

SystemOne in Sandwell



2
SystemOne in
Sandwell...

*Connecting care across
the region*

4
Latest
Deployments...

*We look at deployments in
the North West, London and
Nottinghamshire*

8
A Day in the
Life of...

*Sarah Harvey from
Southampton talks about her
working day*



TPP update...

The last two months have been extremely busy for TPP.

We're moving even more GP practices over to SystmOne and have seen huge growth in London and the South. We've also been working on bigger deployments like North Durham Child Health and Ashton, Leigh and Wigan Community services (see page 5 for more info.)

We've been hiring extra staff for our helpdesk and more trainers to meet with demand for training up and down the country.

Our coders have been working on some new functionality and focussing on updating the look and feel of SystmOne. We've also been working on pilots for patient access to their electronic record and the enhanced sharing model (see page 4 for more details.)

All in all, it's been a busy 8 or 9 weeks. We're looking ahead to Autumn though when we'll be releasing QOF version 20. We'll also be celebrating our 14th birthday in September!

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. 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.

"THE SKY'S THE LIMIT IN SANDWELL!"

Sandwell's journey with SystmOne began in 2008 when the PCT and Community Services identified the need for a system that was more clinically rich in functionality and would share data across different health care settings. As with every new system implementation a requirements review and a formal system review was conducted and the business decided that SystmOne was the system for them. SystmOne allowed the mobile teams working under the community umbrella to feel much more connected with one another and also drastically improve patient care. And so the journey began...

In 2009 Sandwell PCT saw their first four GP practices, the Darzi Centres implementing SystmOne as their preferred system. This was quickly followed by Dr Abayomi Cole's practice as the first existing Sandwell practice to move to SystmOne later that year. By the end of 2009 Sandwell had nine practices using SystmOne.

In 2010 the largest deployments Sandwell PCT took on were to implement Child Health, Community and Palliative Care all going live within two months. The Sandwell Community Health Services project was a huge success, moving over 800 users across 60 different locations onto an electronic record system all at once. These implementations of SystmOne allowed Sandwell services to reduce unnecessary paperwork. An example of the teams working collectively together to use the sharing functions within SystmOne modules was the creation of a feature called an "automatic push" which means when a child is first registered within Child Health the record will be automatically sent to all those places it is needed, reducing time and admin workload.



Towards the end of 2010 the project team began moving a practice to SystmOne every two weeks. This rapid movement made things much easier from a PCT perspective.

Jacqui McCluskey, ICT programme manager says "We could coordinate everything from here, all of the required training and support could be provided by us, meaning we knew we were giving the best service in our area."

There are now 33 GP practices live on SystmOne in the Sandwell area and now TPP is offering the PCT data extracts, they expect even more practices to move over. Having all of these practices on SystmOne has also made it easy to implement the Summary Care Record project. Because the project team have completed a great deal of data quality work with practices before they move to SystmOne the upload to Summary Care record has been quick and easy. Also as the team are able to implement streamlined process this has seen over 37,000 summary care records uploaded within two months.

SystmOne also makes things easier for patients, as Jacqui explains. "We're really looking forward to the new enhanced sharing model as these changes will mean patients get to make the decisions that matter to them."

Jacqui highlights the reasons for new practices moving to SystmOne: "The ability to share information is fantastic but the real reason practices move is because it's a quicker and more efficient system. We've been doing post implementation reviews after go-live and the results have been fantastic. So far we are seeing cost savings as SystmOne integrates a number of functions into one place that practices did not have before but also we are seeing large time savings in the way the system works. This is ranging from 65 days per year to a huge 135 days a year in staff time."

Looking forward to the future, Jacqui and her team will continue to offer support and services to those already using the system. They've secured a 2 year contract to offer IT support in the Sandwell area. Most importantly, Jacqui says they'll continue working with TPP to explore new functionality like improved briefcase and patient access to their own records. "We'll continue to meet the requirements of our customers so there's no telling what we'll achieve next - the sky really is the limit here!"

