

## Contact Tracking

TPP make it easy for users to keep track of their calls by adding a new feature to SystmOne. The Contact Tracking Screen allows users to access the system TPP uses to log every call.

## Chatting for Charity

SystmOne users who help each other are helping TPP help those in need. Since the beginning of March, the Support team at TPP have been awarding points to users who give good advice on SystmOne's Chatrooms. Every three months, TPP will assess the points they have awarded and make a donation of £2,000 to the winner's charity of choice.

## Oxygen back on the books

TPP put oxygen back in the drug browser after Multilex altered the prescribability of it in the midst of changing deadlines and confusion over the changes in oxygen prescribing. Within 24 hours of spotting the problem, TPP had resolved the issue.

## SystmOne Testing

SystmOne has been undergoing a series of tests in Integration, Performance and Scalability, and Disaster Recovery to prove that SystmOne is secure, robust and is capable of being used on a much larger scale.

# hints, tips and workarounds

### You want to:

Link templates to nGMS status markers.

### You need to:

Create your own status markers and link them to your own templates.

### You want to:

Add an NHS number but SystmOne says it already exists.

### You need to:

Make a note of the NHS number and search for it through the Registration Wizard, using 'Relaxed Search Constraints'. You will then find the original record for the patient with this NHS number. Copy all the information from the record you've been working with to the one you've found and deduct the non-NHS number record.

### You want to:

Change the nGMS contract dates in 'How am I driving?' to an earlier date.

### You need to:

Select the "Can change nGMS contract run dates from the default 'How am I driving?' setting" access right.

**What sort of hints and tips would you like to see here? Do you have any tips that would be useful to others?**

Let us know by emailing [beth.daley@tpp-uk.com](mailto:beth.daley@tpp-uk.com)

### Changes to the nGMS reports for Business Rules 7

**MH3/MH4** - Now excludes patients that have "Stopped Lithium" recorded. This will affect MH3 and MH4 as these codes were previously in these reports but are no longer required.

**MH5** - The Therapeutic Lithium range has changed from '0.6 to 1' to '0.4 to 1'. The maximum threshold has changed from 70% to 90%.

**CHD9/Stroke 9** - You now need a drug issued in the last 15 months, not 6 months.

**COPD 7** - You now need an inhaler check in the last 27 months not 24 months.

**COPD 2/3** - Excludes patients who have a spirometry exception code. (This is a new Read code cluster - SPEX.)



## welcome

Welcome to the first issue of TPP Times. Every month, we'll be keeping you up-to-date with what's going on at TPP. We'll tell you who's who in each of our teams. We'll tell you what's new to SystmOne and give you tips on how to get the most out of it. If you enjoy Issue 1, pass it on to a colleague. If you don't enjoy it, let us know! We really do value your feedback.

# tpp pleased to meet you

OVER THREE days in March, 150 of SystmOne's users came to TPP's headquarters in Leeds.

For most, this was their first opportunity to put faces to the voices they've heard over the phone. It was also a chance for users to meet each other, to share ideas, to share experiences and to see that they are part of a community of SystmOne users. The meetings combined light-hearted talks on the history of TPP with more formal discussion of current issues, general question and answer sessions and the opportunity to tour TPP's offices and see the nerve centre of SystmOne. Members of TPP's training, technical and support teams were on hand to discuss individual queries and give demonstrations of the latest SystmOne developments. TPP's Clinical Director, Dr John Parry, and Director of Sales and Training, Sue Sanders, came up with the idea. "We hoped to give our users confidence that we care about them," Sue explains. "I felt that seeing our office, meeting the staff and directors and being able to chat with us in an informal atmosphere would help to achieve a much better relationship with our practices."



Director Sue Sanders, talks about training

Sue goes on to say that, "All three days exceeded my expectations. The attendees appear to have enjoyed the experience and will hopefully take back a good message to their own staff and to other local practices." Customer Relationships Manager, Sue Bonham, coordinated the events. "We were delighted at the volume of response to our invitations. The atmosphere has been very positive and we're thrilled with how the days went and the feedback we've received from our guests." TPP are now planning to hold a series of master classes, workshops and user groups on a regular basis.

**"Found TPP refreshingly open, straight talking and informative. Everybody was very friendly!"**

Mary Innes, Assistant Practice Manager, Derby.

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

Barry Lee, Practice Manager, Nottingham.

**"The format of the day was excellent. Enjoyed seeing how things work at TPP. Had a fantastic day."**

Gwen Wilks, Practice Manager, Billericay.

# focus on

## systemOne's story

Every month, we'll be focusing on a subject which we think will be of interest to you.

This issue, it's a potted history of TPP and SystemOne. Enjoy!



**THE STORY** of TPP and SystemOne began seven years ago when friends Frank Hester and Satvinder Virk, who met on a computer studies course at Liverpool John Moores University, decided that their work on finance and international retail systems did not give them the satisfaction they craved, and so struck out on their own to develop their own product.

