SYSTMONE TEMPLATE REVOLUTIONISING PATIENT CARE

Physical health template for mental health patients goes national!

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TPP SUPPORTS PRIMARY CARE IN THE ISLE OF WIGHT

Eight GP practices in the Isle of Wight (IW) are now live with SystmOne, consolidating TPP’s commitment to enhance primary care across the Island.

“TPP was delighted to both attend and support the awards and meet primary care providers across the Island. TPP is truly dedicated to working closely with the CCG to deliver the vision of joined-up healthcare. The remaining deployments will be taking place in the coming months, with all practices due to be live by early autumn.”

— CAROLINE MORRIS
HEAD OF PRIMARY CARE, IW CCG

Alongside the rollout, TPP was recently the official sponsor of the Isle of Wight CCG Awards 2016, which celebrated the successes of primary care professionals across the Island.

During the ceremony, John Rivers, CCG Chair of IW CCG highlighted TPP’s support in making the evening a success, as well as the importance of the roll out of SystmOne across its 16 practices:

“The roll out of SystmOne is a truly significant event for the Island. The potential it offers for improved patient care is huge. An effective primary-care patient record system with increased ability to integrate across our system is at the heart of our strategy. I understand that the deployments are going well and I am already receiving positive feedback.”

— JOHN RIVERS, GP CHAIR OF IW CCG

TPP was proud to join UK Trade and Investment’s (UKTI) Smart Healthcare trade mission to India, led by Sir Malcolm Grant, Chairman of NHS England.

The mission travelled to Delhi and Mumbai from the 5th to the 9th June and was comprised of leading NHS organisations, academic institutions and innovative healthcare companies. The NHS is known globally as the gold standard of healthcare, and the mission’s aim was to provide India with the benefit of the combined expertise that these organisations possess.

Over the course of the mission TPP hosted a demonstrator stand and gave presentations to a large selection of Indian institutions involved in healthcare. This allowed TPP to bring its extensive experience across all healthcare settings, both UK and internationally, to India. The mission also visited the P.D. Hinduja hospital in Mumbai, a renowned site that was this year ranked as the sixth best multispecialty hospital in India.

Ashley Brook, Director, TPP said: “It is always an honour to be invited on trade missions and the chance to share our experiences and expertise with India is a fantastic opportunity for us.

“Never before have innovation and adoption of new technologies within healthcare reached such levels...”

“We’re proud to play a part in the world-class healthcare that the NHS provides and the Smart Cities programme is an opportunity to bring a world class NHS healthcare model to India. Our vision has always been about connecting care across healthcare settings and regions. This is a key aspect to achieving better healthcare as part of the Smart Cities objective.”

Chris Boin, Healthcare Specialist, Healthcare UK, said: “Healthcare UK brought this leading group of companies to demonstrate what they can offer the Indian healthcare market. We’ve found a huge appetite for collaboration with companies providing the leading edge in healthcare innovation and sustainable services. A company with the experience and skills of TPP is what much of the Indian healthcare market say they would like to work together with in partnership.”

Sir Malcolm Grant, Chairman, NHS England, said: “The UK has developed some of the most innovative healthcare services and systems in the world over the past nearly 70 years of the NHS but never before have innovation and adoption of new technologies within healthcare reached such levels as today.

Now, as India begins its creation of 100 Smart Cities, we are delighted to bring representatives of the UK system to show what can be achieved by working with smart services and systems. Our delegation consists of leading NHS hospital and healthcare trusts and select pioneering British companies whose innovative solutions are delivering results across health and care economies both in the UK and around the world.”

FOLLOW US ON TWITTER FOR LIVE UPDATES

See what TPP is up to in 140 characters or fewer and send direct messages to us online.

Find our profile at www.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.
Gina Rowlands is the Managing Director at Bevan Healthcare CIC, Bradford

We spoke to Gina to congratulate her on the centre’s ‘outstanding’ CQC accreditation.

Congratulations on your ‘outstanding’ CQC accreditation! Could you tell us about your role at Bevan Healthcare CIC?

Thank you very much! I am the Managing Director at Bevan Healthcare CIC, but I still maintain a clinical role as part of the street medicine service.

Could you tell us about the main health issues affecting your practice population?

Our practice population comprises of the homeless, asylum seekers and refugees. These patients suffer from mental health problems, problems with drugs and alcohol as well as other associated physical health problems. We have developed a health and social care model in order to provide care to these population groups.

