

Ensure effective information sharing with Intradoc247

Efficient document management is a growing requirement for GP surgeries. Practice manager **Margaret West** found the customised intranet system Intradoc247 a valuable solution to this problem



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Keeping and sharing information appropriately in any organisation can be a challenge at the best of times. So, when it gradually became more difficult to find what we were looking for on our local drives, we felt it was time to consider a different approach to this problem. We came up with the idea of having our own intranet. Most large organisations, including our local primary care trust, had one, so why not us?

We did some research, looking for a company that would have the right product for our environment, and before long we had an onsite demonstration of Intradoc247, a practice intranet system designed specifically for GP surgeries.

At this stage we were not really sure what we were looking for – other than we knew we needed a portal from which all our staff could store and access useful information. The key for us was having an intranet that was simple enough for every member of the team to understand and use, but also sophisticated enough to act as an information repository that could store all our important business documentation in an organised way and provide business continuity if things should go wrong.

We were impressed with the simplicity of Intradoc247 and also liked the ease with which the provider, PinBellCom, addressed our requirements. They planned our intranet in a way that addressed our personal needs, but were also responsive to how we may wish to develop this tool in the future.

We implemented Intradoc247 a few months ago and have recently reviewed how this is working for us. Some small changes have already been made, and new ideas are in development.

Ever since the implementation of the nGMS contract, there has been a great need in general practice for information to be stored and retrieved in an organised way. The annual Quality and Outcomes Framework process is made much easier if all the evidence can be saved in easily retrievable folders. This enables other members of the practice, who have been given the correct privileges, to become more easily involved in reviewing and amending evidence prior to submission.

Looking to the future, this is likely to be even more important to us. New areas – for example, Care Quality Commission (CQC) evidence – have already been planned into our intranet so that when CQC registration becomes a practice requirement, we know exactly where this will be kept.

My favourite area of the intranet is the e-Noticeboard. I can place messages here and know that the same message will reach all staff, thereby improving internal communications. The e-Noticeboard allows me to set a date I want the message to disappear. This means I don't constantly need to be checking whether messages are still relevant.

As a practice manager, I feel our intranet has become a valuable tool that enables me to work smarter and manage our documentation much more efficiently. Moving forward, I have ideas to develop our intranet with an e-learning section. I feel confident that Intradoc247 will be up for the challenge! ■

Margaret West is Practice Manager at Orchard House Surgery in Suffolk.

