

BUSINESS ASPECTS OF GP INFORMATION TECHNOLOGY

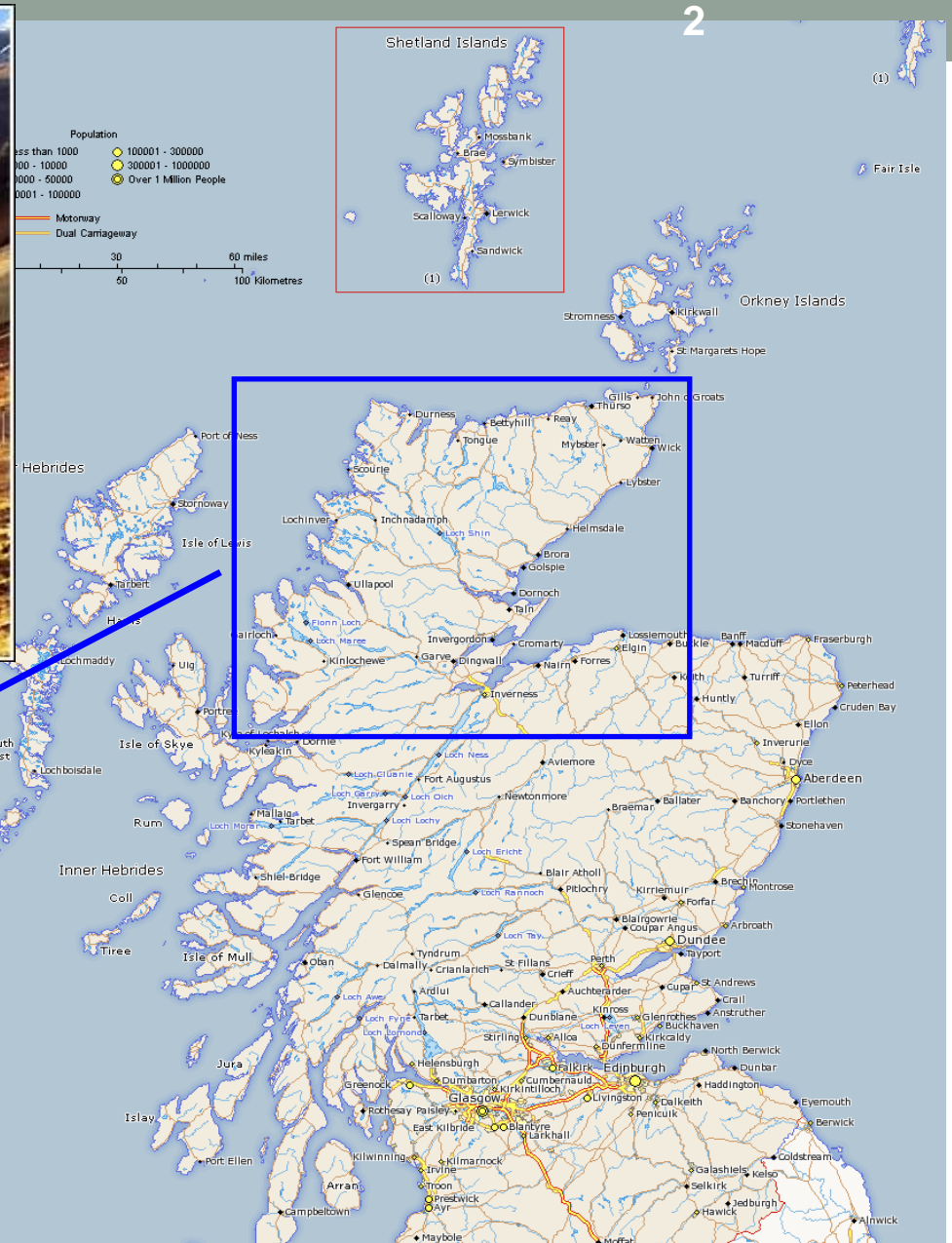
Andy Vickerstaff

SCIMP panel member

Practice Manager, Aultbea & Gairloch Medical Practice, NHS Highland



BUSINESS ASPECTS OF GPIT



Andy Vickerstaff
Aultbea & Gairloch Medical
Practice

Agenda

- Finance
 - Management accounting
 - Statutory accounts
 - Software options
 - Payroll
- Rota
- Contract support
- Other
 - Websites
 - Social media
 - WiFi provision

Finance – Management accounting

- What information do the partners need/want? By month, quarter, year
- Finance partner vs. other partners
- System support for responding to queries & requests for information
- Budgets and forecasting
- Cashflow analysis
- Bank reconciliation
- Private fees – invoice generation and tracking
- Information for accountants

