



TCES Community

UPGRADE OPTIONS

Do I have to upgrade my authority from TCES Connections to TCES Community?



TCES Connections will continue in perpetuity so there is no reason to worry about moving prescribers to TCES Community if you feel the time is not right or TCES Community does not fulfil any operational requirements.

TCES Connections will continue to be supported by our dedicated support team and will be upgraded within the current functionality envelope.



TCES Connections will continue to undertake PEN assessments and be vendor security patched as it always has been.

Can new contracts still purchase TCES Connections?

TCES Connections is no longer being marketed or sold by CSS. All new local authorities contracted with CSS will use the TCES Community platform, over **15 local authorities** are using TCES Community with over **6,300 prescribers** accessing the platform daily.

TCES Community is the only community equipment and wheelchair platform audited and accepted on government procurement portal G-Cloud 11:

<https://www.digitalmarketplace.service.gov.uk/g-cloud/services/110582492446283>

CSS are the only Community Equipment Software Platform to have obtained Cyber Essentials Plus accreditation, underpinning our commitment to service user security and GDPR compliance.



Can I use TCES Connections and TCES Community in parallel?



TCES Connections and TCES Community have the same data engines with a unified database.



Orders placed on TCES Connections or TCES Community will all be processed in the same manner, therefore a prescriber could make an order using TCES Community and track it using TCES Connections.



Users may opt for example to use TCES Community to place and track orders whilst with customers and use TCES Connections on a standard web browser to log and review feedback. Commissioners can use TCES Community to manage all prescriber accounts, teams and groups, authorisation levels and browse MI.



So why should we bother with TCES Community?

Commissioners, Prescribers and Service Users can get something new from TCES Community whilst still using TCES Connections.

The next few pages will help you understand what is new in TCES Community and why the platform has been created in a new format.

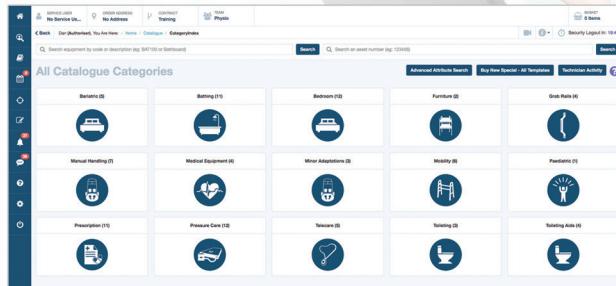


NEW FEATURES FOR COMMISSIONERS AND SERVICE DELIVERY MANAGERS

OVERVIEW OF NEW FEATURES

One Unified Access Point for All Services

- New updated TCES Configurator
- Manage, Track, Authorise and Reject Activities
- Standard and Recycled Catalogues along with management functions
- TCES MI now includes the ability for commissioners to create their own reports
- Access completed invoicing with forensics



New Integrated TCES Configurator

The TCES Configurator has been upgraded based on user feedback to manage prescribers, groups, teams. This new interface sits within the TCES Community framework meaning that all other TCES functions such as the standard and specials catalogue along with management information are now managed by accessing one interface rather than three different web components.

The user interface is designed to offer improved usability, accessibility and audits. Commissioners and Service Managers can interact with TCES Community seamlessly to manage users accessing through TCES Connections.

The screenshot displays two main windows of the TCES Configurator. The top window is titled 'Add & Manage Users' and shows a grid of user profiles with columns for Name, Email Address, User Type, and various permissions. The bottom window is a dashboard titled 'Hi John (LA Contract Admin), What Would You Like To Do Now?' featuring four circular icons: Contracts, Users, Communication Setup, and Supplier Merge.

Add & Manage Users

Name	Email Address	User Type	Contract	Address	Training	Team
John Smith	john.smith@esmcgroup.co.uk	LA Contract Admin	✓	✓	✓	✓
Ash Smith	ash.smith@esmcgroup.co.uk	LA Contract Admin	✓	✓	✓	✓
Sarah Smith	sarah.smith	Prescriber	✓	✓	✓	✓
Ash Smith	ash.smith@esmcgroup.co.uk	Prescriber	✓	✓	✓	✓
John Smith	john.smith@esmcgroup.co.uk	Prescriber	✓	✓	✓	✓
Andrew Smith	andrew.smith	Prescriber	✓	✓	✓	✓
John Smith	john.smith@esmcgroup.co.uk	Authoriser	✓	✓	✓	✓
Sarah Smith	sarah.smith@esmcgroup.co.uk	Authoriser	✓	✓	✓	✓
Ash Smith	ash.smith@esmcgroup.co.uk	Authoriser	✓	✓	✓	✓
Emma Smith	emma.smith@esmcgroup.co.uk	Authoriser	✓	✓	✓	✓

User Personal Details

First Name: Sarah
Surname: Smith
Job Title: Nurse
Account Type: Authoriser
Authoriser
Prescriber
Alice User
Contract Administrator
Show More...
Professional Profile: Not Applicable
Health

