

EMIS WEB GP CONNECT CONFIGURATION - NEL

There are **3 simple steps** to configuring the GP Connect Appointments and HTML capabilities within your EMIS WEB system.

1. Access and set GP Connect Appointments and HTML configuration
2. Create the organisation group incorporating 111 as the organisation you would like to share appointments with.
3. Making your selected appointments available and bookable to the 111 service.

Important Points – PLEASE READ BEFORE SET UP

- **Pre-set up:** The Administrator/Receptionist requires their smartcard to be inserted for GP Connect Configuration.
- **Which Patients?** Only patients from your GP practice are currently able to be booked into your practice using 111 direct booking service.
- **How many appointments must we release for 111 use?** GP practices are contractually required to release one appointment daily per 3000 patients on their register for 111 to directly book into: Mon-Friday. E.g. if the practice population is 7000, the practice must release 2 appointments per day for 111 use. Appointments should be evenly spread am/pm
- **Types of appointments:** **Updated for COVID-19 – Only Telephone appointments should be released to NHS 111 for the foreseeable future.** Face to face appointments should be offered unless the practice chooses to offer telephone appointments (Slot type can be changed via slot properties by 'right clicking' on slot to be released to 111)
- **Release of appointments:** Appointments need to be released at least 24 hours in advance but can be released as far in advance as the EMIS allows or as per your appointment schedule
- **Appointment slots taken:** When appointments have been used by 111, you will simply see the patient's name in the appointment slot.
- **Referrals:** 111 triage patients in their system using NHS Pathways to obtain Primary Care dispositions. Referrals for the patient will automatically be sent from the 111 system to your Emis practice system via Documents (Workflow Manager) or by email.
- **Taking back of appointments:** Appointments can be reclaimed by the practice for practice use two hours before the scheduled time on the day of the appointment if not used by 111.

Note: Before taking back a 111 Bookable appointment, please ensure staff refresh the EMIS system to ensure the appointment is still available. In some instances, the slot may show as available if an appointment has only just been booked by the 111 service.

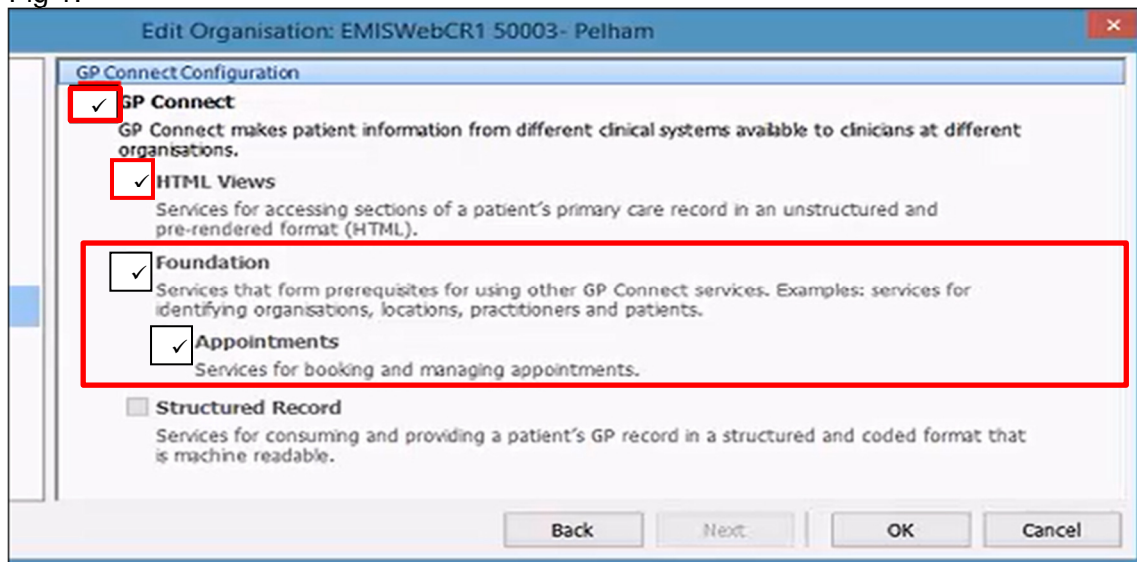
The following tasks provide you with a step by step guide to enabling GP Connect:

Step 1	Access & Set GP Connect Appointments configuration
	<ol style="list-style-type: none">1. <u>Administrator must insert smartcard</u> and be connected to the spine to set up GP Connect configuration2. Select Configuration from the EMIS Ball3. Select Organisation Configuration4. In the navigation pane (on left hand side), click Organisation, highlight your GP practice5. On the ribbon, Click edit6. Click on GP Connect Configuration in the left-hand pane

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7. Tick the boxes highlighted in Fig 1 including the Foundation and appointments sub boxes. You must leave the Structured Record boxes **unticked**) – Appointments and HTML views **MUST** be ticked.
8. Click ok and restart EMIS

Fig 1.



Step 2 Set up Organisation groups (to share your appointments with 111)

1. Select Configuration from the EMIS Ball
2. Select Organisation Configuration
3. Select Organisation Groups from the navigation pane
4. Click Add on ribbon to add
5. The Add Organisation Group screen is displayed

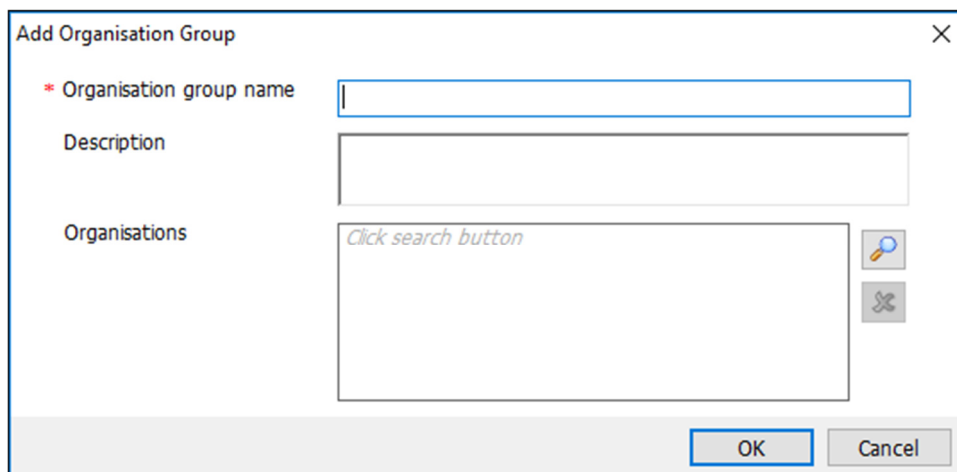
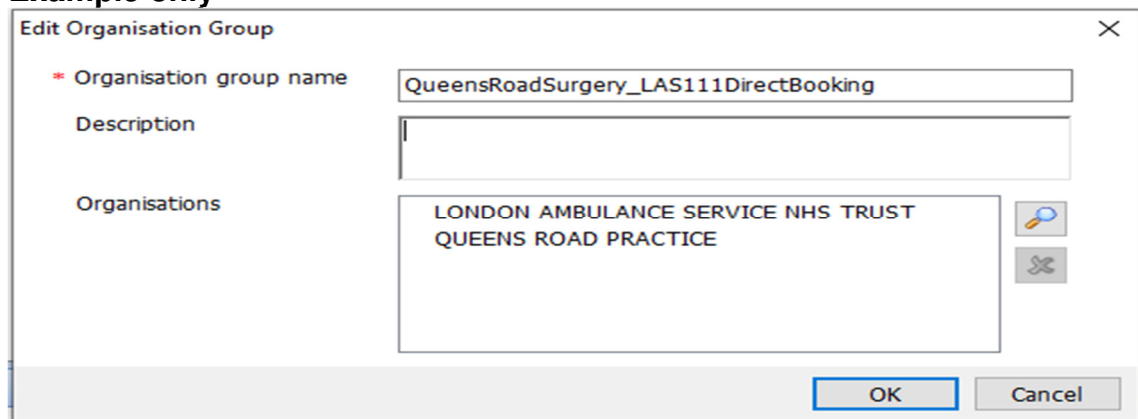


Fig 2.