News from Primary & Secondary Care

Make the switch to document management with OCR

We'd like to remind all of our users that our old scanning functionality will soon be switched off. We'd like all organisations to move across to our new document management functionality, complete with Optical Character Recognition. We believe this functionality far exceeds the old scanning feature as it's faster and easier to use. We've released several training videos and PDFs for the new document management feature, all of which can be accessed from the F1 help within SystmOne. Users will need to have Windows XP service pack 3, Windows

Vista or Windows 7 to use new document management.

Users that have already made the switch have nothing but positive things to say:

"We're really thrilled with the new scanning and document workflow. We couldn't wait to get started and now we've used it we think it's fantastic."
Abbey Medical

Telemedic Systems and Sibelmed provide unique SystmOne integration

TPP and TeleMedic Systems are delighted to announce a unique spirometry integration with Spanish company Sibel S.A.

SystmOne has been integrated with TeleMedic's vital signs monitor, VitalLink³, since 2008. This new development creates a unique loop of information from SystmOne, to VitalLink³ to SibelMed's spirometer and back again, reducing the scope for human error.

The system works by connecting the VitalLink³ monitor to the TeleMedic Systems Clinical Interface software running on a clinician's PC. Next the clinician opens the patient record on SystmOne and the patient operates the Bluetooth spirometer. The VitalLink³ receives the data from the spirometer which is then displayed on the clinical interface, patient data from SystmOne is then retrieved and the Clinical interface performs the necessary calculations. The clinician reviews the results and selects the option

to 'populate the record'; all calculations are then automatically recorded back into SystmOne.

By ensuring that the necessary data is passed straight from SystmOne to the VitalLink software, the integration provides a digital flow that is quick, efficient and minimises mistakes. Gerry Buss COO of TeleMedic Systems says. "In numerous discussions with the NHS, their desire to have a way to monitor the condition of patients suffering from COPD became abundantly clear. We realised that the data needed to make the system work effectively for the clinician could be pulled from SystmOne."



did you know?

The easiest way to get feedback about your GP practice and your clinicians is to use the 'questionnaires' functionality on SystmOnline.

This is particularly useful for appraisals, when clinicians are encouraged to get direct feedback. You can create questionnaires that are specific to a certain GP or centred around a specific service.

To find out how to create these questionnaires, just search for 'questionnaire' in the F1 help.



release changes what's new?

Recently, our coders have been focussing on your development suggestions, however big or small! 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.

> **Appointment Change:** You can now search for patients by date of birth on the Appointment Search (F9) dialog. You can now enter a date of birth in the search field on the Appointment Search dialog instead of the name of the patient. This must be a full date including the day, month and year.

> **Document Management Change:** It is now possible to perform bulk actions on a selection of patients from the Documents Inbox.

> **Reporting Change:** It is now possible to import a list of NHS numbers from a CSV file onto the Ad Hoc Patient List screen.

> **SMS Change:** A character count has been added to the dialog that allows you to configure SMS appointment messages. This will make it easier to keep the messages under the 160 character limit.

Other News...

ENHANCED SHARING COMES TO SYSTMONE

TPP is making changes to the sharing model. This is so the sharing consents within SystemOne are more aligned with the requirements set out in the NHS Care Record Guarantee.

The changes are being made slowly, in consultation with clinicians and the National Information Governance Board. We'll then be piloting the Enhanced DSM 3.01 model in September with several PCTs including Bassetlaw, North East Lincolnshire and Sheffield.

So what will the changes involve?

The changes will allow patients to consent or dissent to sharing information on their record with other services using SystemOne, giving them greater control over who has access to their record.

Consent will be recorded in each SystemOne module, at each organisation that uses the system.

This will mean patient information can be shared out of some organisations, when consent is given, and not shared out of other organisations, when consent is not given.

There will be two sharing consents given, one for 'Sharing In' and one for 'Sharing Out.' The Sharing In setting controls whether information that has been made visible elsewhere can be shared into the organisation. The Sharing Out setting controls whether



information can be shared so it is visible elsewhere.

TPP will be providing leaflets to both staff and patients in order to explain the new sharing model before it goes live across all organisations.

TPP Clinical Director, Dr John Parry, says: "The move towards the enhanced sharing model is a huge step in the right direction. It will be more user friendly, easier to understand and most importantly, will put the patient back in the driving seat and in control over their own patient records."

