poor levels of training, during deployment or since going live, we want to know about it.

To report a bad experience with a trainer, from TPP, your PCT or a private company, please call the Customer Relations Team on 0113 20 500 83.



TCS: the next stage

TPP have begun the next stage of developments for the Transforming Community Services Programme under the planned restructure of the NHS.

We are inviting all SystemOne community units who know they will be moving from their current Trust/Provider to a new Trust/Provider to submit their requests to TPP early, in time for the April 1st deadline.

A nominated individual from the PCT or SHA should coordinate all requests - either for their unit to be moved, merged or split - and send them to tcs@tpp-uk.com. A dedicated team from TPP will then be managing the transition.

A detailed instruction document, with the required forms to fill in, has been sent out to a range of SHAs over the last few weeks to be cascaded to the relevant teams. This document, the 'SystemOne TCS Pack' can be emailed out to you, just send your request to tcs@tpp-uk.com.

For community units moving to be under the care of a new Trust/Provider, requests will need to be submitted at least a month in advance.

Trusts will need to ensure that all smartcard configuration has been completed before the date of the SystemOne change, so that staff will still be able to log on to the unit after the change has taken place.

Unit moves will be marked by an entry in the New Journal, clearly signifying when the care of the new Trust/Provider came into effect. This will ensure clarity when reviewing the record.

For more information please refer to the 'SystemOne TCS Pack' or email one of our dedicated team.



recent deployment...



The Park Health Centre in Sheffield went live with SystmOne in November of 2010. The change was significant for all members of staff but particularly so for IT manager Alan Williams.

Just over a year ago Alan suffered a stroke which left him with reduced mobility in the

right side of his body. This meant he had to become increasingly dependent on using the keyboard shortcuts in his clinical system, Vision. The practice then made the decision to move to SystmOne towards the end of 2010 and Alan had to relearn a whole new set of shortcuts. "System performance was becoming a problem on Vision. SystmOne is so much faster. We've also seen a general movement over to SystmOne throughout the city because of the PCT's support; it makes it so much easier when everyone's using the same system."

Alan was in charge of all the data checking in the practice himself and due to a problem with their legacy system, the cutover took much longer than expected. However Alan was able to speed up the process using keyboard shortcuts. He also used Read code synonyms to quickly enter consultation information. Having

filled in the information for over 600 consultations during the cutover period, Alan said by using the keyboard and the shortcuts available "the timesaving was phenomenal."

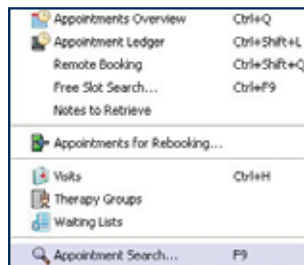
Alan has begun sharing his hints and tips with other staff in the practice now that the cutover is complete. "I really find the function keys invaluable, particularly the F2 key. I'd advise anyone trying to learn the shortcuts to just try them two at a time and use them over and over. So far, I couldn't be more impressed with SystmOne."

Practice Manager Diane Townend explained it had been a big change moving to a new clinical system after so long. However she also thought that "everything went very smoothly and the migration itself was handled really professionally."

keyboard shortcuts

TPP provides a series of keyboard shortcuts for SystmOne users so that those who don't like to use the mouse don't have to.

There are hundreds of shortcuts available and to view all of them just press F1 and search for 'keyboard shortcuts' in the SystmOne help. Shortcuts can also be found on each drop down menu.



A useful tip is to jot down the shortcuts you use the most on a post-it and stick it on your computer monitor - you'll remember them in no time.

We've put together a selection of some of the most commonly used keyboard shortcuts - a handy cut out and keep guide.

F1	View the Online Help for the current screen	F9	View the Appointment Search dialog
Shift + F1	View the Online Help Home page	F10	View the Quick Patient Search dialog
F2	View/configure your list of favourite screens	F11	Lock SystmOne on your PC
F3	Add a recall to the current patient's record	Ctrl + G	Go to the Monthly Planner
Ctrl + F3	Add a reminder to the current patient's record	Ctrl + H	Go to the Visits screen
F4	View the Staff & Organisations Browser	Ctrl + L	Go to the Caseloads screen
F5	If the screen has a Refresh option, pressing F5 will update the screen. If the screen has a Run Report option F5 will run the report	Ctrl + N	Go to the Scanning screen
Ctrl + F5	Send in the next patient	Ctrl + Y	Go to the Pathology Inbox
F6	Save the current patient record	Alt + S	Start consultation
F8	Go to the Home screen	Ctrl + Shift + Enter	Set off the Panic Button

coming up / events...



