

Agilio TeamNet

Service Overview

Background

TeamNet's core functionality for GP practices and PCNs, includes:

- Tools that support compliance and help prepare for CQC inspections
- Modules that assist HR and workforce management
- Day-to-day features and functionality that will streamline back-office processes, and help manage a team effectively

As well as its use in individual GP practices and PCNs, TeamNet is also used to share information and staff across practice groups, ICBs and other providers, improving communication across teams and stakeholders and allowing true system wide workforce planning.

Core functionality is listed within this overview document, along with the additional add-ons that can be purchased alongside the core TeamNet platform.

Licencing Levels

There are 2 licensing options for the core TeamNet offering

1. Knowledge, Compliance & Workforce

This plan provides the contract holder with access to utilise the rich knowledge management features that sit within the TeamNet platform which allows them and their associated teams to share information with GP practices and Primary Care Networks.

This plan also provides features to GP practices and Primary Care Networks to use TeamNet to manage their healthcare operations. Which means GP practices and Primary Care Networks can use TeamNet to manage compliance, HR and workforce management. We deem these GP practice and Primary Care Network features as "Internal" features.

2. Knowledge

This plan provides the contract holder with access to utilise the rich knowledge management features that sit within the TeamNet platform which allows them and their associated teams to share information with GP practices and Primary Care Networks. This plan doesn't contain "Internal" features.

Pricing for plans on application.

Features of the service

Tools for Primary Care

We support all kinds of Primary Care information, covering common items such as documents, meetings and contacts.

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

The list of TeamNet modules is growing all the time and currently includes:

- Library
- Diary
- Contacts
- Announcements
- Discussions, standalone or around library items
- Prescription tracker*
- Rota scheduling*
- HR card*
- CQC tracking*
- Safety alert management*
- GP Appraisal evidence*
- Integration to Clarity Appraisal Toolkit*
- GPR support*
- Return responses
- Topic summaries
- Action sharing and management*
- Absences (Holidays, sickness)*
- Clinical Support Information
- Room booking*
- Learning events*
- Service information
- Fridge and drug expiry monitors*
- Significant events*

*only available on the Knowledge, Compliance & Workforce licencing option.

Sharing between TeamNet portals

The TeamNet model allows a single copy of an item to be shared with as many ICB 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 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 confidential information

TeamNet can be used to share confidential information in a secure manner. This includes staff records which contain absences, training and immunisation records and DBS checks. The reason for this is to allow individuals who may be working across several sites to ensure that their relevant employment details are available to their employer in those sites. Each employee who works across different sites should be made aware that this information will be visible to the primary contact and HR manager at all sites.

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 TeamNet 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 ICB 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 ICB is instantly reflected in all the practices without disturbing the local or national information.

Associated Add-ons

TeamNet has a number of integrated add-ons that can be purchased alongside its core licence.

iLearn for TeamNet

An integrated Statutory and Mandatory eLearning and policy add-on that allows GP practice and Primary Care Networks to report seamlessly and accurately on staff training. As well as staff to be able to launch and undertake their training directly within the TeamNet interface

Pools and banks for TeamNet

An integrated workforce management solution, that provides GP practice and Primary Care Networks to source salaried and locum staff directly through the TeamNet interface. Providing staff a user friendly integrated profile to source additional work and expand capacity in the workforce

Locum Membership to MyLocumManager

An integrated Locum toolkit and support tool to assist Locums with finding work and managing their finances which supports staff retention within the flexible workforce

Clinical Supervision

An integrated governance and professional development solution to track clinical supervision activity safely and effectively

Pharmacy, Optometry and Dentistry access

Access to TeamNet for teams in Community Pharmacy, Optometry and Dentistry, so they can benefit from access to the core knowledge being shared into the TeamNet platform, keeping them up to date on pathways, services and other knowledge they need to be aware of and adhere to.