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Scottish User Group 2020

WELCOME

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Agenda

- Introduction
- Rebrand to Cegedim
- New Product Update
- Forthcoming DLM releases
- Helpline Update
- Questions

Quick Break

- Hints & Tips with Debbie

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Who are we?

cegedim
Group
cegedim
UK Group
cegedim
e-business
cegedim
Insurance Solutions
cegedim
Healthcare Solutions
cegedim
Health Data
THIN
THE HEALTH IMPROVEMENT NETWORK

Who are we?

- Technology, Data & Service Partner for Healthcare & Life Science industries.
- **4,200** employees in over **10** countries and over 360 professionals in the UK.
- **Over 50 years** of innovation and great industry reputation.
- The UK's only approved clinical system supplier across **all four UK countries**.
- Supporting over **5,500 primary care doctors** in the UK.

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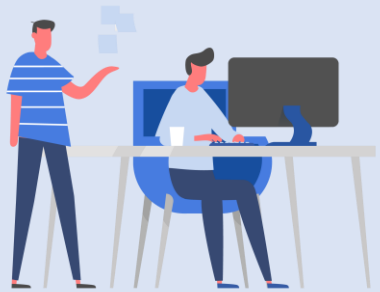
Our Solutions

GP's & GP Practices

Our GP Solution

A comprehensive clinical solution managing **all aspects of Primary Care delivery**, including consultations, decision support, appointments, tasks, reporting, patient engagement and more to improve clinical outcomes.



CCGs, ICSs & Health Boards

Population Level Healthcare

A simple and innovative approach to **population level health management**, that allows CCGs' to collect healthcare data for every patient in their area, analyse information in a cloud-based dashboard, and share pathways and data entry templates to influence change and improve patient outcomes.

PCNs, Clusters & Federations

Our Shared Care Solution

A suite of innovative apps that support the co-ordination and delivery of **shared care across multi-disciplinary teams**, ensuring a cost-effective and collaborative approach to healthcare delivery that guarantees continuity of care for patients.

Community Care Teams

Our Community Care Solution

A suite of apps that enables the **co-ordination of electronic caseloads** across community and hospital based teams, with interactive nursing records and modern data entry for paperless working.

Community Pharmacy

Our Pharmacy Solution

A **complete pharmacy IT solution** that includes an industry leading PMR system alongside an electronic point of sale system and integrated FMD. With modern user interfaces and an intelligent dashboard, that includes everything you need to help your pharmacy team work smarter.

Commercially Confidential

Meet the Team...

Andrew Neill
National Business Manager - UK

Margaret McCaul
National Account Manager Scotland

Jonathan French
Account Manager

Colin Wilson
Account Manager

Neil Scott
Account Manager

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New Appointments App

New Appointments

Appointment Enhancements & New Back Office App for Appointments Set-up

High level enhancements include:

- Improvements to managing and making appointments
- Reception View now allows you to save views
- Search for patients by DOB (ddmmyy)
- View scheduled appointments when cancelling
- Delete from clipboard
- Filters on patient search
- Appointments backup