"My wife was a doctor," explains Frank, "and so I knew that GPs worked with poor quality systems. We felt then and still feel now that the NHS is a deserving arena and that it shouldn't be served by inadequate systems."

While Frank and Sat were analysing the market, clinicians in Bradford were looking for a company to design what they called a 'common clinical system' to serve Airedale PCT. This was exactly the sort of joined-up system that Frank and Sat were designing. TPP won the contract and Generations, as SystemOne was then called, made its debut.

Over the next year, SystemOne was deployed to 20 practices in the Bradford area. "The first two years were tough," says Frank. "We basically didn't see our families. We worked night and day, fell asleep at our desks, and couldn't afford to pay ourselves as much as we'd have liked."

Long hours and empty pockets weren't

the only problems as Sat explains. "The infrastructure of SystemOne wasn't resilient; it was done on a shoestring. There were no automatic downloads like there are today. Instead, we had to drive out to each practice with a disk, sometimes at two or three o'clock in the morning, so that the practices could install system updates the next day."

**We basically didn't see our families. We worked night and day, fell asleep at our desks, and couldn't afford to pay ourselves**

In the face of seemingly insurmountable challenges, some would have given up but Frank and Sat kept going. "When we started this, we agreed there was no going back, that neither of us would let the other one down and we would not stop until we'd reached our goal."

And true to their word, Frank and Sat did not give in. Sat remembers the first time they made two computers connect back when they were still working from home. "We were trying to make Frank's computer in his attic link to the one in my study. Computers link all the time but we were doing it in a different way. When something

Reproduced by kind permission of The Telegraph & Argus, Bradford

**Managing Directors and long term friends:** Satvinder Virk & Frank Hester

hits your hard disk, it makes a whirring sound. Frank said he was going to try it and I waited. It whirred. I shouted, 'That's amazing! Do it again!'"

From then on, SystemOne has gone from strength to strength.

With more deployments came the need for more staff and more space. In June 2005, TPP moved to Mill House, Troy Road, Horsforth.

In 1998, Frank and Sat were each other's only colleagues. In 1999, the first three TPP employees had joined them. On moving to Mill House, TPP's numbers were in the mid-40s. Since then, 20 new members of the team have been taken on, and that number is constantly increasing.

To what do Frank and Sat owe their success? Sat responds modestly. "You can never underestimate

luck. You need a slice of luck every now and again. But the strengths are the product and the people.

**"You can never underestimate luck. You need a slice of luck every now and again. But the strengths are the product and the people. The product stands by itself. There is nothing else like it on the market."**

The product stands by itself. There is nothing else like it on the market." Frank adds, "It's just hard work. And the fact that we can do things that no-one else can do."

How does the partnership between The Phoenix Partnership's founders work? "Brutal and uncompromising honesty," says Frank. "Sat shapes the system, he decides what goes out on the desktop. I'm more of the technician who makes that happen." Sat is of the same opinion. "We talk about everything. We bounce ideas around. Growing a company was new to both of us. We

have had arguments but our priorities and our end goal are the same."

# meet a director

**charlotte knowles**



**tpp history**

Joined as a programmer in March 2001. Became a director in 2004.

**role**

Making the data migration process as smooth as possible.

**qualifications**

Maths degree and Maths MSc from Leeds University.

**ambition**

To win the lottery.

**family**

Husband Chris and baby George, born July 2005.

**hobbies**

Camping, and walking in the hills, ending at a pub!

**worst tpp moment**

Working till 1 in the morning to hit a deadline.

**best tpp moment**

When the first practice that I worked with on data migration went live. Also, moving into the new building - watching the company grow.

## practice profile



DK Banerjee and S Banerjee

**Location:**  
Wrexham

**Live on SystmOne since:**  
April 2002

**Staff population:**  
2 GPs, 2 practice nurses, 1 practice manager, 4 receptionists

**Patient population:**  
2,600

**News from the practice:**  
"We're very proud of our charity work. At Christmas, we gave the £70 usually spent on cards to our local hospice. In February, we braved rain and mud to raise £200 for the Marie Curie Cancer Appeal on 'The Great Daffodil Walk'."

Lindy Whitehurst  
Practice Manager

Each issue, we'd like to tell the SystmOne community about what's going on at our practices and units.

If you'd like to see your organisation profiled, or you have some special news you want to share with others, then this could be just the place.

Just email: [beth.daley@tpp-uk.com](mailto:beth.daley@tpp-uk.com) with your details

# in the pipeline

At TPP, we're aware that if you've submitted SystmOne development suggestions, you'll be eager to know what's happened to them.

We realise it's frustrating that they take so long to come to fruition and we'd like to try and explain why that is, as well as keep you up-to-date with the most recent enhancements.

