**TPP Collaborative Working & Enhanced Access Support Guide**

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Document Author: Pauline Mairs, Project Manager, Digital Primary Care Team

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# Version Control

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Comments** |
| 0.1 | 29.07.22 | Pauline Mairs | First Draft |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Requirements** | **SystmOne** | **SystmOne GP Hub** |
| Single Sign-On | ✓ | ✓ |
| Cross Org Appt Booking (shared appt book) | ✓ | ✓ |
| Video Appointments | Via video consultations third party provider | |
| Appointment Reminders (text messaging) | Via SMS third party provider | |
| Patient can cancel appointments | Via SMS third party provider | |
| Patient can book appointments online | ✓ | TBC |
| Access to un-registered patients | ✓ | ✓ |
| Shared Patient Record Access | ✓ | ✓ |
| Consultation Write Back (direct to record) | ✓ | ✓ |
| Consultation Summary (PDF) | N/A | N/A |
| Make e-RS referrals | ✓ | ✓ |
| Order and view tests | ✓ | ✓ |
| Prescribing (EPS) | ✓ | ✓ |
| NHS 111 directly bookable appointments | ✓ | ✓ |

SystmOne Solutions

Options for delivery within a SystmOne only estate.

* Shared admin functionality must be configured to meet the above-mentioned capabilities within SystmOne
* TPP to confirm if GP Hub functionality supports patient on-line booking
* NHS 111 bookable appointments are achieved via GP Connect functionality

For further information on these solutions, including implementation and configuration support please refer to S1 Collaborative Working and EAS Digital Support Guide.

Mixed Economy Solution

Options for delivery within an EMIS and SystmOne (TPP) mixed economy estate.

|  |  |
| --- | --- |
| **Requirements** | **GP Connect** |
|
| Single Sign-On | N/A |
| Cross Org Appt Booking (shared appt book) | ✓ |
| Video Appointments | Via video consultations third party provider |
| Appointment Reminders (text messaging) | Via SMS third party provider |
| Patient can cancel appointments | Via SMS third party provider |
| Patient can book appointments online | X |
| Shared Patient Record Access | ✓ |
| Consultation Write Back (direct to record) | X |
| Consultation Summary (PDF) | ✓ |
| Make e-RS referrals | TBC |
| Order and view tests | TBC |
| Prescribing (EPS) | TBC |
| NHS 111 directly bookable appointments | ✓ |

* GP Connect functionality can be enabled within all core foundation systems and Hub solutions
* The above-mentioned capabilities are delivered via the clinical system with GP Connect functionality enabled
* Single sign-on via foundation clinical system which provides access to sharing capabilities via GP Connect
* For further information on these solutions, including implementation and configuration support please refer to GP Connect Collaborative Working and EAS Digital Support Guide.

# Enhanced Access Service

As of 1st October 2022, all PCNs must deliver Enhanced Access in accordance with their contract. PCNs must provide additional appointments in accordance with the Network Contract DES Specification.

Additional Clinical appointments are to be provided between the hours of 18:30hrs and 20:00hrs, Mondays – Fridays, and between 09:00hrs -17:00hrs on Saturdays. However, this may vary depending on patients expressed preferences, evidenced by patient engagement.

The service may be provided by Face to Face (F2F), telephone, video, or online consultations, ensuring that a reasonable amount of F2F appointments are available where appropriate.

The service must be actively promoted by all practices/PCNs via multiple media channels and actively offered by reception staff.

Although many PCNs have the technology to implement most of this service, there are a number of PCNs with mixed economies who will find it challenging. All PCNs will need to implement “work arounds,” to a greater or lesser degree, as there still remains interoperability issues between different clinical systems.

# Service Requirements

* Bookable appointments which can be made same day or in advance
* Appointments need to be available two weeks in advance
* Available for all PCN patients to book into
* Make available on-line booking and cancellation
* Appointment reminders
* In line with guidance make available to NHS 111 any unused on the day slots
* Appointments to be delivered by a multi-disciplinary team of healthcare professionals offering routine medical services:
  + Full access to patient clinical records
  + Prescriptions
  + Blood tests
  + Referrals
  + Shared Admin

The above list in not exhaustive.