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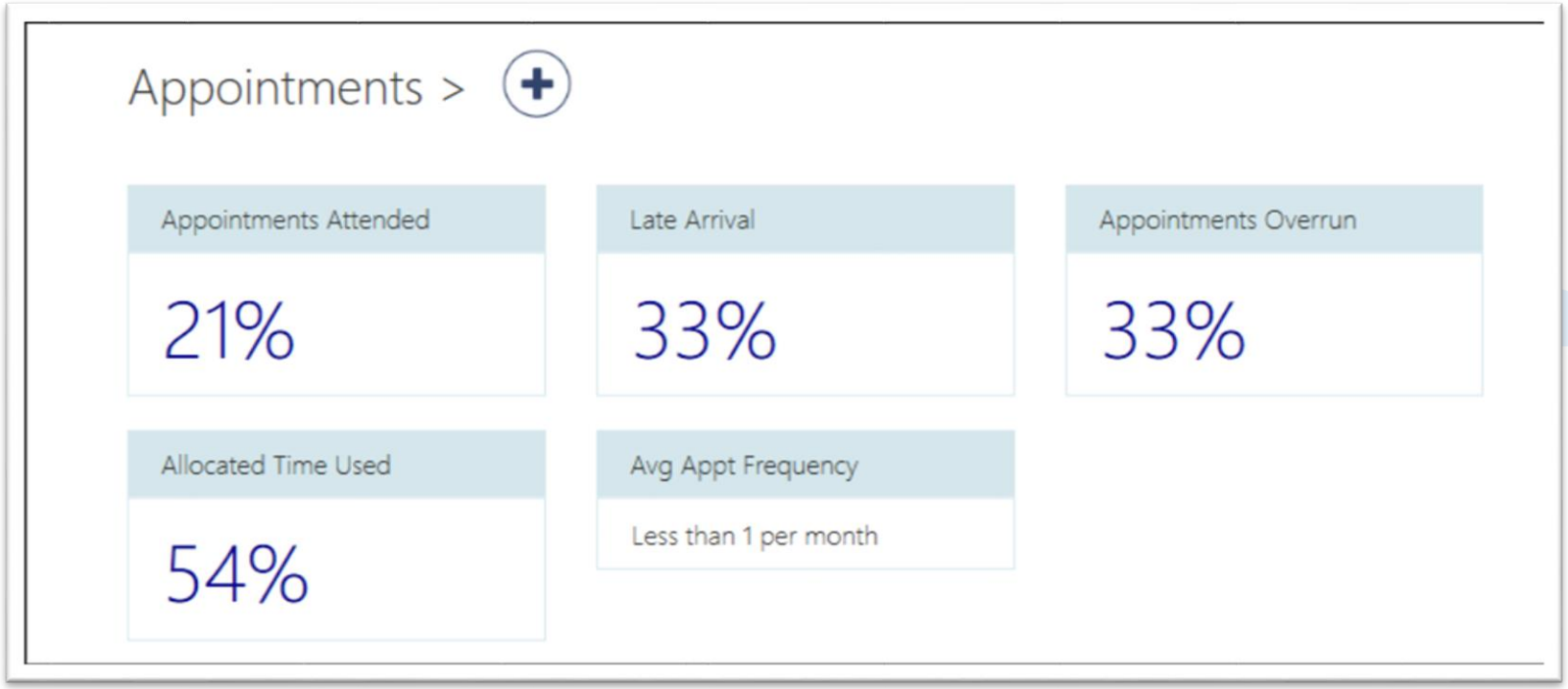
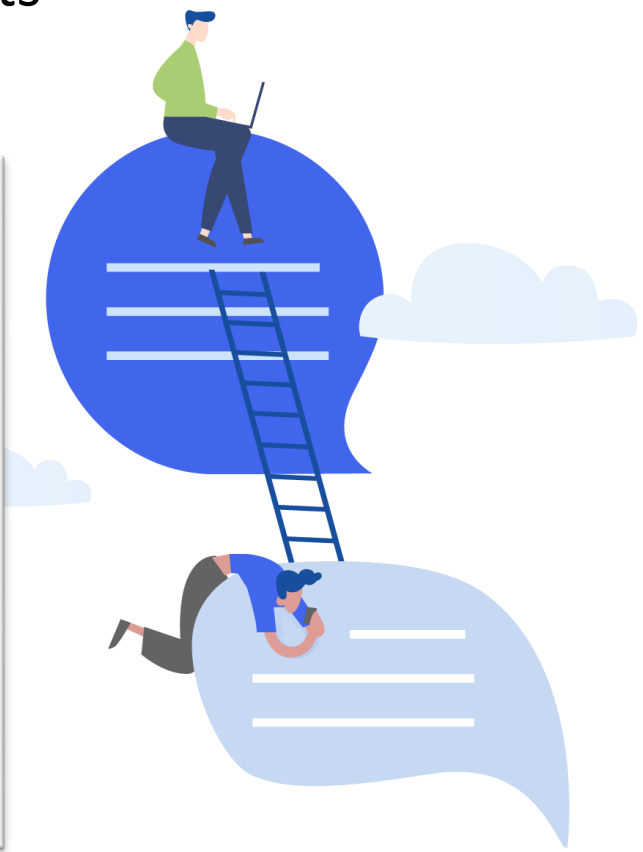
Appointments Front Office

