

**Please Quote: CL/JC**

13 September 2004

**PRACTICE MANAGER: PLEASE ENSURE ALL PARTNERS  
SEE THIS LETTER AND ENCLOSURES**

To: *All Trent Buying Group Members*

Dear Colleague

**INTRODUCING A NEW SERVICE FOR BUYING GROUP MEMBERS:  
A WEBSITE DESIGN PACKAGE TAILORED TO THE CURRENT NEEDS  
OF GP PRACTICES**

The Buying Group is delighted to announce the addition of a new supplier of services to our members, sites4doctors, who are able to provide at a very reasonable cost, a *website design and hosting package* which complies with the latest requirement of the new contract and the Freedom of Information Act.

The core of the package is a general content management system which allows:

- Web pages to be created and edited using a built in proprietary WYSIWYG editor
- Images to be uploaded for insertion into web pages
- 'Word', 'PDF' and other documents to be uploaded and installed as pages
- Both forms of content to be organised in a multi-level folder structure which is used to control navigation of the site and which can be modified, as required, as the site develops

The site is created by simply filling in a web form. It can then be seen immediately via the internet using a temporary URL, and is available for the creation, editing and management of content. As soon as the form is submitted, an email is sent automatically to the user. This contains links to the site and site management system, and a user ID and password for the latter. The details given on the form are also emailed to the 'web master' (with text alerts, see below) who immediately register the first available domain name from the priority list of three submitted on the form, and connects it to the site so that it will usually be 'live' less than 48 hours from submission of the form.

The whole system is now fully operational and anyone interested can try it out by following a link from <http://www.sites4doctors.co.uk>. Practices can play with the system at no cost and simply ignore invoices if they do not wish to use it (see flier).

The following additional features suggested by LMC personnel, most of them specific to the needs of GP practices, are now fully implemented.

- An online database mirroring the structure of practice data held on [www.nhs.uk](http://www.nhs.uk) but with additional fields for items such as pen portraits and photographs of doctors and other staff

This will be populated by forms for practices, premises and staff data, and will allow a set of standard pages to display information derived from this. Thus, the core information about the practice can be got up and running on the site simply by filling in forms before anyone learns to use the content management system. When the [www.nhs.uk](http://www.nhs.uk) team eventually “gets its act together” with web services, it is intended that practice data maintained there by PCT Contracts Managers will be downloaded in XML format direct to the practice site, ensuring that it is always up to date, and avoiding the error prone practice of maintaining two parallel sets of the same data. This can now be switched on and off as required.

- A repeat prescription request form which will email the form to a designated email address (no individual patient information will be stored on the web or database server). This can now be switched on and off as required.
- An online form for delivery of the GPAQ Patient Satisfaction Survey. Responses will be stored in an online database from which practice staff can download data for analysis, using any of the Excel, Access or SPSS tools, provided by the GPAC team (for copyright reasons, the IPC survey cannot be delivered over the web). This can now be switched on and off as required.
- A suggestion box site feedback form for practice sites. This can now be switched on and off as required.
- A user management system which will allow site administrators to manage user accounts for the site management system
- A support request/suggestion box form for the site management system itself, allowing site administrators and owners to request help and suggest additions and improvements
- A query form, outside the password protected area, so that queries can be sent and suggestions made by casual visitors – even LMCs!
- A database driven useful links section which allow practices to choose from, and add to, a share resource of health related links (to be developed)
- Comprehensive help text for all aspects of site management (under development)
- A dedicated mobile phone for support/requests (07746 648 993). Text alerts are automatically sent to this when sites are set up or query/support/suggestion forms are submitted.

Although the core site content is stored dynamically, each practice will have its own hard coded page template, and, as part of the set up process, these can be customised to suit the

needs and preferences of individual practices. Also, each has its own clinics, surgeries and 'about us' pages, driven off the database – these can also be modified as required. Possible changes include: the removal of any unwanted systems or features; additions and removal of links; and the creation and inclusion of a banner montage from photographs supplied by the client; the installation (and, if required, creation) of a practice logo; changes to colours other style elements; and changes to wording.

There is a standard set up fee of £200, on which Buying Group members will be given a *discount of 15%*. The annual charge for hosting and support is £250. A half day visit and photo session is included for practices within 30 miles of Derby (£1 per addition mile, one way).

Practices may drop out of the system at any time and, provided their accounts are up to date, they can retrieve all their content (included logos and images created by the company) and transfer their domain names at no extra cost. Trent LMCs have been involved with the company and advised on the refinement of the finished product. We are accordingly happy to give this product our endorsement.

With best wishes.

Yours sincerely

Chris Locke  
Chief Negotiator  
Trent LMC Buying Group

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