The CQC commended you for your outstanding community outreach. Could you give some examples of how you engage with your healthcare community?

One of the ways we engage with our healthcare community is our active Experts by Experience group. This is a group of people with lived experience of homelessness. We also have a thriving patient participation group and employ a part time patient engagement and volunteer coordinator. The patients are at the heart of our service, they really do drive our work.

One of the highlighted areas of outstanding practice in your recent CQC report was a reduction in the use of acute healthcare, A&E Admissions and days spent in hospital. What initiatives have you implemented to achieve this?

We have achieved these positive outcomes by providing a good level of accessibility for our patients, who are able to easily book telephone appointments or drop into the surgery. Additionally, we have a street medicine team, engaging patients ‘in their own reality’ and building up trust and relationships.

For cases where patients have been admitted to acute care, we have the Bradford Bevan Pathway Team based at Bradford Royal Infirmary who pick up patients in A&E or who have been admitted to the wards. They engage with the homeless or people who are vulnerably housed. We also run an intermediate care facility in partnership with Horton Housing for patients who been discharged from hospital, who are homeless or have poor housing.

Finally, we work closely with support workers in the city and also statutory, voluntary services as well as faith organisations. We would not be able to provide this excellent service in isolation and have really experienced the benefits of integrating with other services in the community.

Has your use of SystmOne enabled you to carry out these initiatives?

Most definitely. By deploying SystmOne, we are able to securely share records with partner organisations, allowing us to improve the safety and quality of care for patients. Furthermore, we use a Toughbook mobile computer on the street medicine team which has SystmOne’s Mobile Working solution allowing seamless online/offline working on the move. We also use the Toughbook at the intermediate care facility when the GP and nurse are visiting.

What are your goals for the future in terms of your practice population? How will your use of SystmOne enable you to achieve these goals?

Our ultimate goal will always be to continue to provide the best possible care for the most vulnerable in society. Our patients are often called ‘hard reach’. We categorically disagree with this statement, as it suggests that they are easy to ignore.

SystmOne will enable us to improve the standard of care we strive to provide to our patients through high quality data collection, audit and research, and by enabling good communication and collaborative working with other services.
SNUG CONFERENCE 2016 ROUND-UP

On Tuesday 17th and Wednesday 18th May, the annual SystmOne National User Group (SNUG) conference was held at the ICC in Birmingham.

The size of this prestigious venue allowed for more than 800 attendees. TPP is extremely grateful that so many users attended, and we would like to thank them for dedicating their time to sharing and expanding their knowledge of SystmOne. The SNUG Conference has continued to grow in size every year. It was wonderful to be able to see all of the enthusiasm that users have for the system, and the innovative ways that SystmOne is used every day to provide high quality healthcare to patients across the entirety of the NHS.

TPP’s stand was positioned in the middle of the exhibition hall, allowing us to speak to delegates directly, giving them more information about SystmOne and answer any of their questions.

One of the highlights of the event, as ever, was the conference dinner on the Tuesday evening. This was a really well attended event with some fabulous food and the chance for delegates to talk in a relaxed environment. The evening was wrapped up with an excellent speech from Dr Partha Kar, a Consultant in diabetes at Portsmouth Hospitals NHS Trust, and Assistant National Clinical Director for Diabetes at NHS England. Dr Kar’s speech focused on the importance of continuing to drive forward the adoption of new technologies across the NHS.

One of the most anticipated sessions at the SNUG Conference every year is ChatRoom live. This was held on the second day and allowed users to learn more about the TPP development process in a session hosted by a TPP Analyst, Software Developer and Product Specialist. The session focused on going through a series of developments that had been put forward by delegates, explaining the process of assessing these developments, as well as suggesting potential alternative ways to use existing SystmOne functionality to complete these requests.

At the end of the session, users had the chance to vote for their favoured requests to be put forward for development. TPP is pleased to announce that the top three selected developments were:

- The ability to send multiple documents via email.
- A consultation format for Community sites based on the SOAP model (Subjective, Objective, Assessment and Plan).
- A prompt to end relationships when caring for an organiser.

The addition of a prompt to end relationships when ending care at an organisation.