- Patient detail view – new snapshot of patient appointments statistics





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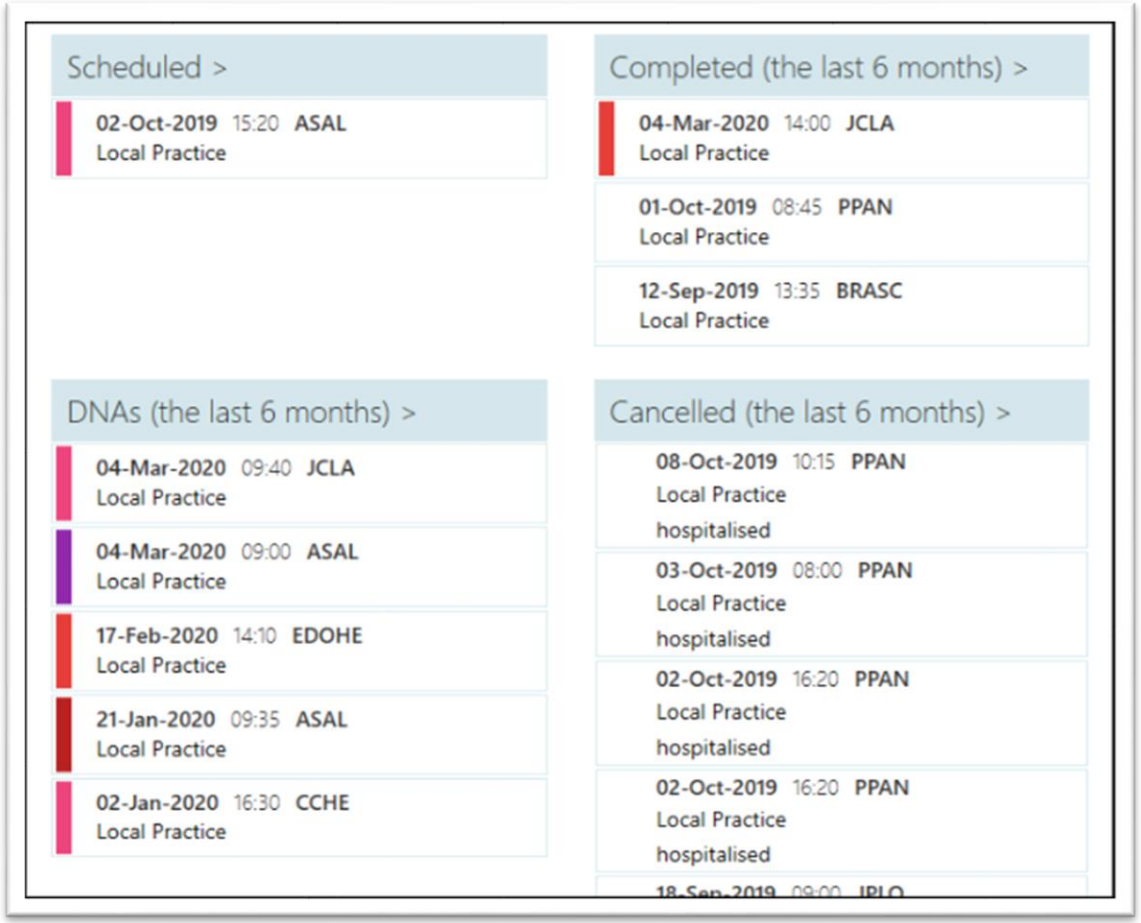
Appointments (Front Office)

Patient Management - The patient management information now all display together on the Patient Details View



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Getting Started with Vision Appointments