You can find out more about SystmOne and chat to someone from TPP at any of these upcoming events...

- > **Primary Care 2011**
25-26 May, Birmingham NEC
- > **SystmOne National User Group Conference**
19 May, Peterborough
(For booking go to <http://www.tppusergroup.co.uk>)
- > **Manchester Management in Practice Event**
14 June, Bridgewater Hall, Manchester

Final chance for SystmOne Champion Nominations

There's just a month left to nominate yourself or a colleague for the SystmOne Champion Award. Nominees will be invited to the SystmOne National User Group Conference in May where a national winner and runner up will be chosen.

To enter, just send examples of how the nominee promotes and assists the use of SystmOne within their organisation along with their name and a photo to:

Newsletter@tpp-uk.com
Nominations close in March 2011.



stress-busting user competition!

Complete this Sudoku X in order to win a Brother Label Printer. Each row, column and individual square must contain the numbers one to nine. In addition each diagonal must also contain the numbers one to nine. To win, just find out which numbers make up the four corner squares and email newsletter@tpp-uk.com.

		9	8			4	
4				5			
			7	1			9
							1
	5	8					
6	3						4
5				7	1		
				4			2
	7				9	1	

Congratulations

to Philip Martin, an NHS Trainer from Bedfordshire who won the quick crossword competition in the last issue of the TPP Times.

Next release date - what to expect...

The next SystmOne updates are currently scheduled for **Thursday 24th February** and **Thursday 17th March**. Here are just some of the changes you can expect to find:

Appointment Change: There are 11 new appointment flags available: Annual Review, Blood Test, Choose and Book Appointment, Initial Appointment, Injection, Medication Review, MRI, Team Assessment, Telephone Review, Telephone Screening, X-Ray.

Task Change: When actioning a change of GP task currently, a pop up dialog warns if the child is under six months. This warning will now be extended to children under 5.

Demographic Change: The patient's mobile number will now be added as a configurable option to print out on Clinic Lists. This will enable staff such as vaccination nurses to be able to check the patients number with them during a child immunisation clinic.

Reporting Change: When reporting on care plans, it will now be possible to see the date that a care plan outcome was recorded.

Please note all of these updates are subject to change - for the latest changes please check within SystmOne.

TPP in the community

Sponsorship news

Four TPP employees spent two weeks during January at the company-supported school project in the village of Beggu, Eritrea. This is the second year TPP has sent employees and funds, along with computer equipment, over to the village. The employees were accompanied by Horsforth locals Sian Virk and Dr Jane Plastow who has long been involved with the project.

For TPP Customer Relationship Manager, Ashley Brook, this was the second visit to the school, an experience he describes as “invaluable and life changing”. The company sent educational materials, software and computers to the school, situated in one of the poorest areas of the country.

The children here work from aged 6 before spending either the morning or the afternoon at the school. Each classroom can be filled with as many as 40 or 50 children but as education is so valuable here, no one complains. This year the trip took on another element as children from a local school in Horsforth began a knowledge sharing project where they swapped scrapbooks about daily life with the Eritrean school. Newlathes school in Horsforth also fundraised to buy sports equipment for Beggu, a contribution much appreciated by the football-mad Eritreans!

Schoolteacher Niguse Fana summed-up his appreciation for the sponsored project in the poem printed here.



Beggu School Poem

Welcome our visitors from England
You travelled a lot over the sea and the land
To our school to fund.

We are giving thanks to you and to our Lord
You contributed a lot and worked hard
Now it is time to admire and reward.

