



PRACTICE INDEX

Practice Index HUB - Service definition document

The Practice Index HUB

HR, learning, finance, compliance and rotas - All in one place

HR Package

Keep on top of HR admin, from checks and records, to alerts and timesheets.

Holiday Manager

Organise, book and approve leave for your teams.

HR Checks Manager

Record statutory and local employee checks.

HR Alerts Manager

Keep up to date on the latest employment guidance and legislation.

HR Records Manager

Collate and record essential staff details.

Timesheet Manager

Authorise and process staff overtime and TOIL quickly and easily.

Learning Package

Over 75 mandatory eLearning courses, six Masterclasses and Lunchtime Learning.

Learning Manager

Manage, track and monitor your team's mandatory and statutory learning in one place.

eLearning Masterclasses

Six exclusive, in-depth eLearning courses developed by the UK's leading trainers.

eLearning Mandatory and more

Over 75 CPD-certified eLearning courses, including all statutory and mandatory topics.

Lunchtime Learning

Join live workshops via MS Teams on the latest hot topics.

Facilitated Learning

Content and material to deliver your own on-site training to practice staff.

Finance Package

Increase PPA and QOF income, and improve cashflow and stock control.

Benchmarking Manager

An in-depth analysis of your practice's financial performance in just a couple of clicks.

PPA Manager

Calculate clawback and dispensing fees so you won't lose money on your claims.

Stock Control Manager

Track stock to ensure full reimbursement and improve waste management.

Expenses Manager

Organise and manage all expense claims for your practice.

Claims Manager

Record claims and monitor when payments are due to ensure you are fully reimbursed.

Compliance Package

Manage everything, from CQC, safety alerts and SEAs, to complaints, risks and checks.

Policy Manager

Keep policies up to date and ensure staff have read and understood them.

CQC Manager

Effectively collate and present all evidence required for the CQC.

Safety Alerts Manager

Manage, action and distribute CAS alerts to the necessary staff in your practice.

H&S Alerts Manager

Keep yourself and your staff updated on health and safety changes using a simple rating system.

Significant Events Manager

Record, manage, categorise, distribute and add learning to your significant events.

Learning Events Manager

Record, manage, categorise and share your learning events.

Complaints Manager

Manage complaints from start to finish and create your annual KO41b submissions with ease.

Compliments Manager

Record, manage and share compliments with your team in one simple click.

Criticisms Manager

Report, manage and assign criticisms and detail their outcomes.

Risk Manager

Assess and record your practice risks, apply ratings and monitor actions.

Audits Manager

Create, update and track audits from start to finish.

Checks Manager

Create and assign custom checks for your practice that can repeat automatically.

Actions Manager

Assign, prioritise and manage actions and their progress.

Rota Package

Create rotas with just one click

Calculate schedules by the minute.

Allow automated room matching.

Identify room availability issues.

Highlight staffing gaps.

Add extra shifts.

Integrates with Holiday Manager, part of the HR Package.

Integrates with Timesheets, part of the HR Package

Use across multiple sites.

Designed for both clinical and non-clinical staff

Groups Manager

Share content and run reports across your group of practices.

Manage all your practice accounts in one place.

Use advanced reporting tools to ensure your groups are fully compliant.

View compliance statistics for all of your practices.

Set additional sharing features and reports for group HUB admin.

Create your own policies or use PLUS or PCN PLUS templates.

Set group policy templates for individual practices.

Receive template updates and apply these to groups or specific job roles.

Create your own group eLearning courses with quiz questions.

See how many staff at each practice have completed courses and read policies.

Support

We target availability of 99.9% for our services during business hours (identified as 0900 Monday to 1730 Friday).

We have step-by-step guides and videos on how to do everything. Or speak to our support team who will be happy to help. Once you are logged in there is a “Help” link at the top of every page (in the top orange bar) of the HUB. Click that for more help and support options.

Onboarding and offboarding

Our full support is included with all our services. That includes online, email and telephone support. Users can also book a remote support session and demo at a time and date that suits them.