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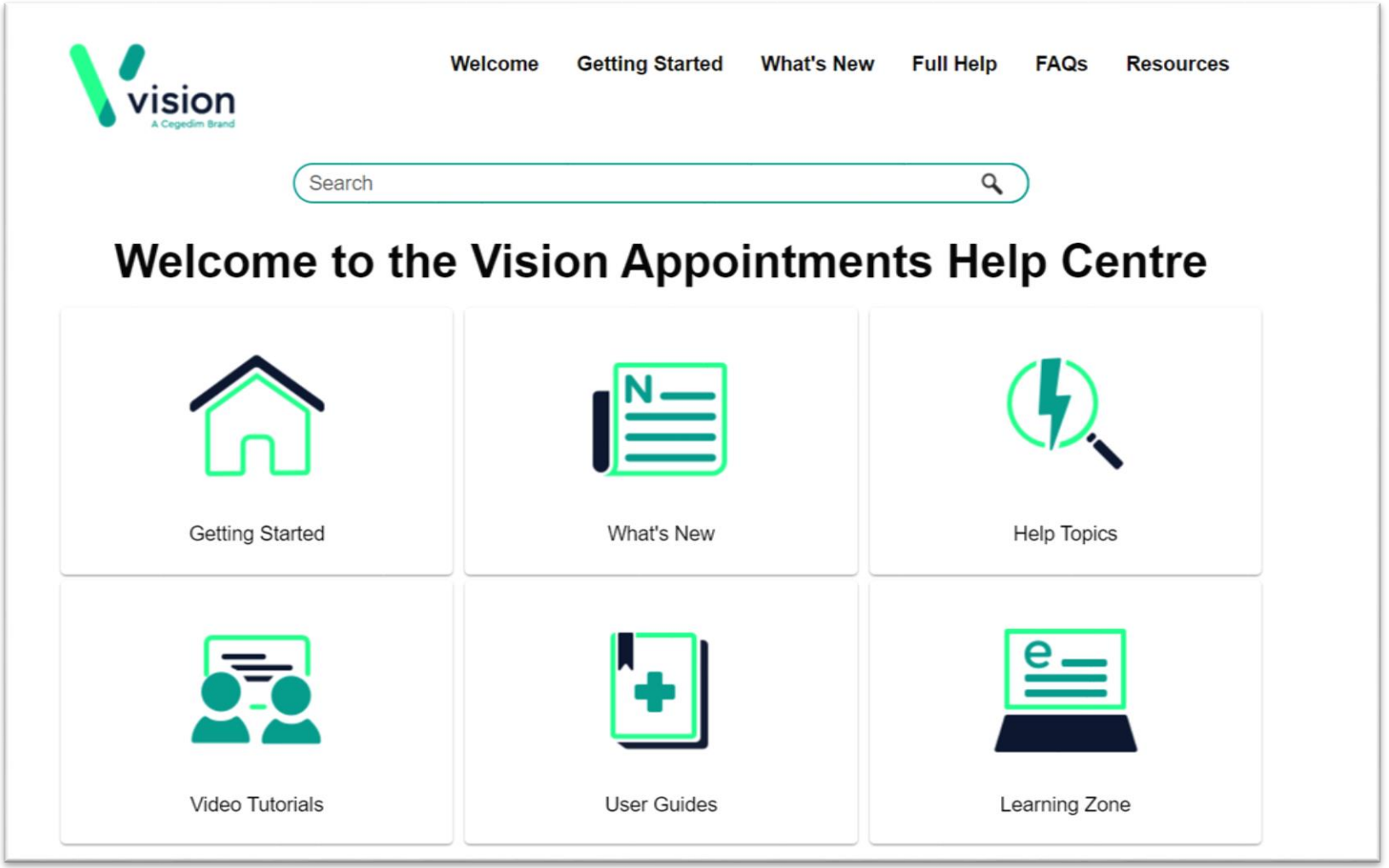
Appointments Help Centre

[New Appointments Help Centre]



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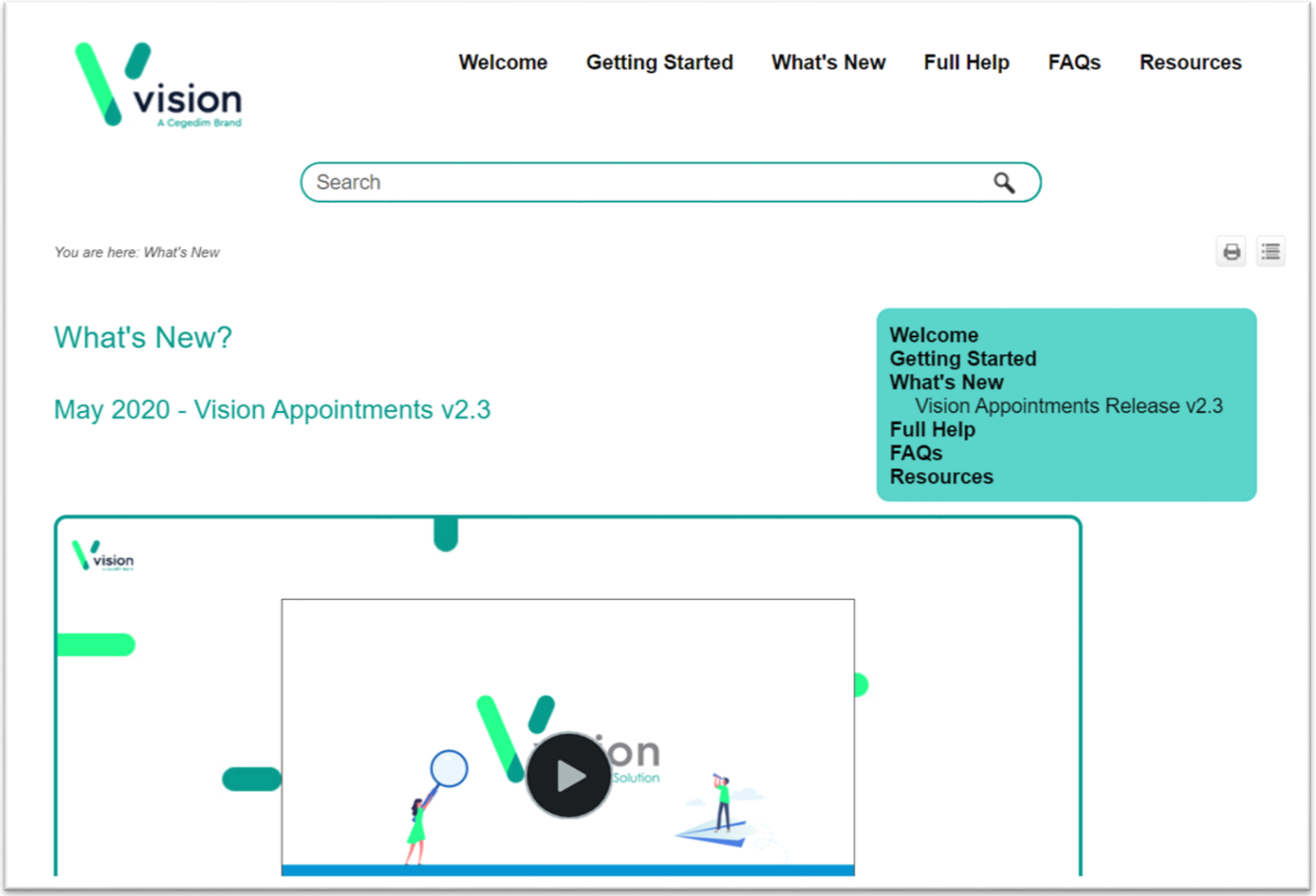
Appointments Help Centre