- a) Name your organisation group [practicename_111DirectBooking]
- b) Click on the magnifying glass
- c) Type your 6-digit GP practice ODS code beginning **F8****** (or **Y*******) and press search
- d) Double click to add it to the organisation group
- e) Click on the magnifying glass
- f) Type **RRU:** The ODS code for **London Ambulance Service (LAS)**, your 111 service provider & press search

- g) Double click on LAS ambulance service to add to group
 - h) Click save and ok to create the group
- Fig 3.

Example only



The below will appear in the organisation group

Name	Created By
QueensRoadSurgery_LAS111DirectBooking	QUEENS ROAD PRACTICE
LONDON AMBULANCE SERVICE NHS TRUST	
QUEENS ROAD PRACTICE	

6. Click subscribe to group from the ribbon



Step 3 Making your current appointment slots GP Connect bookable: Within an existing session template

1. Create a slot type – **111 Bookable** if this option or similar does not currently exist
2. In the Session Preview pane, select the required appointment slots to be GP Connect bookable, right-click and then select Slot Properties.
3. On the Slot Properties screen, if required, click and select a slot type 111 Bookable or 111 to book
4. Do not add an embargo [**To Note:** If an embargo is added, 111 will not be able to see the appointment].
5. If required, in the Slot Notes field, type any additional slot notes [Optional].
6. Tick the GP Connect Box
7. In the Externally Bookable field, ensure this is set at **No** click and select No if the default position is otherwise.
8. Click ok

You should now have a **globe** beside the individual slots: When the globe appears against the individual slots, the 111 service added to your organisation group can now view and book into those appointments.

Upon completion of the above steps, Please email the GP Connect London team gpconnect.london@nhs.net to confirm you have:

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- ✓ Successfully configured your EMIS system (Step 1)
- ✓ Created your organisation group (Step 2)
- ✓ Made your appointments GP Connect bookable (Step 3)
- ✓ Confirm go live date from which you will release your appointments to 111

Need help? If you experience any issues with your configuration set up or wish to discuss this with a member of the GP Connect Implementation Team, please contact us on gpconnect.london@nhs.net

Following the booking of your first patient via GP Connect:

- ✓ Please check to ensure you have received the associated ITK referral from your 111 provider - London Ambulance Service (LAS). This can be found in Workflow Manager > under Document Manager, checking all the inbox folders.

The ITK (Interoperability Toolkit) is an electronic message sent from your 111 service provider following the booking of a patient into one of your available appointments. It should be received within Workflow Manager / under Document Management and provides the practice with details of why that patient has been booked into that appointment.

- ✓ Once you have successfully accessed the ITK referral message, please confirm this with the GP Connect Implementation team via gpconnect.london@nhs.net.
- ✓ If you cannot locate the ITK referral message, look in the practice transmission logs: System Tools>Audit Trails. Set the filters to the date the appointment was made and select ITK within 'Domain Type' and press search/ok.
- ✓ If you do not receive a ITK referral, please contact the EMIS helpdesk to resolve: <https://www.emishealth.com/about-us/contact-us/> or 0330 0241 270: **Note:** Quote Ref No: **KB0063886** and raise as an **ITK referral** issue and not GP Connect.
- ✓ Inform the London GP Connect team that you have raised the issue with EMIS: gpconnect.london@nhs.net

Ongoing support for GP Connect

- Implementation issues: Please contact gpconnect.london@nhs.net
- Technical Issues: Please contact Emis Health customer support <https://www.emishealth.com/about-us/contact-us/> / Local service desk / National service desk Tel: 0300 303 5035
- If you have any questions about the GP Connect Programme: Please contact NHS Digital gpconnect@nhs.net