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GPTeamNet service overview

Background

The problem

Despite thousands of emails and hundreds of websites, the right people still don't have the right information.

In today's NHS, lots of overlapping organisations need to exchange information reliably and efficiently. Practices need to share with Federations, CCGs, Provider teams, Trusts, Local Authorities, NHS England, trainer groups and many more. The teams need something (but not everything) from each other.

You are probably managing vast numbers of emails and faced with many websites. People can miss important information or never get it at all. If it does reach the right people, they have to spend valuable time on storing it away to have a chance of finding it later.

If you are sharing information with others, you will know how hard it is to manage email lists and to keep everyone else up to date. You have probably sent emails to be "forwarded on", and other emails asking people to replace their copies with an update.

It seems as every activity needs a new tool and a new copy. It seems impossible to arrange for information to be added and updated once, using the same copy for CQC, Appraisal, reporting, governance and so on.

How GPTeamNet helps

GPTeamNet is an information management system used every day by Practices, Federations, CCGs, CSUs, Trusts, Local Authorities, NHS England and many others. It was built from the ground up for sharing, exchanging and collaborating in Primary Care.

Our powerful platform includes all the tools that you would expect in a "generic" collaboration platform, such as document management, diaries, announcements, emails and contacts. However, our service, focussed on CCGs, practices and GP providers goes a lot further to provide:

- A sharing system that meets the complex and overlapping environment in Primary care. It allows any number of sources, teams and practices to work together using pre-agreed paths and without losing control of visibility or updates.
- Item by item security. One item can be marked as public and shareable without a password while another might be hidden from most people and request a password every time it is accessed.
- Specialist tools for practices to use for both their own and shared information, including CQC tracking, holiday management and clinical referral information.
- Specialist tools for Federations, such as risk management tools and the ability to request and collate submissions and questionnaires from practices.

- An efficient rollout that makes it as easy as possible to get started. With a range of flexible licensing options and virtually no IT requirements, we can get you up and running in two weeks.

Features of the service

Sharing

Sharing between GPTeamNet portals

The GPTeamNet model allows a single copy of an item to be shared with as many CCGs, provider groups, practices or others as you like. Documents, training information or contact details show up where they are needed with no effort by the recipients. You can be alerted to changes but will never need to file them.

You can nominate to share content with practices and teams by groups such as “All practices in the Federation”, “Localities”, “Training practices” or “Patient reference group”. Unless you say otherwise, it will be available to all members of those teams. You don’t even need to know who they are to make it work.

You can also specify which roles should be especially interested. You could share a document about vaccinations with all the practices in a locality and recommend it to nurses. Only the nurses will be alerted but anyone in those practices could search for it.

Each team keeps its own membership up to date, so this happens without the need for huge distribution lists.

Sharing with people outside GPTeamNet

You can also share with people who do not have access to the GPTeamNet platform. Trusted people on GPTeamNet can mark an item as not requiring secure access. Once this is done, you can send links to that item to anyone at all.

Alternatively, you can connect GPTeamNet to another website and display the unsecured items there. This can be used to display papers on your public website while maintaining a single copy in GPTeamNet.

Tools for Primary Care

We support all kinds of Primary Care information. Of course, we cover common items such as documents, meetings and contacts.

GPTeamNet goes beyond these and provides many highly specific tools for Primary Care. Some of these help to encourage collaboration in specific areas like soft feedback on services. Others are to help individual practices or teams, regardless of shared content.

The list of GPTeamNet modules is growing all the time and currently includes, amongst others:

- Library
- Diary
- Contacts
- Announcements
- Discussions, standalone or around library items
- CQC tracking
- Staff training
- GP Appraisal evidence
- Risk register tool
- Authorisation reference
- Return responses
- Soft feedback on CCG and services
- Sharing of “Questions and Solutions”
- Training governance and feedback
- Enhanced services information exchange
- Topic summaries
- Action sharing and management

- Integration to Clarity Appraisal Toolkit
- GPR support
- Service information
- Fridge and drug expiry monitors
- Significant events
- OOH booking
- Absences (Holidays, sickness)
- Service moderation
- Clinical Support Information
- Room booking

Clinical Support information

Our Clinical information module (CSI) is available to Publish, Engage and Enable licence levels (see below). This allows for strongly curated and controlled clinical information (by topic such as “Atrial Fibrillation”). Most useful for quick access referral support, this includes general information such as who to refer, prerequisites to referral and pathways as well as specific information such as contact numbers and forms.

