Scotland User Group -FAQ's

How do I analyse the number and types of appointments we are using? For example, telephone, surgery consultations?

You can use the **Appointments Wizard Excel Spreadsheet** which is available from the **Searches and Reports** help centre. Click **here** for the link.

Are all practices changing to the new look Appointments?

Yes, eventually all practices will move to the new **Appointments**. The new **Appointments** modules are what we're be submitting for reprovisioning.

When will Appointment Setup be available?

We are hoping to be able to bring this module to a first batch of practices in Quarter 1 2021.

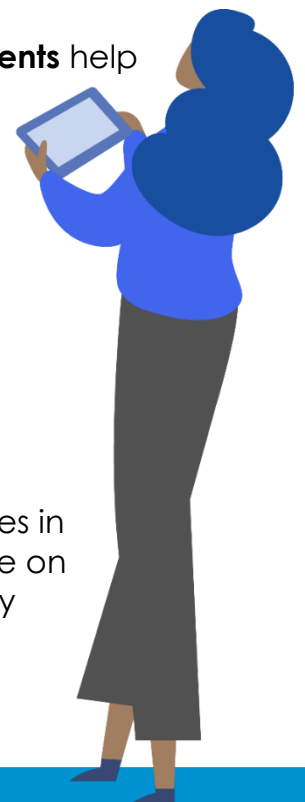## Can I add ad hoc sessions onto the new Appointments book, rather than using a weekly plan?

Yes, you can add an ad-hoc session. **Here** is a link to the **Appointments** help centre explaining how to do this.

Are there plans to remove the current Appointments Module?

There is no definite date for this at the moment.

Do you have a date when Daybook will be moving to the new Tasks?

We are hoping to be able to bring this to an initial group of practices in Quarter 1 2021. For a practice to migrate over to **Tasks**, you must be on at least DLM800 as a prerequisite. **Tasks** also needs to be assured by **National Service Scotland** (**NSS**) in advance of any rollout.

Is it hoped that the new versions will be rolled out before the results of the National Procurement process is known?

The new Apps are part of what we are putting forward under reprovisioning, however, we are able to bring these to practices in advance of any reprovisioning decision.

When will practices move to the new reception Appointments and what training will be provided?

The new **Appointments App** (Front Office) will be made available to practices shortly. There is lots of **eLearning** for this module available **here**. The new **Appointments** is a companion **App** so sits alongside your existing appointments, allowing you to dip in and out of both the new and the old appointments. There is a worthwhile **Case Study** available to read **here.** **Appointment Setup** will also be available shortly, however, this involves a migration process so needs a more co-ordinated roll out with your Health Board (HB) and Practice engagement.

Where do I log into the eLearning module?

You can find the links to our **eLearning** platform under the **Training & Support** section on our **Knowledge Base here**.

When a patient cannot access Online Services, they contact the practice. Is there anything we can do to stop this?

There is a **Help** button on the **Online Services** website which launches a patient-specific help centre and a **Contact Web Support** section you can direct patients to. **Contact Web Support** is an online form that is submitted to our Helpline. **Here** is the link.

How should we handle Withdrawn GP2GP messages in Mail Manager?

Create an **Action** to automatically mark the result as **Read** and **Complete**. The messages are automatically archived when an archive is run in **Mail Manager**. **Here** is a link to the **GP2GP Mail Manager** quick reference guide.

Can you customise filters when configuring SMS Appointment Reminders in Vision+ (for example, xx number of days in the future)?

Yes, you can change the filters as required by selecting the **Filter** button at the top-right of each column heading. Either select from the existing options or select **Custom** to create your own. There is also a **Customise** option at the base of the screen that works the same as using **Filters**. **Here** is the link to the **Vision+ Appointments SMS** help.

Is the 6CIT Calculator available in Scotland?

Yes. You need to download the calculator first using **Download Web Files**. Once downloaded you can access the **6CIT** questionnare from the **Vision+ Floating** toobar within **Consultation Manager**. The **6CIT** calculator is available from the **Mental Health** topic. Click **here** for help.