We put some questions to the person who gives the green light to your suggestions - TPP co-founder, Satvinder Virk.

## your Q&As

**Question...**

**How many suggestions does TPP receive?**

**Answer...**

"We receive suggestions every day. I'm currently looking at 498."

**Question...**

**How do you decide which ones to approve?**

**Answer...**

"We look at what the benefit of the change is, how many users it will help, and how difficult it is to implement. If several people request the same change, it's more likely to happen."

**Question...**

**Why is the process so lengthy?**

**Answer...**

"We group developments so several changes to one area happen at the same time. And some things just take priority over others, like the flu reports, or new nGMS contracts."

**Question...**

**What can people do to improve their suggestion's chances?**

**Answer...**

"Give us as much information as you can. Tell us exactly what you want the system to do, why you need this development and how it will help our users."

# release roundup

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

The new **Issues Summary** is an overview of a patient's entire issue history.

You can now use Windows to view scanned images.

The **Unit Data Choice** screen has been renamed 'Configured Lists'.

There are now extra options to report on and breakdown reports into: type of referral, re-referrals, PCT, event staff & location, and scheduling suspensions.

New screen! **Action Group Descriptions** allows users to add clinical indications and patient-friendly text to a prescription.

New keyboard shortcut! **Ctrl+Shift+W** takes you to the patient record.

New keyboard shortcut! **Ctrl+L** takes you to the Caseload screen.

You can now prescribe and report on drugs that do not appear in the Multilex browser.

**Predicted peak-flow results** can now be saved into the patient record.

You can now add a one-off message to the next prescription to be printed for a patient at your organisation.

New keyboard shortcut! **Press Esc** from anywhere in the Patient Record to return to the Patient Home view.

New-style Patient Home view! Shows the same information but in a clearer way with hyperlinks to perform common actions.

# say hello to

## tpp's customer relationships managers

Each issue, we'll introduce you to one of our teams so that you can put faces to names.

**This month, it's the Customer Relationships Managers. Some of you met them at March's National User Meetings. For those who didn't, meet Ashley, Sue, Kerry and Kate!**

**THE CUSTOMER Relationships Managers** are there to make sure that you, SystmOne's users, are happy. Team leader, Sue Bonham, explains, "We are in the process of contacting all of our GP practices and Child Health units to find out if they're happy, and if they're not, to try to resolve their issues. If users haven't heard from us already, then they definitely will in the near future. But they don't have to wait for us to contact them. If someone's unhappy with the service they've received regarding SystmOne, then we want to know about it. Don't hesitate to contact us!"

**If users haven't heard from us already, then they definitely will in the near future**

As well as making people happy, the Customer Relationships team coordinates training for practices and is also heavily involved in



**sue bonham**

Recently married in Las Vegas, Sue's still waiting for a diamond engagement ring. She shares her house with her new husband and a rabbit called Molly and her desk with a stuffed koala and a Harrods teddy bear.

"I joined TPP nearly 3 years ago on Support. I really enjoy my job. It's varied, interesting and extremely satisfying. It's such an important industry to work in; solving a problem for a practice can make a huge difference to them."

deployment, working closely with Accenture's sales team to ensure that the system is rolled out as smoothly as possible.

"We're always busy," says Sue. "My team works hard. It's a demanding job. They're self-motivated, dedicated and have a sense of humour, which comes in very useful at times!"



**kerry guthrie**

In her free time, Kerry goes to the gym and is busy planning a trip to visit her older sister in Brazil.

"I never knew what I wanted to do as a career and despite this job being stressful at times, it's very rewarding. The atmosphere at TPP is friendly and the people are great."



**ashley brook**

Ashley's dream is to score the winning goal in a World Cup final. He plays football and snooker, and loves live music.

"I couldn't hope for a better job on leaving university. Everyone cares about SystmOne and so there's a sense of achievement when you can help someone."



**kate hargrave**

Kate once represented Great Britain in long-distance horse riding. She has a six-year-old son and is an avid eBay-er.

"I haven't been at TPP long but I've found my feet. I enjoy the variety of the job and being able to make a difference. When people have problems, it's rewarding to turn it around."

## Speak to the team

If you've logged your problem with the helpdesk but aren't happy with the service you've received regarding SystmOne then contact TPP's Customer Relationships Managers.

Email the team direct at:  
[Ashley.brook@tpp-uk.com](mailto:Ashley.brook@tpp-uk.com)  
[Sue.bonham@tpp-uk.com](mailto:Sue.bonham@tpp-uk.com)  
[Kerry.guthrie@tpp-uk.com](mailto:Kerry.guthrie@tpp-uk.com)  
[Kate.hargrave@tpp-uk.com](mailto:Kate.hargrave@tpp-uk.com)

Or you can email:  
[enquiries@tpp-uk.com](mailto:enquiries@tpp-uk.com)

You can also phone on the usual number: 0113 20 500 80.