There will be an announcement in the TPP Times and on the TPP website once this work has been completed. TPP hopes that this session continues to give delegates a useful insight into how development requests are assessed, and also that the requested developments are helpful to the delegates and users across the system.

Finally, TPP would like to thank the whole SNUG committee who all worked so hard to ensure that the event was such a success. Feedback has been overwhelmingly positive and this is a testament to the hard work and dedication shown by the committee, not just over the last two days, but also in the weeks and months leading up to the event.

TPP LOOKS FORWARD TO SEEING WHAT SNUG CONFERENCE 2017 WILL BRING!

SYSTMONE CHAMPIONS ANNOUNCED!

This year’s SystmOne Champions were announced at this month’s SystmOne National User Group (SNUG) conference dinner.

There are, in fact, two SystmOne Champions this year. Dr Thao Nguyen, Clinical Lead, Milton Keynes Health Extra GP service and Seth Meakin, Clinical Systems Specialist, NHS Arden and Greater East Midlands. The pair were nominated for ‘Best Company for Graduates to Work For’. TPP scooped two awards at the TheJobCrowd Awards hosted in central London in May. This included the top prize of the night, the title of ‘Best Company for Graduates to Work For’. TheJobCrowd is the UK’s leading graduate job review website. The site hosts thousands of reviews, all written by graduate employees. Their annual awards are based on the anonymous surveys of graduates working at hundreds of different companies, all over the country. Recent graduates (those who have worked at the company for fewer than three years) are asked questions on their pay and benefits, the company’s management, the level of responsibility they are given and any international opportunities they have. More than forty of TPP’s employees responded to the survey. As well as the top accolade, TPP also took home the award for best company to work for in the ‘IT development industry’ category. Reviews submitted by TPP’s graduates can be read at TheJobCrowd website: http://www.thejobcrowd.com/employer/tpp/reviews

Congratulations to all the finalists!

The runners-up are Ranjit Chouhan, Medical Secretary, Ealing Community Team for People with Learning Disabilities, and Nicky Thethy, Practice Manager, Hounslow Medical Centre. TPP would like to thank everyone who sent in their nomination, it is inspiring to see the brilliant ways SystmOne is used across the NHS.

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BRADFORD & BEYOND

PHYSICAL HEALTH TEMPLATE TAKES OFF IN PRIMARY CARE

A physical health template implemented into SystmOne has revolutionised care for Serious Mental Illness (SMI) patients.

Originally developed for use in primary care in Bradford, the template is now crossing regional boundaries and is being emulated on a national scale, with the support of the Yorkshire & Humber Academic Health Science Network (Yorkshire & Humber AHSN). TPP caught up with Kate Dale, former Mental Health Nurse and creator of the template, now Physical Health Lead, Yorkshire and Humber AHSN and collaborating with Bradford District Care NHS Foundation Trust (BDCFT) on an honorary contract, to discuss how it has taken off in primary care.

The Mental Health Physical Review template is innovative functionality in SystmOne which assists clinicians in primary care to carry out an annual physical health check. The template also calculates the risk of contracting conditions such as cardiovascular disease (CVD), endocrine disease, and diabetes. This information calculates the risk of contracting conditions such as cardiovascular disease and prolonging life, but are ensuring that SMI patients are being treated holistically and in equal measure to the rest of the population. - KATE DALE, PHYSICAL HEALTH LEAD, YORKSHIRE & HUMBER AHSN AND BDCFT.

In effect, the number of total health checks and interventions taking place are constantly increasing due to the increased availability of the template on a national level. The quality of these assessments has also seen considerable improvement.

“For more ECGs and many more vital tests are now being undertaken which will detect early signs of preventable diseases much more effectively. These early interventions are not only reducing cardiovascular risk and prolonging life, but are ensuring that SMI patients are being treated holistically and in equal measure to the rest of the population.” - KATE DALE, PHYSICAL HEALTH LEAD, YORKSHIRE & HUMBER AHSN AND BDCFT.

As an effective data entry tool within SystmOne, the template is breaking down the current boundaries existing between physical and mental health, encompassing the aims of national initiatives such as the Five Year Forward View for Mental Health by the Mental Health Taskforce, NHS England, published in February 2016. As a result, Geraldine Strathdee, former National Director for Mental Health, NHS England, personally endorsed the template due to its significance within the national digital healthcare agenda. Geraldine’s involvement has led to the template now embracing the Lester tool within its framework:

“We were asked by Dr Geraldine Strathdee to align the template with the Lester tool which was already well recognised guidance nationally. Incorporating our data capture tool with this guidance means the template is ready for implementation across the country!” - KATE DALE, PHYSICAL HEALTH LEAD, YORKSHIRE & HUMBER AHSN AND BDCFT.