Nottinghamshire HIS hits the hundred

When Sandy Lane practice, in Mansfield, went live with SystemOne on the 18th July they became the 100th SystemOne practice in the Nottinghamshire area.

The Nottinghamshire Health Informatics Service (NHIS) has been working with TPP to deploy SystemOne for over 6 years. SystemOne is now currently used by Community Services, Child Health departments and Prison healthcare along with the 100 GP practices in the area.

Sandy Lane currently has thirteen members of staff offering patients a variety of clinics as well as minor surgery services.

Nottinghamshire Health Informatics Service

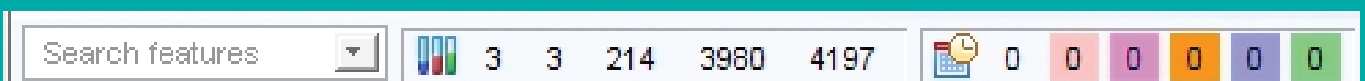
Delivering Excellence in IT

NHIS held a celebration ceremony on the day the practice went live with SystemOne to mark the significant event. Trentside Medical were the first practice in the area to move to SystemOne back in June 2005. Ruth Lloyd from the NHIS believes the difference between the 1st and 100th deployment is phenomenal, their experience allowing them to provide a much quicker and smooth deployment service.

Eddie Olla, Director of the NHIS said "This achievement represents a significant milestone in the connectivity of Nottinghamshire GPs. The efforts of the implementation teams supporting our customer organisations with such an extensive and ambitious roll out plan have been extraordinary, and have reflected positively towards our excellent reputation as an ICT service provider."

did you know?

The easiest way to search for a screen or a feature within SystemOne is to use the 'search features' toolbar at the bottom of the screen. Just type in whatever you're looking for!



Hounslow reach number 30 with Glebe St

TPP celebrated a small milestone at the start of June when the 30th practice in Hounslow went live with SystmOne. That's 30 practices in one PCT in fewer than 8 months. That 30th practice was the small Glebe Street Surgery, located just off



Chiswick High Street. Practice manager Angela Brown talked to the TPP Times about their move over from InPS Vision.

Angela says some of her staff members are generally nervous around technology so the thought of moving to a new system just filled them with horror. "Nobody

likes change so we were worried about moving. It's probably an age group thing, none of my staff grew up with technology so they get nervous about learning something new." However, Glebe Street have now been live with SystmOne for just over a month and Angela says "We've been really impressed so far. There've been absolutely no complaints!"

As one of more than 50 practices in Hounslow making the move to SystmOne, Glebe Street had significant help and support from their PCT. Angela said the assistance from the other practices in their area made things easier. "One of the doctors in our area is very influential and she's very pro-SystmOne so we knew it must be the right choice to make." The practice had six days of training from a dedicated TPP trainer who Angela describes as "simply fantastic." A PCT trainer was then on hand to help with any worries post go-live.

Just a few weeks after moving to SystmOne, practice staff are now appreciating the benefits their new system has brought. All documents that come into the practice are now being scanned, which eliminates a lot of paper waste. Using SystmOne has also dramatically reduced the practice workload as the admin staff no longer have to spend all day filing documents. Angela says "The practice staff really just got it from the outset. I think that's a combination of the training and just

learning to relax and play about with the system, it's really not that scary once you make the move."



Before the move to SystmOne, Angela was always left to handle any IT problems herself. Now she makes sure all her staff have a copy of the helpdesk number so if there's ever a question they need to ask, they can always get an answer straight away. The admin staff have also been taking advantage of the integrated F1 help in SystmOne to help them get to grips with new scanning.

The practice are now hoping to move on to use SystmOnline so their patients can book appointments and order repeat prescriptions through the internet. Angela is also looking forward to more services in their area moving on to SystmOne so they can share more data: "People worry about information sharing but the truth is the NHS already shares so much information via paper, it's just much safer and easier to do it electronically."

ASHTON, LEIGH & WIGAN COMMUNITY 'KICK OFF'

Ashton Leigh and Wigan Community Services have begun their move to SystmOne. The Community unit was originally scheduled to receive an alternative IT product but were forced to pull out due to repeated delays.