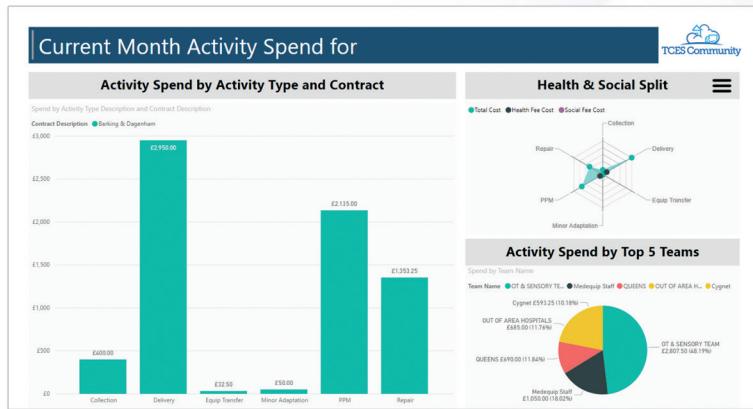
Hi John (LA Contract Admin), What Would You Like To Do Now?

- Contracts
- Users
- Communication Setup
- Supplier Merge

Integrated Information

TCES Community now provides integrated information intelligence provided by Microsoft Power BI. Power BI allows for data visualisation and drill-down reports which can now be created and adapted with ease.

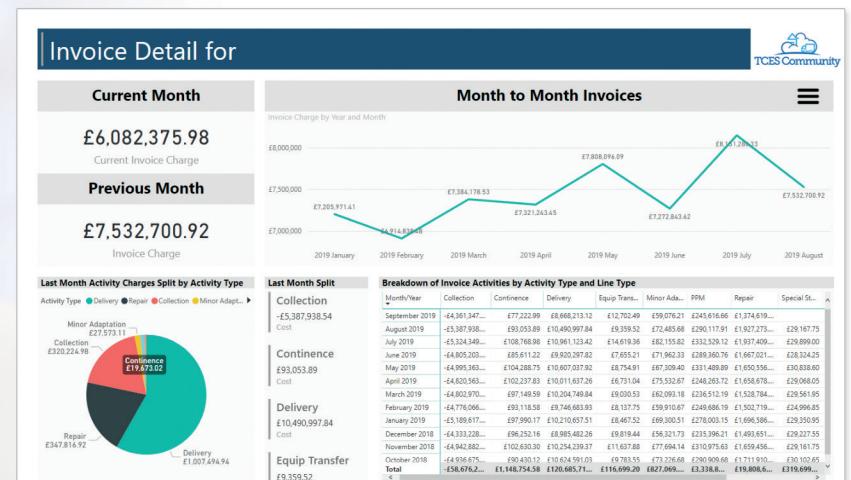
Commissioners and Service Managers wishing to create their reports and publish using Power BI can do so if access permissions are enabled.



Invoice Visualisation & Alerts

Invoicing is now visualised for completed transactions in an improved format (Subject to month end checks), forensics enables invoice checks along with fully integrated audits at any time in the month.

Invoice alerting is available to highlight activity transactions which have exceeded a financial threshold, or a specific product and/or service used.



Features for Prescribers and Assessors



Integrated Trusted Assessor Features



Wheelchair Services



Mobile Working and integrated service user and provider communications



Inline help and support

Integrated Trusted Referrer & e-Assess



TCES Community can now integrate referral requests and subsequent assessment re-referrals through our white label Citizen Portal. Assessors now have on the go diary functions for clinics and home visits available to them via smartphone and tablet. Assessments whilst with the service user can be made for any service type with unlimited assessment forms, say goodbye to office paperwork.

Download from google play store: <https://play.google.com/store/apps/details?id=uk.co.csseurope.tcesclinicalservices>



Completed assessments are transmitted in real-time and can be assessed and processed by clinical administration staff or sent through for authorisation.

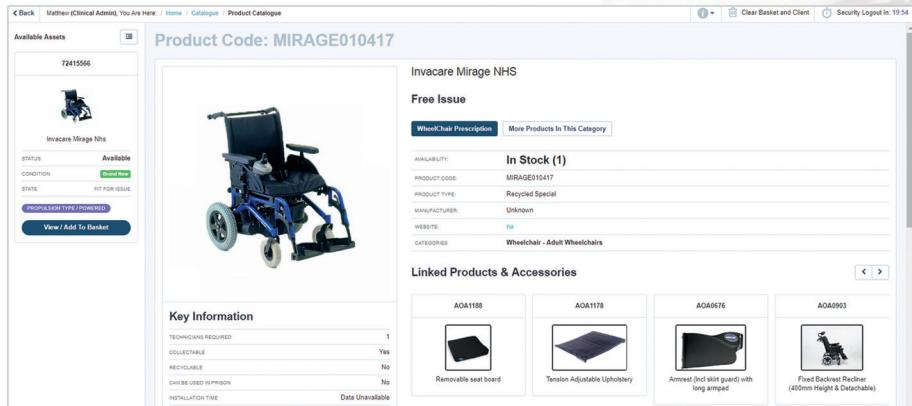


E-referrals allows more service user face time for assessors and less form filling and data processing. E-refer and assessment tools to meet the highest levels of GDPR compliance.