Bradford & Beyond

610 organisations with a version of the template

2,600 health checks taken place

34 copies of the template

59 CCGs using the template

Delivering Outstanding Results

Since its implementation into SystmOne in 2012, outstanding results have been produced in terms of the number of organisations now using the template across the country:

- The template is now available nationally for 610 organisations using SystmOne. This is over 7 times as many organisations as the initial 80 GP practices in Bradford and Airedale.
- The physical health template has been completed over 2,600 times, spanning 59 different CCGs across the country.
- As a GP, I love it. The information collected in SystmOne is coded, retrievable, measurable and can be audited. It’s a really smart tool. We have seen a dramatic improvement in recording and intervention, for example, a 56% increase in recording blood glucoses.”

“[I] think mandating the template nationally would lead to dramatic improvements in making interventions for SMI patients in terms of physical health. It would be great if this could be incentivised again for GPs.”

- DR ANGELA MOULSON, GPWSI IN MENTAL HEALTH

As the template has been so successful across primary care in Bradford, the template has now also been replicated in secondary care to allow more patients to receive a robust physical health check, and for this information to be shared between primary and secondary care.

Future Goals

To further encourage national uptake, Kate is receiving support from the Yorkshire and Humber Academic Health Science Network (AHSN). This collaboration is focusing on rolling out the template for secondary care in Yorkshire and the Humber, as well as a number of pilot CCGs across the Yorkshire and the Humber, offering training and support as required.

“I’m delighted to be working for the Yorkshire at Humber AHSN to support their member organisations to improve the physical health of patients with serious mental illness. One important way Yorkshire at Humber AHSN members can do this is by using the Physical Health Review template, which is readily available to use in SystmOne. What makes the template so effective in SystmOne is its simplicity and ease of data capture. It’s really important that we maintain these features moving forward.”

- KATE DALE, PHYSICAL HEALTH LEAD, YORKSHIRE & HUMBER AHSN AND BDCFT.

Patient Experiences

Kate shared with TPP some of the interventions and treatments that had taken place with patients due to the template.

John had not received a health check for a number of years. His blood test flagged that he had abnormalities with his Liver Function and required further treatment. I discussed this with his GP, and he was referred to a Consultant at Airedale Hospital to receive the care and advice he was in need of. John later moved out of the area to escape the peer group he was involved with to gain a better lifestyle.

Jahan had not had thorough GP consultations in the past as he was not comfortable during his appointments. As he had a good sense of trust in me, he allowed me to carry out his physical health check. Following his Blood test it was flagged up that he may have possible Lymphoma. I discussed this with his Care Coordinator and passed on all information to his GP. I also explained the findings in the simplest terms I could without wanting to worry or upset him in anyway. Following the subsequent tests it was found that jahan didn’t have Lymphoma, but did get a diagnosis of Sarcomatosis in his lungs. He is now receiving the necessary support and treatment that he requires.

Please note that names have been changed to protect patient confidentiality.

A BACKGROUND TO THE TEMPLATE

Kate developed a specialist interest in the physical health of SMI patients following her participation in the ‘The Wellbeing Support Programme’, a national pilot in 2009. Outcomes revealed that people suffering with a serious mental illness die up to 20 years younger than the average population, mainly from preventable physical causes. Cardiovascular disease (CVD) was highlighted as the major cause of death, which alone outnumbered the deaths from suicide.

In response to this, when Kate took a secondment to Douglas Mill Primary Care, she developed the data entry template working alongside Kate Beedle, Data Quality Specialist, Dr Angela Moulson, GP with a Specialist Interest in Mental Health (GPwSI), and Dr David Yeomans, Consultant Psychiastet. It was built in line with NICE Bipolar and Schizophrenia Guidance before being piloted in 6 practices within Bradford and Airedale. Following this, the template was rolled out to all 80 practices, with training provided to all sites.

Dr Moulson, involved in developing the template, recently stressed how practical and easy it was to use by healthcare professionals during consultations:

“We were asked by Dr Geraldine Strathdee to align the template with this guidance means the template is ready for implementation across the country!”