The GPTeamNet sharing model applies to this as well, making it possible for a practice to see a single page which includes, for example, a national pathway, a CCG wide set of referral guidelines and a locality based contact number. Each of these items can be maintained once from the appropriate point so that, for example, an update to the guidelines by the CCG is instantly reflected in all the practices without disturbing the local or national information.

Your licence allows you to share CSI information with any third parties, including secondary care organisations.

Testimonials

“I really can’t emphasise enough how impressed we’ve been with GPTeamNet and the team. Its made working as a larger organisation across multiple practices so much easier – I wish we’d thought about using it a year ago. It is fast becoming a key piece of equipment in our organisation.”

David Hedgcock , Group Manager, Northumbria Primary Care Ltd

“Warrington CCG were looking for a web based tool that could provide instant access to one source of shared information for both member practice and the CCG support team. After looking at several products and being impressed by the GP TeamNet team during the CCG Authorisation process it was clear to us that their solution fitted the bill.

We have found it to be very effective. We use it as our intranet for the CCG both internally within the support team and also to share information out to practices and for them to share info back into the team. Being web based means we don’t have any of the issues that we had before when using a Sharepoint solution that sat on our servers behind N3 as all users can access anywhere.

Uptake and usage by the practices has been good, in fact we have a small group of practice managers that once they had seen a webex demo of the system just ran with it and sorted out training/awareness sessions for the other practices. The next stage of our deployment is to use the project function for our transformational work programmes and allowing other partners such as the council, hospital etc. to have their own portal.”

Nick Armstrong , Chief Operating Officer, Warrington Clinical Commissioning Group

Options

Levels of interaction and local use

GPTeamNet clients have a range of requirements and budgets. Our licensing model provides as much flexibility as possible.

GPTeamNet works best when each practice and team can use it as a core tool for managing non-patient information. Each team can use the platform as a single place to go for both internal and shared information. For practices, this includes internal use for a range of modules.

Users, portals and public access

GPTeamNet is all about sharing and we try to avoid barriers to doing so. With that in mind, once your population is covered we make no extra charge for:

- Sharing links to items that you mark as “public” with anyone you like (even if not GPTeamNet users)
- Adding portals for other, related organisations (such as Local Authorities or Trusts) to share information with you or your practices.
- Sharing CSI information (see below) with any other people/organisations with no password requirement.
- Unlimited numbers of users or locations
- Support, hosting, backups, bandwidth and all product updates.

Help with getting started keeping it running

Onboarding and offboarding

Onboarding

As GPTeamNet is a Software As A Service solution there is no need for local install. The solution can be configured and deployed for a customer in a matter of hours upon the receipt of initial users and organisational information.

New customers will typically have their portals deployed within 14 working days of receiving portal and user details. The Federation lead will be asked to provide details of its member practices and the GPTeamNet support team will coordinate the setting up of their portals and user creation with the appropriate practice managers. Once deployed, a centralised training session will be arranged (all clients receive “Getting Started” training materials immediately).

A data import service is available to customers. Data is typically held on shared drives in Federations and practices. GPTeamNet Support will work with the Federation and practice managers to import information in its native file format to the GPTeamNet solution wherever possible.

In addition, we can administer information for a single portal (typically the Federation or provider team) for a three month period to get things started. We can take formatted and approved content by email or other agreed route and add it into the system for you, working to agreed policies for sharing and tagging. This is included in the Engage and Enable licence levels.

We can also include implementation project support. This includes:

- Use of our established project approach
- Launch and awareness meetings
- Awareness presentations to Governing Body and locality groups
- Analytics and usage statistics
- Monthly review sessions by phone or, by mutual agreement, on client premises.

Offboarding

If the service contract is ever terminated, all information uploaded to the solution would be returned to the customer in the form of compressed files. Information held in GPTeamNet is at all times owned by, and the sole responsibility of the customer. No charge is made for returning information to the client.