* Offer On-line, video, telephone and F2F consultations
* Have in place an appropriate DSA

# Options for delivering the EAS

There are 2 options available for delivering the Enhanced Access Service and very little difference in functionality between them, however you will need to give thought to the governance around both options:

* Option 1 Shared Administrator – No cost involved

consideration needs to be given around the access rights and operational governance

* Option 2 PCN/ GP Hub – Annual Multilex cost £13,285.20 +VAT

Consideration needs to be given as to who will be maintaining and updating the Hub as well as operational governance

* Mixed Economies –

Please refer to GP Connect documentation & set up.

# Option 1 - Shared Administrator Functionality

* All SystmOne GP units within the PCN will join an organisation group.
* When providing extended access services clinicians will use the organisation group to access SystmOne and the shared patient record.
* Additional staff recruited to the PCN can be given access to the hosting organisation group or to the individual SystmOne GP units, depending on staff arrangements.
* The network will use group wide reporting for scheduling, clinical decision support and monitoring key metrics. Group wide reporting can be made available to the entire group or just to the group owner.
* Data recorded by community services and care homes can be shared to the GP units SystmOne eDSM sharing, and it can be reportable in the host S1 unit
* For PCNs with a mixed economy of clinical systems, a range of interoperability tools, including record sharing and appointment booking, will facilitate integrated working across systems.
* Using TPP’s new patient app, Airmid, PCNs can implement a digital first policy for patients under the care of the network. Including offerings such as online triage, video consultations, remote appointment booking, clinician to patient notifications and pre & post-consultation information gathering.
* SystmOne Shared Admin functionality allows organisations across the PCN to benefit from combined administrative work.

# Option 2 - PCN/GP Hub Functionality

* All SystmOne GP units within the PCN will join an organisation group.
* PCNs can use an additional GP Hub unit as a central managing unit.
* When providing extended access services clinicians will use the GP hub unit to access SystmOne and the shared patient record.
* Additional staff recruited to the PCN can be given access to the Hub unit or to the individual SystmOne GP units, depending on staff arrangements.
* The network will use group wide reporting for scheduling, clinical decision support and monitoring key metrics. Group wide reporting can be made available to the entire group or just to the group owner.
* Data recorded by community services and care homes can be shared to the GP units SystmOne eDSM sharing, and it can be reportable in the central hub unit.
* For PCNs with a mixed economy of clinical systems, a range of interoperability tools, including record sharing and appointment booking, will facilitate integrated working across systems.
* Using TPP’s new patient app, Airmid, PCNs can implement a digital first policy for patients under the care of the network. Including offerings such as online triage, video consultations, remote appointment booking, clinician to patient notifications and pre & post-consultation information gathering.
* SystmOne Shared Admin functionality allows organisations across the PCN to benefit from combined administrative work.

# TPP GP Hub Pricing Model

|  |  |
| --- | --- |
| Products | Single PCN Order (suitable for 10 practices) |
| SystmOne GP Hub | FOC |
| Multilex | £13,285.20 |
| Set up & Training | £600. Per day |
| TOTAL | £13,885.20 |

# Option 1 – Shared Administration

Shared Admin allows separate SystmOne organisations to share a varying degree of administrative and clinical work, including patient records, appointments, rota templates, visits, tasks, recalls, pathology & radiology results, and audit trails. This allows staff within one organisation to carry out tasks for different organisations, without the need to log out of one organisation and then into another

e-RS – referrals via e-RS can be made, but all communications regarding the referral will be sent back to the Host Practice for management, not to the registered practice.

This service can be hosted by the lead PCN practice, further information can be found by clicking on the link below.