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New Look Help Centre… work in progress

Vision Anywhere

Welcome | Getting Started | What's New? | Help Topics | Resources

Search

Vision Anywhere Help Centre

Getting Started

What's New?

Help Topics

FAQ's

Recording a Consultation

Prescribing Medication

Templates and Calculators

Shared Care

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Appointments Future

Coming soon:

- Shared Appointments
- Triage

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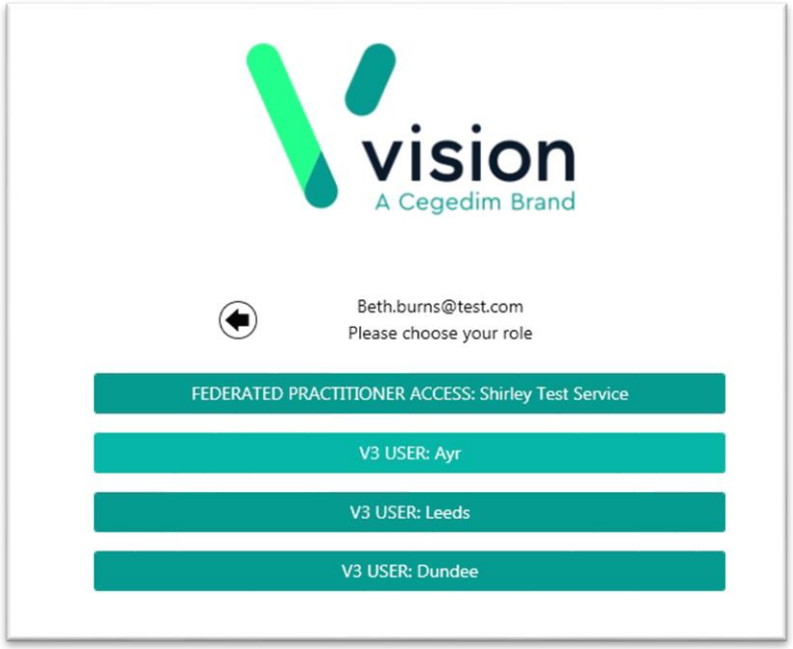
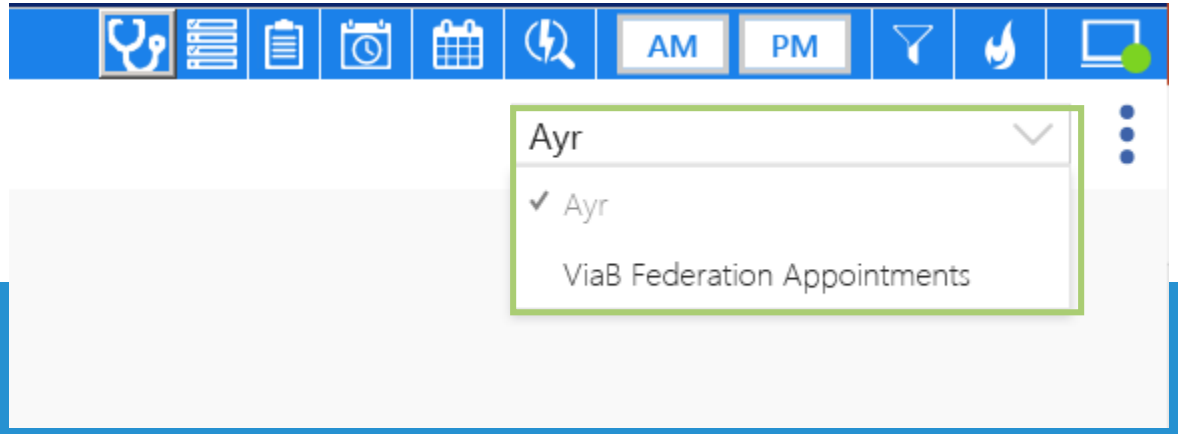
Federated Appointments / Shared Care