Upon the termination of a subscription, all client data will be removed from our servers within 30 days unless otherwise agreed. Data is securely removed and erased from the media.

Service Management

Service hours are 9.00 to 17.00 on weekdays, excluding public holidays. Service is available to record problems, administer the configuration or just to ask for some help.

In particular, the service includes as much system administration and configuration as possible. Each client nominates one or more authorities for the creation of of portals and sharing relationships. Each portal is controlled by one or more named and verified owners (usually including the practice manager for a practice). These authorities can give instructions to our service and we will take care of the technical administration.

Training

Workshops and briefings can included as listed in our proposal and can be repeated annually to refresh skills, update on changes or educate new people.

Analytics

As well as the feedback and discussion tools, GPTeamNet provides a range of analytics to help you assess how your information is used. These include view counts for each item and aggregate reports for:

- Create/update activity
- Sharing activity
- View counts by source
- Session activity by portal

Availability and continuity

Resilience

The technical resilience of the service is supported through:

- Use of an established data centre registered to ISO27001
- Multiple data lines and ISPs to the data centre
- Power failure protection and full generator backup
- Dedicated virtual server for the application and data
- Burstable bandwidth

Updates, Patches and hotfixes

Operating system patches and hotfixes will be applied weekly to our live servers as they become available. Functionality updates that constitute a new release are typically applied every quarter. All updates are made outside of normal working hours to minimise disruption of the service.

Backups

Backup

Each night a full backup of the database and all files is replicated to a second server in another location. GPTeamNet also take an hourly incremental backup of the database. These two methods provide a robust and secure backup process should a rebuild of the services ever be required.

Daily backups are retained by GPTeamNet on a one week rolling basis.

As part of our agile development methodology, we replicate the backup as part of our internal tests prior to a release. This process effectively tests the backup images with every deployed update (typically every two weeks approximately).

Recovery

In the event of critical failure such as corruption of the virtual server, the target resolution time to restore the service and backed up data is 4 hours. This takes into account a rebuild of the virtual server and applying the data from the most recent backup.

Availability

The target for 24/7 Service Availability is 99.00% of the time in any given month. The target for Service Hours availability is 99.5%.

Downtime exists when all or a significant number of customers are unable to access the application and is measured from the time the issue ticket is opened until the downtime condition as defined here no longer exists.

Service hours for this service are 8.30 to 17.30 on normal business working days (excluding bank holidays and public holidays).

Availability

- 24/7 Availability is measured as: $\text{Total minutes downtime} / \text{Total minutes in month}$
- Service hours availability is calculated as: $\text{Total minutes downtime within service hours} / \text{Total hours in month}$.

Information assurance

GPTeamNet is suitable for OFFICIAL level government information and the company is certified to the ISO27001:2013 standard. Please note that GPTeamNet is not currently intended for patient identifiable information. GPTeamnet is traditionally available outside the N3 network, although can be placed on N3 for an additional charge.

The live application, data and infrastructure is supplied from a secure data centre. This is provided by a sub-contractor and also certified to ISO27001 as below.

The application has been independently penetration tested by Sapphire, who are CESG CLAS and CHECK members.

Confidentiality

Our policy is to treat all information entered onto a GPTeamNet portal as confidential to the owner and users on that portal. Although practices, CCGs, provider groups and other sources can choose to share information, we will not pass any information to anyone other person who does not already have access without explicit permission from the owner of the information.

Sub-contracted Data Centre

GPTeamNet is hosted within a Tier 2 ISO27001 compliant data centre in the North of England, provided through a sub-contract to Onyx Limited. We are happy to provide more details if needed.

Client responsibilities

Clients are responsible for:

- All information added, owned or managed by them (or on their behalf), including it's accuracy, security classification and legal standing. It is the client's responsibility to avoid libellous, inappropriate content, content that breaches copyright or is illegal in any way.
- Care of logins, passwords and security information. This includes a restriction that these details must not be passed to anyone not authorised to use them.
- Provision of adequate network access and supported browsers for every person using the system

Licencing Levels

Price on application