



CASE STUDY

Clifton Medical Centre Clinical System Migration

North East and Yorkshire

The NECS Clinical System Specialist team was commissioned by South Yorkshire Integrated Care Board (SYICB) to provide training and floorwalking support for a GP Practice in Rotherham that was changing its Electronic Patient Record (EPR) system.

Clifton Medical Centre was the only GP Practice in the PCN to be using EMIS Web as their EPR, so had made the decision to migrate to TPP SystemOne to align with the other PCN members.

SYICB had previously engaged the services of the TPP System Specialist team to assist with these projects but were informed that TPP no longer offer this service. NECS was therefore commissioned to deliver all of the staff training and provide onsite support during the first week of the practice using the new system.





The challenge

The practice in conjunction with the SYICB IT project team had already started the project and drawn up a training plan. Unfortunately, this plan was based on an out-of-date model provided by TPP which required training on different modules of SystemOne.

The solution

We held meetings with the practice management to discuss the training plan and asked if they would replan the training sessions. This met with some initial reluctance but after we explained that our training scheme would provide role-based training and not module based, it would mean there would be less training time for staff and it would be better centred on their role within the practice. The practice agreed and replanned the training schedule to fit in with our usual End User Training planning.

After the new training plan had been completed, the practice manager commented: “The NECS training planning with Training Needs Analysis and session content guides was much easier to work with to arrange the training. I wish we had had these from the start.”

“The training and support provided were excellent, very supportive team.”

Practice Manager



Outcomes

During February 2024, we successfully delivered two weeks of end user training to the practice staff in preparation for their migration to SystemOne.

Due to the complexities of the service, with many staff working part time and having to maintain business as usual for both clinical and admin staff, the training was tailored to staff roles and multiple sessions of each subject were delivered. This helped ensure the staff felt prepared for using the new system. Good

working relationships were built between the practice staff and the NECS staff who would be on-site during the floorwalking. Overall, the staff seemed positive about the change and engaged with the training.



The go-live and floorwalking went smoothly with no major issues and the staff maintained their positive attitude to the new system. Most saw the benefits immediately in the way it was now easier and quicker to book appointments into extended hours clinics (as this service used SystemOne) and how they could now see all of their patients' consultations with the local community services (which also used SystemOne) and directly message them within the system.

“Most saw the benefits immediately in the way it was now easier and quicker to book appointments”

“SystemOne is saving time already. It is taking about one third of the time to digital bulk sign all of the repeat prescriptions. Much quicker and easier than EMIS.”

Practice GP