Staff from the unit visited TPP in July to 'kick off' the project which will see all 39 different community services migrate over to SystmOne. Offering everything from nutrition support to children's mental health, the project

will be the largest data migration performed by TPP so far and the first community migration and deployment in the North West.

Amy Verity, heading up the imports team, says she's confident about the project: "We're sure that this deployment will go just as smoothly as all of our others. Although it will be a large data migration, we've got a really experienced team here who are used to dealing with very complex organisations."

Within the area there are currently 2 GP practices using SystmOne along with the healthcare unit at HMP Hindley.



coming up / events...



There have been some fantastic events held so far this Summer. Staff in secondary care flocked to the Smart Healthcare Event at the ExCel Centre in London whereas GPs were attracted in their hordes to the GP Commissioning Event at the Kensington Olympia

Thanks to everyone who came to visit us at our stands!

TPP would also like to thank all those NHS staff who came to visit us during the SystmOne Dorset, Poole and Bournemouth Roadshow in July. It was fantastic to see so many new faces and so much fresh enthusiasm for SystmOne!

Upcoming Events

London Management in Practice Event - 1st September 2011, Business Design Centre

Transforming Care with TPP SystmOne: Integrating Care and Supporting QUIPP - 21st September 2011, NCM Museum, Wakefield

AN UPDATE TO QOF...ON THE WAY!

Many users have been asking about the latest QOF update. According to the QMAS website, CfH estimate that the new functionality will not be available until October 2011 due to the delay in the agreement of the GMS contract back in March 2011.

However Business Rules for QOF 2011/2012 have been made

available to all software suppliers and TPP staff are in the process of writing and updating the templates according to the specifications. These will be made available in future releases.

As soon as any further development takes place, TPP will inform all of our users to ensure their QOF functionality is kept up to date.

To be in with a chance of winning a Brother label printer, just unscramble the words on the right to reveal 5 random words related to the world of healthcare.

To enter the competition, just email your answers to enquiries@tpp-uk.com. The first correct answer wins!



User Competition – Anagrams!

THIMBLE SNOOP
TUNA COLONIST
A PET NIT
ICING MISS MOON
NICE SPOTTIER

Next release date – what to expect...

The next SystmOne updates are currently scheduled for Thursday 1st September and Thursday 22nd September. Here are just some of the changes you can expect to find:

QOF Change: There will be a new screen called QOF Work To Do which will allow you to prioritize patients that need action to achieve QOF indicators. This will be under the Reporting > QOF Tools menu that allows you to manage QOF workflow.

Stock Control Change: You will be able to select multiple products when receiving a dispensary stock order. This will allow you to mark them as all received or none received.

Document Management Change: You will be able to retrieve a patient record from the Scan section of the Home (F8) screen. This means that you will no longer have to go to the Documents Inbox to retrieve the patient record.

Appointment Change: A patient's age will be displayed when hovering over an appointment on the Appointments Overview or the Appointment Ledger. A patient's age will be added to the tooltip next to the patient's name. Displaying the patient's age on the tooltip will mean a patient's age can be instantly seen when looking at booked appointments.

TPP in the community

Bringing 'new life' to disabled children in Leeds

Healthcare events provide great opportunities to meet independent charities that work alongside the NHS. At Primary Care 2011 in Birmingham, TPP met the NewLife foundation, a charity that provides essential equipment and nursing services to disabled children across the UK. The foundation is completely self-sufficient as it runs a trading business that recycles unwanted clothing from retail stores. However, the charity also runs an equipment grant and loan scheme which is not quite covered by the profits from the trading store.

Over 200 children are on a list waiting for specialist equipment. One of those children, Alex, from Leeds, has recently been supported by TPP.

Alex has a diagnosis of Microcephaly, Epilepsy, Global Developmental Delay and Severe Spinal Scoliosis. She is totally dependant on her carers for all of her activities of daily living. She has no independent mobility and is a full time wheelchair user. Alex's family have contacted NewLife Foundation for funding for an Acheeva learning station as this could not be provided for by statutory services.

TPP are delighted to be able to help Alex and her family in the purchase of this learning station - we believe it will dramatically transform her quality of life.



Third year running'

This September marks the third year of TPP's sponsorship for the Horsforth 10K. This year's race will take place on the 25th September and will be organised, as usual by the Horsforth Harriers.