[TPP SystmOne coronavirus (COVID-19) guidance – TPP (tpp-uk.com)](https://tpp-uk.com/tpp-systmone-coronavirus-covid-19-guidance/)

# Setting up Shared Administrator

* Go to set up
* Click users & Policy
* Organisation group
* Select new group
* Select parent group
* Select function speciality of shared admin
* Enter description
* Select membership terms i.e., Membership much be approved by your organisation
* Select option shared admin
* Select shared admin option in the box below e.g., Access Audit trails and pathology
* Select ok to confirm
* You then see a window to allow you to invite other organisation into your group
* A task is then sent to your shared organisations asking them to join your group.
* Once you have crated your group you can decide who you want to have shared access

**For a fully illustrated guide go to:**  Shared Working: [Shared Working – YouTube](https://www.youtube.com/playlist?list=PLprKuTVWC6UNPaRYITRRtby5nAYjxBWdU)

# Option 2 - SystmOne PCN Hub Functionality

* Up to 10 units (including the GP Hub unit) can use shared admin to enhanced federated working
* Appointments & Registration – configurable options for booking and registration at each Hub. Remote booking or shared rota options support different ways of working
* Pathology & Radiology – the hub can make requests on behalf of the patients registered practice
* MED3 – can be created to include the address of the patients registered practice
* Prescribing – the hub can be used to prescribe using EPS. Where organisations have a prescribing, the hub can use a spurious code in place of a PPA ID for all prescriptions
* e-RS – referrals via e-RS can be made from the Hub unit. All communications regarding the referral will be sent back to the Hub unit for management not to the registered practice

# TPP’s Suggested model to facilitate PCN requirements

GP 2

Central Hub Unit

GP 1

GP3

Care Home

Community Services

# Process for obtaining a SystmOne Hub

# Pathology & Radiology

Clinicians at the hub can make pathology requests on behalf of a patient’s registered practice, and the result will be sent to the patient’s registered practice instead of back to the hub. This is only available for organisations using ICE at the moment.

There is an option available under Organisation Preferences to enable this functionality, as shown in the TPP Hub user guide available in the user guide in the Resource Section of this document. If you cannot find this option under your hub organisation, this may be because you do not have a correct organisation group set up, please request this by contacting S1 Product Support Team.

Organisations using Shared Admin can share Pathology & Radiology reports with the group owner. By setting the GP hub unit as the group owner, users logging into the hub will be able to view reports from all units in the group in the hub’s Pathology / Radiology Inbox.

A System Administrator will need to set up the hub for Electronic Pathology/Radiology Requests. For guidance on this, please see the **Managing Pathology / Radiology Requests and Filed Pathology / Radiology Reports** page of the SystmOne Online Help (F1). You will need to contact the relevant provider to request that ICE test requests sent from the hub unit be sent back to the patient’s registered GP unit.

# Prescribing & e-RS

## Prescribing

The hub can be used to prescribe via ETP or using printed FP10 scripts. To use EPS, the organisation needs to have the correct ODS code set up.

If your organisation has a prescribing budget allocated by the CCG, the hub unit can use a spurious code in place of a PPA ID for all prescriptions. Use the Organisation Preference Prescribing > Prescription Printing > Override PPA ID of the authoriser to set a spurious code for prescriptions from the hub unit. This will allow for prescriptions from the hub to be claimed from the hub’s prescribing budget.

organisations that do not have their own prescribing budget may wish to claim the cost of prescriptions from the patient’s usual practice. There are currently no options within SystmOne to automatically replace the prescriber’s PPA ID with a code that links to the patient’s usual practice.

## E-RS

Referrals can be sent via e-RS from the GP hub. However, because referrals are sent with a unique code that will link the referral to the sending unit, any communications relating to the referral will not be sent back to the usual GP in order to follow-up, review or manage the referral. You may wish to put a “work around” in place for this depending on your governance policies.