Jane Jo, Sian, Ashley, Duncan and Mark
You resisted the harsh climate here and the dark

Having these modern technologies here is a big fate
They are at the right time not late
To develop our school Dr Jane opened the gate
Now we will learn more, there is nothing to wait

Teaching children will be better
What you brought is not an easy matter
The solar energies, the printer and the high quality computer
Also your activities with each student and teacher

What Ashley did is part of your aim
To train students the football game.

And Jo trained volleyball the ladies
By giving sport clothes to relax their bodies.

We had also a lot of things to do with Sian
She explained to our students what Leeds children done
And the same thing about Beggu in Leeds, I am sure she can.

Duncan and Mark have the technique, they are able
To adjust the computers and their cable
Now all of them are ready on the table.

Don't worry on the way we behave
We will take care and keep them safe

Now knowledge in our school will flow and run
It is a holy work that you done
All the people here felt happy and fun
It will be announced everywhere we can
Every person should know it every man
Even all the stars in the sky and the sun.

chatting for charity winner

Congratulations to Rebecca Pierce from Sheffield PCT who is the winner of this quarter's chatroom points. Rebecca has been awarded £2000 by TPP for her helpfulness in the SystmOne chatroom to donate to a charity of her choice. She has chosen to give the money to Meadowhead School and Home Association in Sheffield, a cause very close to her heart.

The aim of the School and Home

Association is to foster, support and advance the wellbeing of all Meadowhead School pupils. Fundraising projects by the association have previously paid for student awards and certificates, benches in the school or extra information technology.

Rebecca said “This is the school where my own children went and the association has been around for nearly as long as the school has. It's a great local cause.”



A day in the life of...

Dr John Fells, from Kimbolton Practice in Huntingdon, chats to us about his working day and how his practice has been affected by being part of the revolutionary **Hunts Health Commissioning Group**.



"Technology plays an enormous part in my working day. I arrive at work at about 8am and the first thing I do is switch on the computer. I check the OOH tasks and complete them, deal with results and check/deal with any other tasks. Having the relevant information I need sent directly to my system is fantastic. I start seeing patients at 8.10 on Monday and a bit before 8.20 on the other days.

"At the end of morning surgery, I check the task screen again, make any phone calls, file scans, deal with results etc. I then meet with the other doctors to discuss & allocate visits. We review all referrals and then sign all the prescriptions. We do fewer visits than before but I often have one to do before lunch. Visits are made easy through SystmOne. Lunch is usually a working one over a sandwich - we have an in-house education programme as well as other meetings at lunchtime.

"After lunch, I may do a tutorial with my GP trainee, zoom off to do a GP

appraisal or even see more patients. I usually finish at about 6pm except when I do a late surgery when it is 8pm.

"In the evening, there are sometimes meetings to attend and I do a fair bit of checking NHS mail, CPD and writing up appraisals. An iPhone means I can answer e-mails 24/7 which is a mixed benefit.

"We moved to SystmOne because we liked its versatility and Windows interface. We are a part dispensing practice so it was important that this integrated well too. A centralised system removes a lot of anxiety around loss of data. It also makes sense for commissioning groups although ours haven't all moved over yet! So far, we are very happy with SystmOne.

"We became part of Hunts Health Commissioning in 2010 and the budget pilot with the PCT began in September. However as yet not much has changed. There have been more meetings to attend - lunchtime and evenings usually. It's made life even busier which is worrying when you're a GP. We have also put even more effort into referral and prescribing audit work.

"There is a big concern that GPs won't have time for their commissioning duties; it needs to slot into your existing working life. There is little new funding and five years with no

change in our practice funding has led to moderate pay cuts for GP partners whilst doing more work. The concern is that this will impact negatively on patient care. However there seems little choice but to get stuck in!

"For the future of IT in commissioning, there needs to be better integration with secondary care so that we can more easily check on discrepancies between work billed by secondary care and what we think has been done. Secondary care is very paper based and it would be much better if they could become as paperless as we are! To get everyone to link up to SystmOne would be fantastic!

"We would also like electronic GP to GP patient record transfer to be mandatory between different GP clinical systems. Our building is bulging at the seams with printouts from patients' records from their old practices and it takes our staff a long time to do leaving prints for patients who have left or died."



If you have a story about how SystmOne has changed your working life then get in touch
newsletter@tpp-uk.com