Chairman of Horsforth Harriers' Race Committee, Bob Foulkes, said: "We are most grateful for TPP's continuing sponsorship of our race, which has earned a justifiable reputation as one of the best and most popular 10K races in the area. It is also most important to us that we have the support of and are working with, in TPP, a Horsforth based company".

A Newcastle challenge for hard-core runners

Eleven employees from TPP will be donning their shorts and trainers in September to raise money for Martin House Children's Hospice. The staff members (who vary greatly in fitness!) will be running the 13.2 miles of the Great North Run hoping to raise over £3000.

The course is notoriously difficult and also jam-packed due to its popularity with runners. The TPP employees have now begun their training plans in earnest and are fundraising on justgiving.com. One of the runners, Import Coder Chris Bates, is hoping to finish the race in an impressive time of 1 hour 40 minutes!

Martin House Hospice, based in Wetherby, currently support more than 300 children with life-limiting conditions and they require more than £11,000 a day in running costs alone.

Sponsor

To sponsor the TPP runners please go to www.justgiving.com/tppteam/



LIFE-SAVING INFO AND SUPPORT FOR JO'S TRUST

TPP are delighted to be supporting Jo's Cervical Cancer Trust. The trust was established in 1999 by James Maxwell after the death of his wife Jo, aged just 40. 'Jo's' provides local and national support groups for women with cervical cancer and cervical abnormalities. They also run an online forum and 'Ask the expert' service in order to provide precious advice and reassurance.

TPP has donated valuable funds to the charity so they can train more volunteers

to run local support groups. We'll also be supporting Jo's Trust in promoting their services and local support groups to clinicians that use SystemOne.

A large part of reason for late diagnoses is the lack of information around cervical screening. To help combat this, TPP has sent every SystemOne user a status message with essential information and resources for patients. The attached posters can be put up in the surgery to remind women about the importance of screening and



also to highlight the support services offered by a charity like Jo's Trust.

If you missed this status message and want to use the documents, just click on the 'documents' tab within the 'Status Messages' window.



A day in the life of...

Sarah Harvey, from the Woolston Lodge Surgery in Southampton talks to the TPP Times about the work that made her runner-up for SystmOne Champion of the Year.



"My surgery was only the second practice to go live with SystmOne in Southampton. They switched to SystmOne back in 2009 while I was still a junior admin assistant. I was approached by my manager asking if I would take on the extra training to become a Super User and then I have taken it from there!

"My role at the surgery tends to be dealing with most of the technology issues that come up from day to day, whether that's a hiccup with the patient self arrivals, someone has locked themselves out of SystmOne or a printer toner needs replacing. I also am involved in project planning, especially in how SystmOne can be used to improve our outcomes for patients and for targets. I also look at how we can improve our use of SystmOne.

Due to having the experience of the Super User training I was able to help out our neighbouring surgery with any initial issues when they switched to SystmOne. This caught the attention of Southampton City

PCT who have since employed me to train all of the other surgeries in Southampton that have moved over to SystmOne, now about 12 or 13 practices. I've now even got to the stage where I've extended this to offer the same service to new practices across Hampshire too.

The key things I provide for practices are ongoing training and support. As SystmOne is always changing and improving, I can continue working with practices even years after they have switched to SystmOne as we all work on the changes together. I've also been able to manage the Organisation group in Southampton enabling us to share templates across the entire PCT, it's brilliant.

I attended my first SystmOne conference back in May and was shocked to find out I'd been nominated as a SystmOne champion, nevermind shortlisted as a finalist! The conference was really useful

and I found out lots of new things to take back to the practices, I was also delighted to get the runner-up prize, my trophy now sits on my desk in the practice!

Lots more practices in the South are now making the switch to SystmOne and really I think that's down to its efficiency and the fact it really connects healthcare. For our practices to be able to work together is really useful.

I think having an efficient IT system is going to be crucial in the future, but the real advantage I have seen in SystmOne over other providers is the contact TPP have with their users and the way they listen to feedback that has been offered. I think that listening and responding to the needs of people that actually use the technology is essential for us all to move forward and to keep up with the ever changing NHS environment."



The Woolston Lodge Surgery, Southampton.

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

newsletter@tpp-uk.com