Logging into Appointments will happen from the desktop

Users will have the option to choose their role

User will see other books within their sharing agreement as well as any shared clinics



Dropdown on the taskbar allows the user to switch to view other books within the Federation

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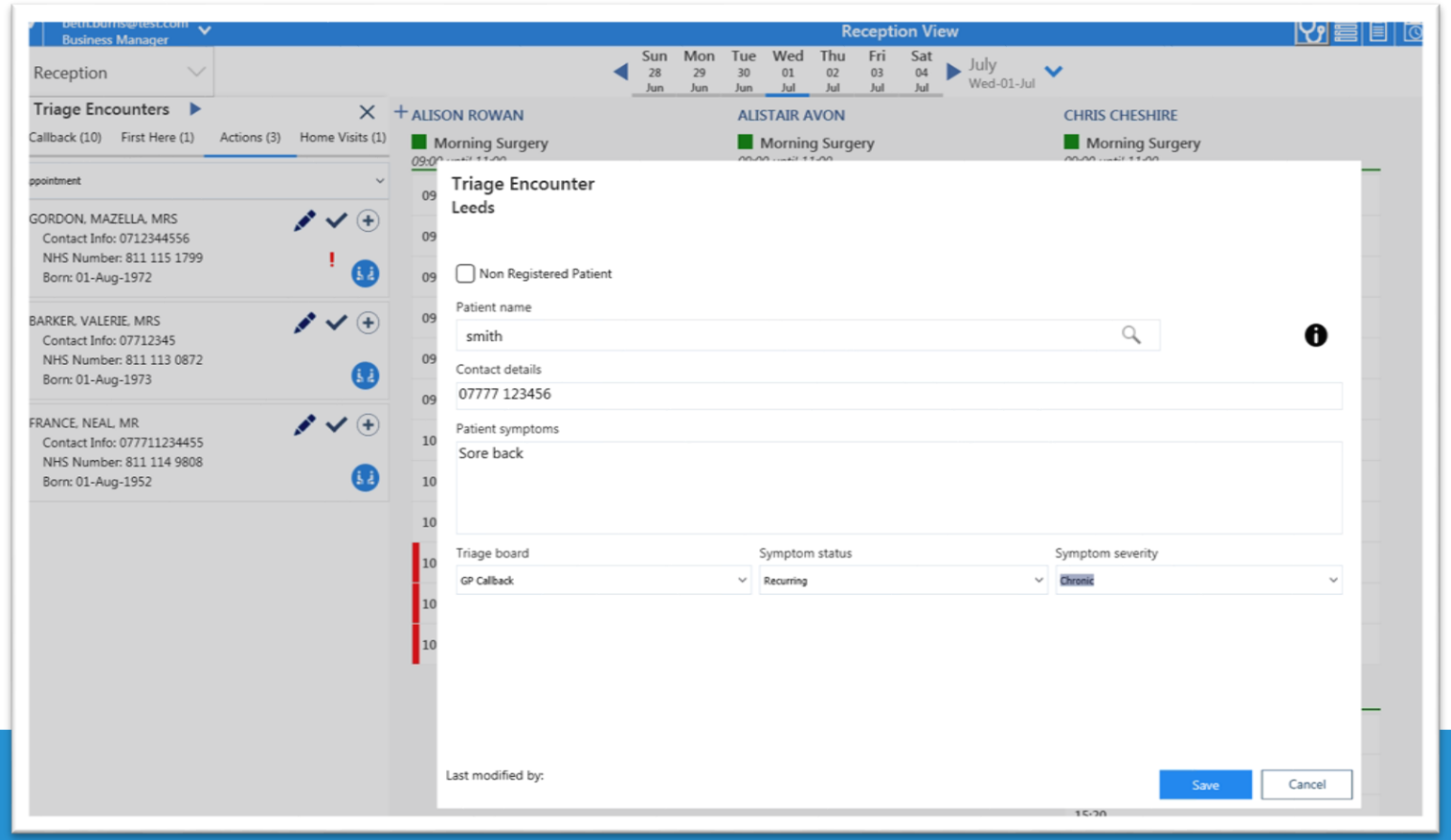
Triage in Reception View

