# Guide to using GP Hubs for Federated Working

## Contents

These instructions are correct at the date of writing.

# Document History

This section should only be used when a new version of an existing document is created. Newer versions should detail which sections have been amended/added.

| Version | Date | Description |
|---|---|---|
| 1.1 | 05/10/2018 | Document created |

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# Introduction

GP Hubs are TPP's solution to GP Federated Working. Previously, TPP have provided GP federations with a SystmOne Community unit to use as a hub during extended hours. As of June 2018, TPP have been setting up GP units for federations requesting a new hub, and are now working to switch existing Community hub users to the GP module. The two reasons for this change are:

1. There is some GP functionality that is critical for the way Extended Access Providers (EAPs) work. Using a GP unit as a hub will allow users to have access to full SystmOne GP functionality during extended hours.
2. In July 2018, NHS Digital issued an extended Data Provision Notice (DPN) to include Extended Access Providers in the GP Appointments Data collection. The DPN requires EAP organisations, under the Health & Social Care Act, to participate in the collection from mid-September. The ability for EAP data to be collected in this way relies on the extended access hub using the SystmOne GP module.

# Unit Setup and Configuration

To request a GP hub unit for your organisation please email the TPP Deployments team at deployments@tpp-uk.com.

Once your organisation has a hub unit, you will need to configure it as you would for any new GP unit. This will include creating user logons, configuring the relevant organisation preferences and access rights for staff, and setting up rotas. If you are switching from a Community hub to a GP hub, you will be able to configure your unit in the same way that you configured the Community hub.

**Shared admin**

Users can choose to use Shared Admin to enhance their federated working model for up to 10 units (including the GP hub unit). This will involve setting up a Shared Admin Organisation Group with the units in the federation and the hub unit as the group owner. The TPP Deployments team will create the Shared Admin group when setting up the GP hub. Groups larger than 10 units will not be able to use Shared Admin.

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# Sharing

Currently viewing patient data is subject to the sharing preferences set up by the patient's registered GP, unless the hub has chosen to share patient data to the group owner using shared admin.

TPP is currently working on a development to always allow patient data to be shared out to the hub unit regardless of the shared admin configuration.
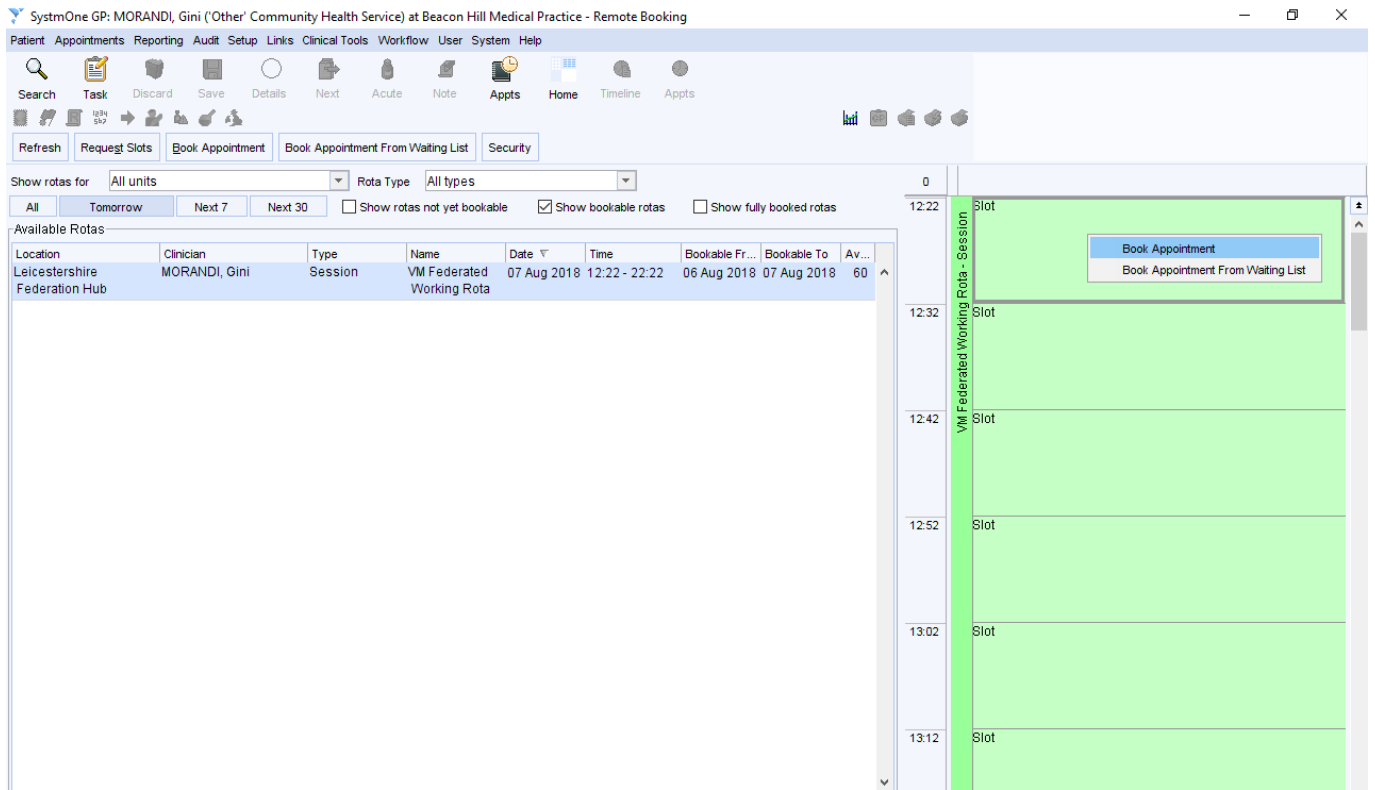
# Appointments and Registration