Finance – Statutory accounting

- Debtors and creditors – accruals (e.g. wages) and prepayments (invoices paid up front)
- Information pack for handing to accountants – backup file?
- Challenge of capturing sufficient information to answer queries without creating too much of an administrative overhead



Finance – software options

- Nothing – hand bag of invoices/receipts to the accountant



Finance – software options

Option	Pros	Cons
Spreadsheets	Proprietary Ease of use Less training	No “off the shelf” solution Backup, multiple user access not easy Not task specific software
IRIS GP Accounts	Integrated GP Payroll, pensions auto-enrol suite Written originally by GPs for GPs Flexible platform Fits cash accounting basis	Additional cost Software looking increasingly dated – no clear development pipeline Little customisation for 4 nation differences
SAGE accounts	Accountants love it Flexible platform for SME Transferable training/skills	Additional cost Not GP practice specific More complicated than necessary – admin overhead Accrual accounting basis

Finance – Payroll

- Any employer has to ensure their payroll system is robust and meets statutory requirements
- Issues to consider:
 - Bank integration & payment processing
 - Real Time Information (HMRC electronic links)
 - Sickness, maternity, pensions, holidays, contract type, tax, NI, minimum wage, parental leave,
 - Pension auto-enrolment

Payroll – software options

Option	Pros	Cons
DIY	NONE! ?	How to be an “expert” in all the legislative issues and to keep up to date
IRIS GP Payroll	Integrates with GP Accounts Written originally by GPs for GPs – handles NHS pensions Local tailoring & management of changes	Additional cost Software looking increasingly dated – no clear development pipeline
Outsource to bureau	Use their expertise Should be automatic handling of statutory and regulatory changes They handle payslips, leavers, starters, pensions, year end, HMRC etc.	Additional cost++ Less flexibility, control Still have to make/confirm bank payments, collect timesheet info., manage changes Reliance on 3 rd party expertise

Rota

- Larger more complex practices will have greatly increased rota management issues
- Both a challenge for clinician and administrative cover
- Online e-rostering solutions do exist – they have been used by health boards but may be overkill for individual practices?
- NHS examples with case studies:
<http://www.nhsemployers.org/your-workforce/plan/agency-workers/reducing-agency-spend/e-rostering>
<https://www.omnihrs.co.uk>
- Some practices use rota software such as Omni rota but the majority use local solutions such as wallplanners & spreadsheets
- Software cannot replace the benefits of having a team that is happy to provide cross cover and find mutual benefits

Contract Support

- In Scotland we no longer have QOF since 1 April 2016 so the need for contract support software is avoided
- Options such as Contract+, Vision+, QMasters (EMIS) do exist and may provide additional functionality beyond QOF such as SMS messaging & reporting

Websites

- “Only 67% of GP practices in Scotland have a website”.
Examining Access – survey by Reform Scotland August 2014
- No contractual requirement (yet) for Scottish practices to offer online services (unlike in England):
 - Prescription ordering
 - Appointment booking
 - Patient record access
- But, we can use a practice website to provide accurate, timely, specific and relevant information to patients
- Provider options:
 - <http://www.mysurgerywebsite.co.uk/> serve 4454 surgeries
 - <http://www.wiggly-amps.com/> but ask about server changes
 - <http://www.practicewebsites.co.uk/> free but include adverts
 - <http://www.webadore.co.uk/> £249 p.a. no VAT
 - Build your own, if you have the html knowledge and time....

Social Media

- Social media may help in providing information to patients and advertising services such as flu vaccine clinics
- Some advice out there:
<http://practiceindex.co.uk/gp/blog/social-media/getting-general-practice-twitter/>
Google: “MDDUS social media risks” to view videos for members
- Key issues to consider:
 - How/when to respond to online feedback (good and bad)
 - How to maintain patient confidentiality – clue “really difficult” when responding
 - Managing staff use of social media
 - “MDDUS now receives four times as many social media-related calls compared to 2011” *December 2014*

WiFi Provision

- Some GP practices are now providing free WiFi in the waiting room and rest of the building
- Must ensure highest level of data security is maintained so probably needs to be a separate internet link from NHS networks
- Work with locality IT experts to explore options



"Oh!" the Little Frog exclaimed. "How is it that the outside world is so big!" He had been in the bottom of his dark well for so long that the bright sunshine made his eyes blink shut, and he could hardly open his eyes to see.

Once he saw that there are such beautiful things that exist outside his well, The Little Frog never tried to go back to his old well again.



Any Questions?