Two new icons on the task bar – Stethoscope to create a triage encounter and the Encounter list to view the triage boards.



Triage boards slide out from the left of the screen, similar to the clipboard on the right

Create a triage encounter using the form, and it will appear in the board to which it was assigned

Encounters can be viewed, edited and actioned. Once actioned, they no longer appear on the board

Details of each encounter are added to the patient summary

Perfect for managing callback sessions, waiting lists for clinics, home visits

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What's New in Vision Appointments v2.3?

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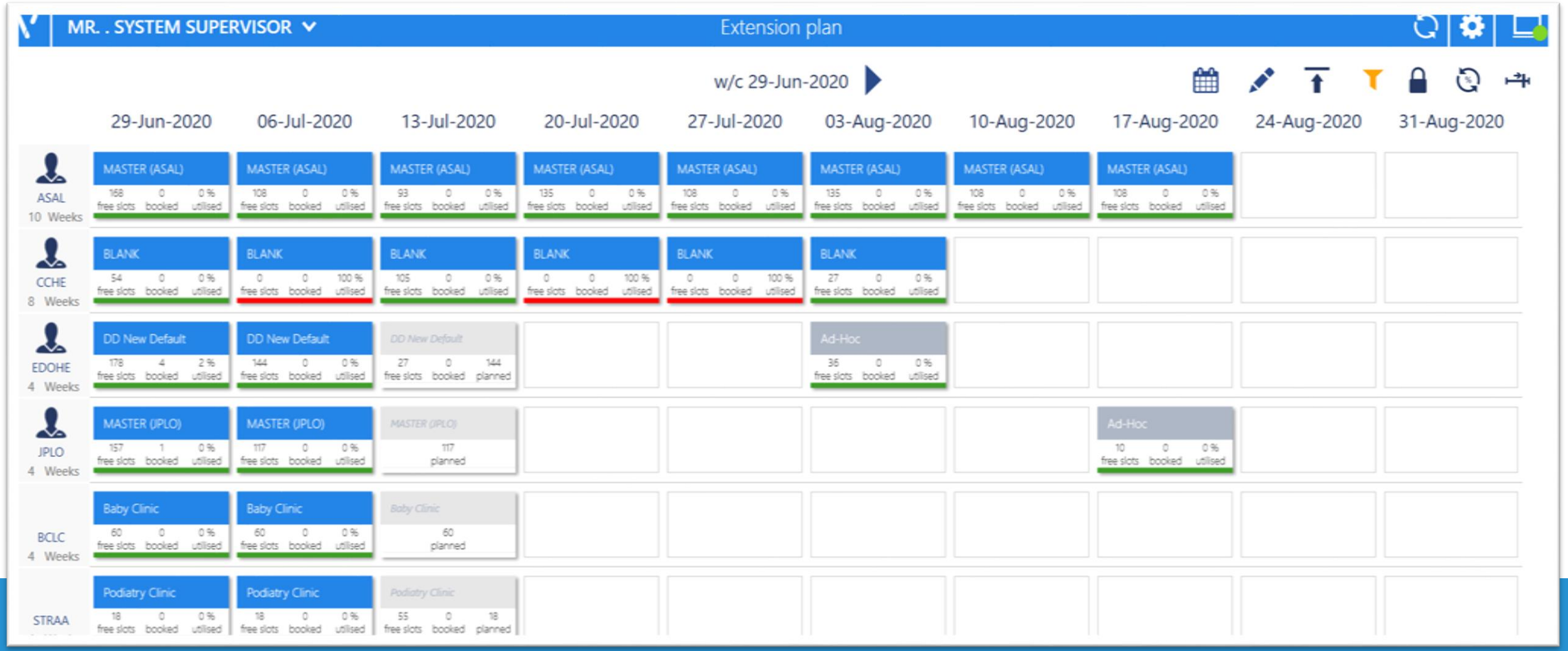
Appointments Setup