# Prescription Configuration

## Request organisation Prescribing Cost Centre Code

* **STEP 1**: The Clinical Commissioning Group (CCG) needs to complete a New Cost Centre proforma to inform the NHSBSA that a new service has been set up. Access the form [here](https://www.nhsbsa.nhs.uk/sites/default/files/2017-02/New_Cost_Centre_5.2.doc)
* **STEP 2**: Complete and send the spurious code request form (omitting the cost centre code field only). Please access the form [here](https://www.nhsbsa.nhs.uk/sites/default/files/2017-02/Spurious_Code_Request_v3.2_0.doc)
* When filling in the form, please select ‘Generic spurious code for a new/existing cost centre/practice’
* A cost centre can only be set up on NHS Prescription Services’ systems if either a named doctor, a generically named spurious code or one or more non-medical prescribers are also added to the new cost centre at the same time
* **STEP 3**: All completed forms should be returned via email to: [nhsbsa.prescriptioninformation@nhs.net](mailto:nhsbsa.prescriptioninformation@nhs.net%C2%A0)
* If the NHSBSA needs to query the information submitted, they will send an email to the original sender of the notification
* For more information, please visit the NHSBSA website by clicking [here](https://www.nhsbsa.nhs.uk/ccgs-area-teams-and-other-providers/organisation-and-prescriber-changes/ccgs).

# Airmid- Patient App

Airmid is TPP’s patient-facing app, designed to support patients and clinicians by allowing individuals to engage with their care and to take control of their healthcare.

Patients can login using their SystmOne line Username and Password if they have them. Otherwise, Airmid allows patients to login using NHS Login. An NHS Login can be created directly via Airmid.

Airmid offers the patient record access, Online appointments, direct appointments, video consultations and more.

# Interoperability Tools

## GP Connect Appointment Management

* View and book appointment across different systems in a PCN
* Supports bookings via other supporting services such as NHS 111
* Organisations can control appointments to make available, and share with an organisation of preference

## GP Connect – HTML patient record view

* Organisation using SystmOne can share their data to other organisations in a HTML view, and receive an HTML view of data held at other non-SystmOne organisations
* Send summary of a consultation to the registered GP Practice (e.g. from the hub)

Further information on how to set up shared working and GP Connect can be found:

* [Shared Working – YouTube](https://www.youtube.com/playlist?list=PLprKuTVWC6UNPaRYITRRtby5nAYjxBWdU)

## Iplato

All practices should have iPlato installed and be able to use this for video consultations. However, if you are a GP Federation or Alliance there will be a cost for using this software and you will need to contact the company directly.

You can do this by contacting:

Corinne Pegrum Partner Manager – NHS South

Office: +44 20 3743-0060

Mobile: +44 7940 448493

If you are a GP practice needing to install iPlato you can do this by following the installation guidance below and contacting Health Care Computing



Health Care Computing for equipment- [Support@healthcarecomputing.co.uk](mailto:Support@healthcarecomputing.co.uk)

## Mjog

Mjog provides patient appointment reminders, cancellations and much more. PCNs who already have access to Mjog may choose to use this to aid patient reminders and cancellation of appointments.

Functionality-

* Appointment reminders, confirmations & cancellations
* Clinic specific appointment reminder template
* Clinic / appointment cancellation notification service will automatically notify patients to inform them of cancellations, in the event of staff sickness
* Ad-hoc messaging of individual or small list of patients.

Further information can be found: [Home | Mjog (livi.co.uk)](https://mjog.livi.co.uk/)

# Resources

## SystmOne

* SystmOne for PCN Hub - [Deployments@tpp-uk.com](mailto:Deployments@tpp-uk.com)
* Arden & Gem Clinical Systems Training - [agcsu.gpsystemstraining@nhs.net](mailto:agcsu.gpsystemstraining@nhs.net)
* Health Care Computing for equipment- [Support@healthcarecomputing.co.uk](mailto:Support@healthcarecomputing.co.uk)
* Digital Primary Care Team:

GP Connect

* SystmOne GP Connect Config

TPP GP Connect User Guide & configuration – YouTube:

[• TPP GP Connect User Guide - YouTube](https://www.youtube.com/watch?v=CBIB9hcvL-g)

* Getting Started with Airmid -[Enabling Airmid – TPP (tpp-uk.com)](https://tpp-uk.com/products/airmid/enabling-airmid/)
* Shared Working: [Shared Working – YouTube](https://www.youtube.com/playlist?list=PLprKuTVWC6UNPaRYITRRtby5nAYjxBWdU)