Wheelchair Services

TCES Community now includes integrated wheelchair services. For the first time, CES and Wheelchair services may be combined to support optimal patient outcomes and ensuring the highest potential service efficiency.

Wheelchair services now use the same interactive catalogue technology as community equipment to provide recycled catalogues through manufacturer data templates and attributes.



The screenshot shows a product listing for an Invacare Mirage NHS wheelchair. The main image displays a blue and black manual wheelchair. To the left is a sidebar with the product code MIRAGE010417 and a summary table. The table includes fields for Status (Available), Condition (Brand New), and Fit For Issue. Below the table are buttons for 'View / Add To Basket' and 'Print'. The main content area has tabs for 'WheelChair Prescription' and 'More Products In This Category'. Under 'Key Information', it lists Technicians Required (1), Collectable (Yes), Recyclable (No), Can Be Used In Prison (No), and Installation Time (Data Unavailable). The availability section shows 'In Stock (1)'. The product code is MIRAGE010417, and the category is 'Recycled Special'. The manufacturer is Unknown, and the website is na. The product is categorized under 'Wheelchair - Adult Wheelchairs'. A 'Linked Products & Accessories' section shows four items: AOA1188 (Removable seat board), AOA1178 (Tension Adjustable Upholstery), AOA0676 (Arrest (Incl skirt guard) with long armrest), and AOA2903 (Fixed Backrest Backrest (400mm Height & Detachable)).

TCES Community Mobile Working

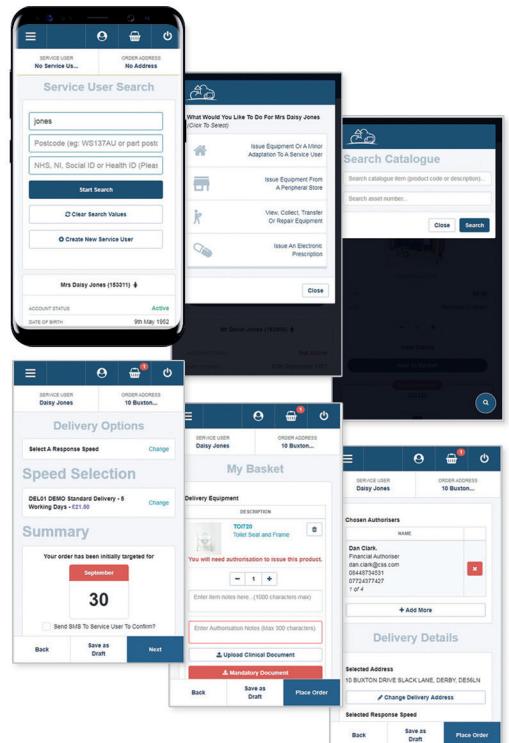
TCES Community is available in mobile format for any smartphone and tablet allowing for secure in-field ordering, activity tracking and authorisation.

This method ensures that any device can be utilised by prescribers in the field and allows communication of activity completion dates and times while with the customer (if using choose and book features).

Mobile working empowers the prescriber, ensuring no need to return to the office to process orders.

On the go ordering ensures orders can be placed in real-time, providing faster access to equipment solutions for the service user.

Using their phone camera prescribers can scan barcodes on on-site equipment to arrange collection, repair or PPM of equipment.



Help and Support

TRAINING

TCES Community includes individual module training outside the TCES Classroom environment.

The online training is available to all prescribers free of charge.

SUPPORT

TCES Community now consists of a support BOT to help and advise prescribers on how to find help.



Getting Upgrade or Migration Support

Obtaining upgrade support is simple:

 Email tcesupgrade@csseurope.co.uk or

 Call and speak to one of our team on **0844 879 4531**

Who will talk you through the options, alternatively it would be great to meet up so please make an appointment and visit the team.

Upgrades are free to TCES Connections customers wanting to migrate in part or full to TCES Community. The upgrade does not include the TCES Community wheelchair and e-referral modules which attract an additional annual subscription.

Please note face to face training and/or consultancy is not included in the upgrade; however, our standard support is available now from 8am to 6pm.



TCES Community®

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ico.
Information Commissioner's Office

css
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Lichfield, Staffordshire, WS13 7FE
CSS 524 | Issue 1.2

 **Pro-Cloud®**  **Wheelchair™**
Powered by TCES Community
 **BlueLight®**
Powered by Pro-Cloud