



## TPP SystemOne Prison – providing support to allow 'nurses to be nurses'

The deployment of TPP SystemOne Prison at HMP Deerbolt has revolutionised the way in which healthcare is provided within the prison. The system has helped simplify administration processes and has enabled staff to focus on the health needs of prisoners.

The first assessment for prisoners as they entered the prison used to heavily rely on healthcare staff providing administrative support; as any follow on care such as GP appointments and outpatient clinics had to be manually processed and filed using a paper based system. The process can now be seamlessly handled by the system, as clinical management is a core function of TPP SystemOne Prison.

"The system has allowed nurses to be nurses," says Jane Nathan, healthcare administration manager. "Having TPP SystemOne Prison in place releases people to do the things they are employed to do."

Jane feels that the time taken to manage a paper system meant nurses had less and less time to hold clinics before TPP SystemOne Prison. She says that the appointment system and waiting list functionality have been particularly beneficial for all the healthcare staff. "It's very useful to have quick access to a patient's record to understand how long they have been on a waiting list so we are able to monitor care, which was not easy to do before the introduction of TPP SystemOne Prison."



HMP Deerbolt



The functionality available within TPP SystemOne Prison has helped HMP Deerbolt provide a consistent level of healthcare. Staff can communicate with each other using the system's task functions such as appointment booking, reporting and audit. Patient information is shared in a safe, effective and timely manner.

The introduction of TPP SystemOne Prison at HMP Deerbolt has also brought other benefits to healthcare staff as Kerry Stott, mental health nurse, explains: "I have dyslexia, which affects my writing skills. When preparing handwritten patient notes I have to think in sentences, which I find almost impossible. This, combined with my messy handwriting and spelling corrections, means it takes me extra time to ensure that any clinical information can be accurately interpreted by other clinicians.

"Using TPP SystemOne Prison means that I can type patients' notes and add in additional information, which I can edit and spell check. As a result I'm confident that my notes provide a fuller clinical picture. The system has lifted the feelings of dread and anxiety I used to have over preparing notes. It's just amazing and has literally changed my working life."

The electronic pathology results functionality within TPP SystemOne Prison means that lab results are now directly filed into the patient's electronic record and are visible to healthcare staff as soon as they log on. If any action is required, such as an additional test, it can be ordered using the system via an electronic task message.

"Before the new functionality all the test results had to be manually added to each patient's file," says Lewis Ferguson, administration assistant. "The new system has helped us save a lot of time as results are available at a click of a button. Healthcare staff can send us further information about the results using the system's task function; these notes can contain information on whether the patient needs a follow-up appointment or any further tests."

TPP SystemOne Prison is currently being introduced in prisons across England as part of a national roll-out. As HMP Deerbolt has found, the system is ensuring prison healthcare staff have 24/7 access to prisoners' medical records, enabling them to provide better, safer care. It's also supporting improvements in continuity of care as prisoners transfer between prisons, or are released into the wider community.

**TPP SystemOne Prison was introduced in HMP Deerbolt in July 2007. HMP Deerbolt is a Category C training prison, based in Barnard Castle, County Durham. The healthcare wing provides ongoing care and support to some 520 prisoners, who are housed in nine wings.**

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