Patients must not be GMS registered at the hub unit.

### Remote Booking

Users can book appointments at the hub using Remote Booking. To do this you will need to set up rotas at the hub and make them available for remote booking at the other units within the group. For further guidance on this please see the **Managing Remote Appointments** page of the SystmOne Online Help (F1). This solution can be used by federations using Shared Admin as well as those not using Shared Admin. Patients remotely booked will have a registration type of other at the hub unit.

TPP have a development scheduled to make this type of registration end after certain period of time specified by the unit.

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If the organisation group has decided to enable shared admin, rotas can also be shared between Shared Admin units. Units can book appointments on the hub's rota from their appointment ledger and the patient's record can then be retrieved at the hub using shared admin. Booking appointments in this way will not create a registration for the patient at the hub. Sharing rotas will also allow users at the hub unit to book a follow-up appointment on a rota at the patient's usual practice.

It is possible to filter rotas by site on the appointment ledger so that the screen is not filled with rotas from other units.



Please note that this solution is only available for organisations using Shared Admin.

### Walk-In

Patients from GP units using a different system (e.g EMIS Web) and patients arriving without an appointment can be registered as walk-in patients. A walk-in registration will automatically end after 7 days. This solution can be used by federations using Shared Admin as well as those not using Shared Admin.

# Prescribing

The hub can be used to prescribe via ETP or using printed FP10 scripts.

If your EAP 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.

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EAP organisations that do not have their own prescribing budget may wish to claim the cost of prescriptions from the patient's usual practice. TPP is currently developing this work. Once we've got the assurance from NHS Digital, prescriber would be able to use the patient's usual GP's PPA ID instead.

**Repeat Medication**

GP hubs using Shared Admin will be able to issue repeat medication if the unit that originally prescribed the medication is in the Shared Admin group.

Hubs that are not using Shared Admin will not be able to issue or amend repeat medication, so will have to issue an acute prescription for the drug. Alternatively users can send tasks back to the registered GP to prescribe repeat.

# Pathology & Radiology

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).

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.

For units that are not using Shared Admin, you may be able to contact the relevant provider to request that tests sent from the hub unit be sent back to the patient's registered GP unit. TPP is looking into automatically forwarding the tests results back to the registered GP in the future.

# GP Appointment Utilisation Extract

EAPs will be required to participate in the collection of GP Appointment Data via the GP Appointment Utilisation Extract from mid-September. NHS Digital will initiate collection of this data once an EAP has confirmed participation.

By using the GP module for your hub, you will also have access to the GP Workload Tool. This can be found by going to **Reporting > Appointment Reports > Appointment Utilisation**. The tool gives organisations an overview of their appointment activity, provided through a reporting dashboard, to enable them to better match their supply of appointments to demand.

For further guidance on using the dashboard, please refer to TPP's General Practice Workload Tool guide.

# E-Referral

Choose and book referrals works the same way as in a usual GP unit.

TPP is discussing with NHSD about whether it's possible to send the referral on behalf of the patients usual GP, rather than the doctor who's in the hub.