- KATE DALE, PHYSICAL HEALTH LEAD, YORKSHIRE & HUMBER AHSN AND BDCFT.

Find Out More

For more information about the Mental Health Physical Review template, please contact Kate Dale, Physical Health Lead, Yorkshire & Humber AHSN at: Kate.Dale@bdct.nhs.uk.
SYSTMONE’S INTEGRATION WITH MEDIBOOKS SHOWS EARLY BENEFITS

SystmOne became the first supplier to integrate with a third party supplier under the GP Systems of Choice (GPSoC) framework.

Billing software MediBooks offers customisable, easy to use billing software that is designed to help GP practices and federations manage their non-NHS and private income. North Hill Medical Group has been using MediBooks since November 2015 and is now saving on average 14 hours per month and creating 66 bills per month. MediBooks spoke to Mark Galloway, Business Manager, North Hill Medical Group to see how the software has been working in their practice.

“MediBooks has become second nature to our processes now, and there is real-time saving benefit. Integration with TPP SystmOne is fantastic and saves constant repetition of typing and reduces manual processes.”

- JEANETTE SHEA, MEDICAL SECRETARY

INTEROpen, the new supplier led group focusing on promoting interoperability between clinical systems, has launched last month. TPP is a founding member of the group and welcomes the brilliant opportunity it gives to advance the interoperability agenda, through accelerating the use of open standards such as FHIR (Fast Healthcare Interoperability Resources).

PUZZLE

Relax with our stress busting user competition and solve it for a chance to win a Brother label printer.

Can you fill in the following TPP crossword and find the mystery word?

1. Integrate 9. Collaborating
4. Patient 12. Awards
5. Social Care 13. Deployment
6. NHS 14. Software
7. Medical Records 15. Community
8. Solutions

Send your answers to newsletter@tpp-uk.com to be in with a chance of winning a label printer courtesy of Brother.

Congratulations to Maria Lalan who won the last competition!
STRATEGIC REPORTING
If you use Strategic Reporting for SystmOne, you will now be able to specify a date range for your full download. Previously, the system only allowed a full or delta download. This development has improved the speed for downloading as it is no longer necessary to download all the reporting data should you not require it. The delta download remains unchanged and is still the fastest of the two download options.

INTEROPERABILITY STRATEGY
TPP is focused on delivering a scalable open standards interoperability strategy. The approach taken centrally, driven by TPP, is using profiled FHIR-based messaging. The first step is facilitating bi-directional record sharing with tasking and cross system appointment booking - structured data sets are to follow. TPP has already contacted a number of system suppliers across both primary and secondary care to ask for engagement and delivery timescales for using FHIR-based APIs.

If you would like more information about this, or if there are any system suppliers you would like TPP to consider integrating with, please contact your Account Manager.

GP2GP
Enhancements to GP2GP functionality in SystmOne are currently in pilot phase. Versions 2.2a and 2.2b will be released to users in the near future.

GP2GP 2.2a and 2.2b allows practices to send larger records and attachments. This means larger records for patients with complex health conditions can easily be transferred electronically with GP2GP, reducing printing and paper processing of records. Additionally, electronic records can now be fully integrated for returning (or re-registering) patients.

CDA UPDATE
The pilot for Clinical Document Architecture (CDA) will take place on 12th July. CDA is functionality in SystmOne which will enable organisations to send and receive a number of letter types electronically.

Three acute trusts across England will be piloting CDA: Milton Keynes University Hospital NHS Foundation Trust, Rotherham NHS Foundation Trust, and Leeds Teaching Hospitals NHS Trust. Users of SystmOne will be able to receive discharge letters from these sites electronically via a CDA message. Following this pilot, the functionality will be rolled out nationally.

TOP TIPS

You can colour nodes on your Clinical Tree too! Amend your tree and select ‘Tree Colours’ then choose the node you would like to colour #TPPTrainingTips

Divide your Clinical Tree into sections by adding Separators. Amend your tree as normal and add a Separator using the [.....] icon #TPPTrainingTips

GOT A TIP?

Let us know your tips for using SystmOne

Do you use a shortcut or little known functionality you think more people should hear about? Tweet us at twitter.com/TPP_SystmOne or email newsletter@tpp-uk.com to see your tip in the next edition of the TPP Times.