



HMP Bristol pioneers national clinical IT system in the south

Before the implementation of TPP SystemOne Prison all health records at HMP Bristol were paper-based, handwritten and in some cases hard to understand. Clinicians only had access to one copy of a patient's record and this meant that notes were occasionally misplaced or lost.

In October 2009 HMP Bristol became the first prison in the south to implement TPP SystemOne Prison as part of the national roll-out.

Although it was evident that things needed to change, the success of TPP SystemOne Prison still depended on all members of the healthcare team getting to grips with the new system. And many had never used a computer system like this before. Paul Titman, project manager for Avon IM&T consortium, explains the benefits and challenges faced during the implementation at Bristol.

"We had been pushing quite hard to be one of the first prisons to use TPP SystemOne Prison. There was a lot of interest from the PCT in general to get an electronic system here at HMP Bristol prison as the lack of computer-based records had been identified as a risk in our audits."

The healthcare team at HMP Bristol visited other prisons that use TPP SystemOne Prison so that they could get an idea of the task that they had ahead of them. These visits proved very beneficial and helped Paul's team work up an implementation plan.



Cathy Cooke, head of pharmacy and medicine management, with one of her team.

He says: "We had really good links with the Prison Health IT team at NHS Connecting for Health and they were able to put us in contact with prisons that were already using the system. This allowed us to see at first hand how they used TPP SystemOne Prison and what they liked about it, what training they had in place and any concerns that they had."

One of the major challenges that Paul's team had to overcome were the concerns of healthcare staff about the use of computers and the way records were going to be managed.



“Some staff members had not used computer systems before so we had to ensure that our training was tailored to absolute beginners, as well as staff members that had some knowledge of the system. We had three full-time trainers here all day, every day, during the week of go-live. That was on top of the role-based sessions for each member of the healthcare team.”

Paul Titman, project manager for Avon IM&T consortium

An implementation process end user questionnaire showed that 68% of respondents from the healthcare team at HMP Bristol rated their overall satisfaction with the system as ‘good’ or ‘excellent’. Training was highlighted as an area that end users were most satisfied with, although there were some comments requesting additional specialist training for some areas of the system.

“Using TPP SystemOne Prison has given the team here at HMP Bristol a system that enhances the way they work and the foundation to generally improve the service that they deliver to their patients,” says Paul.

Challenges

Paul adds that one of the biggest challenges at the start of the project was communicating what his team were trying to achieve to the healthcare staff working at the prison: “The success or failure of the project was really down to how well everyone understood the system. To keep everyone up-to-date with progress we wrote newsletters and held engagement sessions to get feedback on what was going well and what their concerns were. The feedback from the staff was invaluable and helped us to tailor the implementation process.”

The future

Ensuring that strong communication links are built between the project team and prison early on in the implementation process is something that Paul’s team will make sure is in place for the next prison in the area to go-live.

Paul comments: “Every prison is different and it is important for us to understand how a prison works and the roles and responsibilities within the healthcare staff in order for us to tailor the role-based sessions.”

Paul’s team held process mapping sessions with the prison’s healthcare staff to understand how they operated in terms of working practices, documentation and dependencies.

There are another three prisons in the Avon area that will be rolling out TPP SystemOne Prison by the end of 2010.

“We are taking a lot of what we have learnt during the implementation process at HMP Bristol to shape the process at our other sites.

“Training will continue to be one of our biggest challenges as there will always be a wide spread of knowledge of computer systems amongst healthcare staff. We have developed quick reference guides, course outlines and other training materials based on our lessons learnt at HMP Bristol so that we will have a core library of training materials that will be more locally relevant.”



View from the clinicians

Over 600 prisoners are based at HMP Bristol. The 100 strong healthcare team covers a broad range of services such as clinics for mental health, substance abuse, blood borne viruses and sexual health.

The transition to TPP SystmOne Prison was a challenge at first but being able to share patient information at the touch of a button has revolutionised the way in which the healthcare team works together. Geraint Jones, Faye Jefferies and Cathy Cooke from the team talk about their experiences with the system.

First impressions – Geraint Jones

“I first heard about TPP SystmOne Prison in 2007,” says GP Geraint Jones. “I liked the sound of it as I had used various GP software programmes before and could see the benefits a system like this could offer us here at HMP Bristol.

“When we were told we were going to pilot TPP SystmOne Prison in the south I felt that this would give us the opportunity to influence the way the system was rolled-out and the ability to be able to help other prisons in the area when it was rolled-out to them.

“The implementation process saw us working with the suppliers as well as going to visit other prisons where the system was already implemented. This helped us to understand what would work well for us locally.

“Before TPP SystmOne Prison all health records were paper-based and all the notes were handwritten. This sometimes made the records hard to understand and sharing patient records was not an easy process. In order to dispense medication we used paper-based prescriptions and made changes by placing notes with the prescription,” adds Geraint.

Geraint adds that although the system has helped him in his day-to-day role the next steps for the system would be around the medication model.

“I think the obvious next step for TPP SystmOne Prison would be for the system to get a medication model that is secure enough to allow us to be able to send prescriptions electronically so that they can be dispensed electronically, cutting-out the need for paper.”

Changing the way we work – Cathy Cooke

Cathy Cooke, head of pharmacy and medicine management at Bristol community health, says that TPP SystmOne Prison has changed the way her team works. As the pharmacy team is based outside the main prison they did not previously have access to patients’ records.

TPP SystmOne Prison stores all patients’ health records centrally, making sharing records between healthcare staff easier than before. The dispensing pharmacists at the prison can now check the patient’s health record too so that they are able to check at a glance that the medication prescribed is the most suitable for the patient.

“The new system has significantly changed the way we have been able to help patients as we now have access to the medical records whereas before, with the paper system, the records were kept over at the prison.

“Now that we are using TPP SystmOne Prison, when the prescription charts come over from the prison we are able to look through the records and check that the medication prescribed is appropriate, check for missing details and ensure that the script is correct.



Cathy Cooke, head of pharmacy and medicine management at Bristol community health



“TPP SystmOne Prison has provided us with the tools to find out information about the patients and we can now have more intervention when medication has been prescribed incorrectly.”

Cathy Cooke sits on the national stakeholder group for Prison Health IT, and the regional Prison Health Board. The pharmacy team at Bristol are very active in feeding information to these groups about prescribing issues so that they can be addressed by the system and helps to ensure that prescriptions are straightforward and the possibility of errors are limited.

Day-to-day help – Faye Jefferies

TPP SystmOne Prison makes it easier for healthcare staff to record attendance at clinics, test results and caseload management.



Faye Jefferies, communicable disease nurse specialist

Faye Jefferies, communicable disease nurse specialist, explains: “In my role here at HMP Bristol I manage all blood borne virus services, hepatitis B immunisation and I run clinics for Hepatitis C dried blood spot testing, HIV screening and Chlamydia testing.

“On a day-to-day basis I will see around 30 patients. Using TPP SystmOne Prison has improved the speed with which I can get information about patients in my care. I just need to log into the system and I can find all the relevant medical records I need, rather than having to search around the prison for a set of paper-based records.”

Having some health information to hand when a prisoner arrives at HMP Bristol has been very useful for healthcare staff during their first consultation with a patient. Faye comments: “When prisoners are transferred here from a prison with TPP SystmOne Prison we can pull the record straight off. This is particularly helpful for me as it means I do not have to solely rely on the information given by the patient.”

NHS Connecting for Health is the national organisation which is supporting your local NHS to introduce new computer systems and services. These will help deliver better, safer care for NHS patients. For more information about this, visit: www.connectingforhealth.nhs.uk