Easy to use Extension Plans



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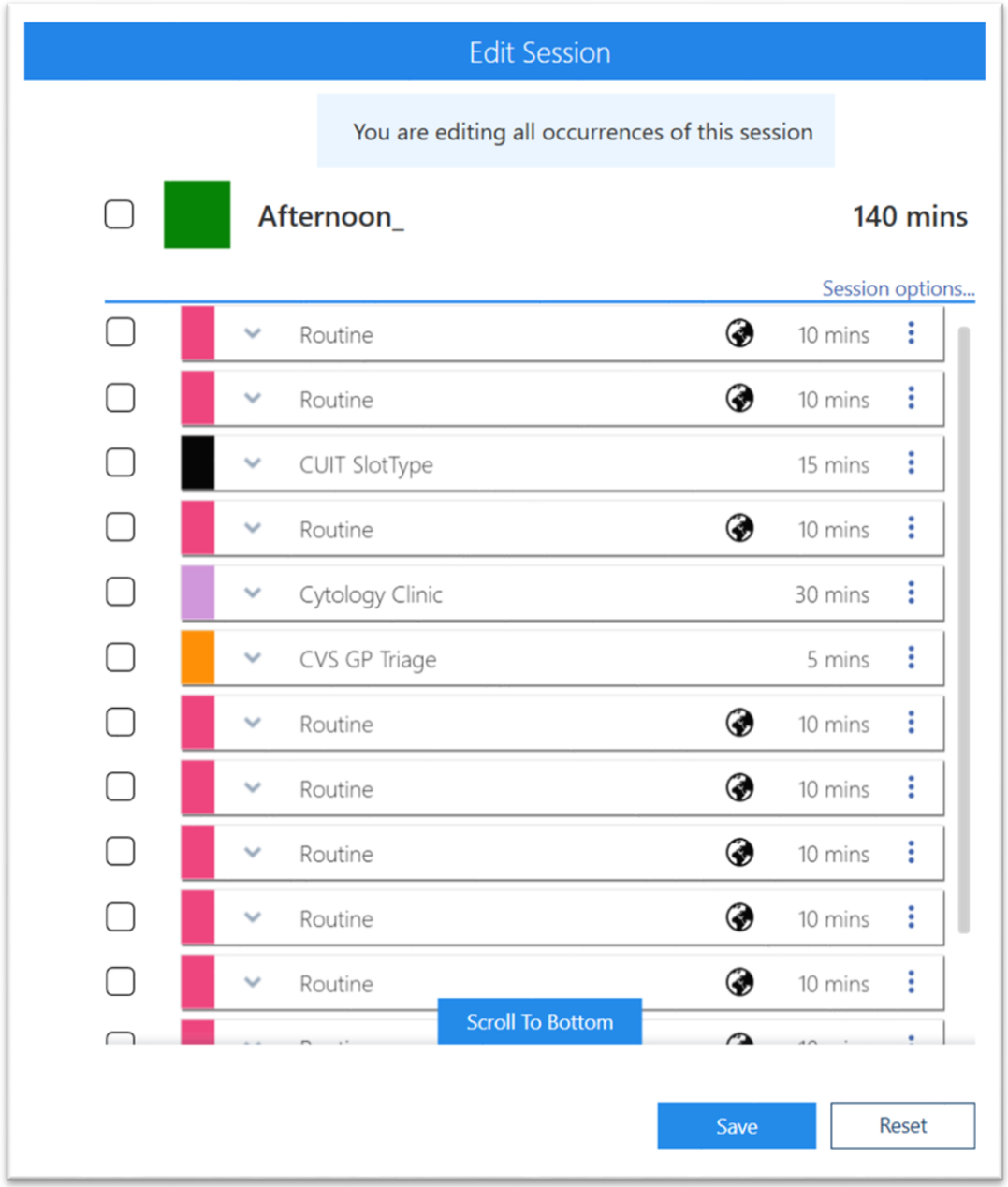
Easy to Build Sessions

- Include different slot lengths in the same session
- Scroll bar to increase session length



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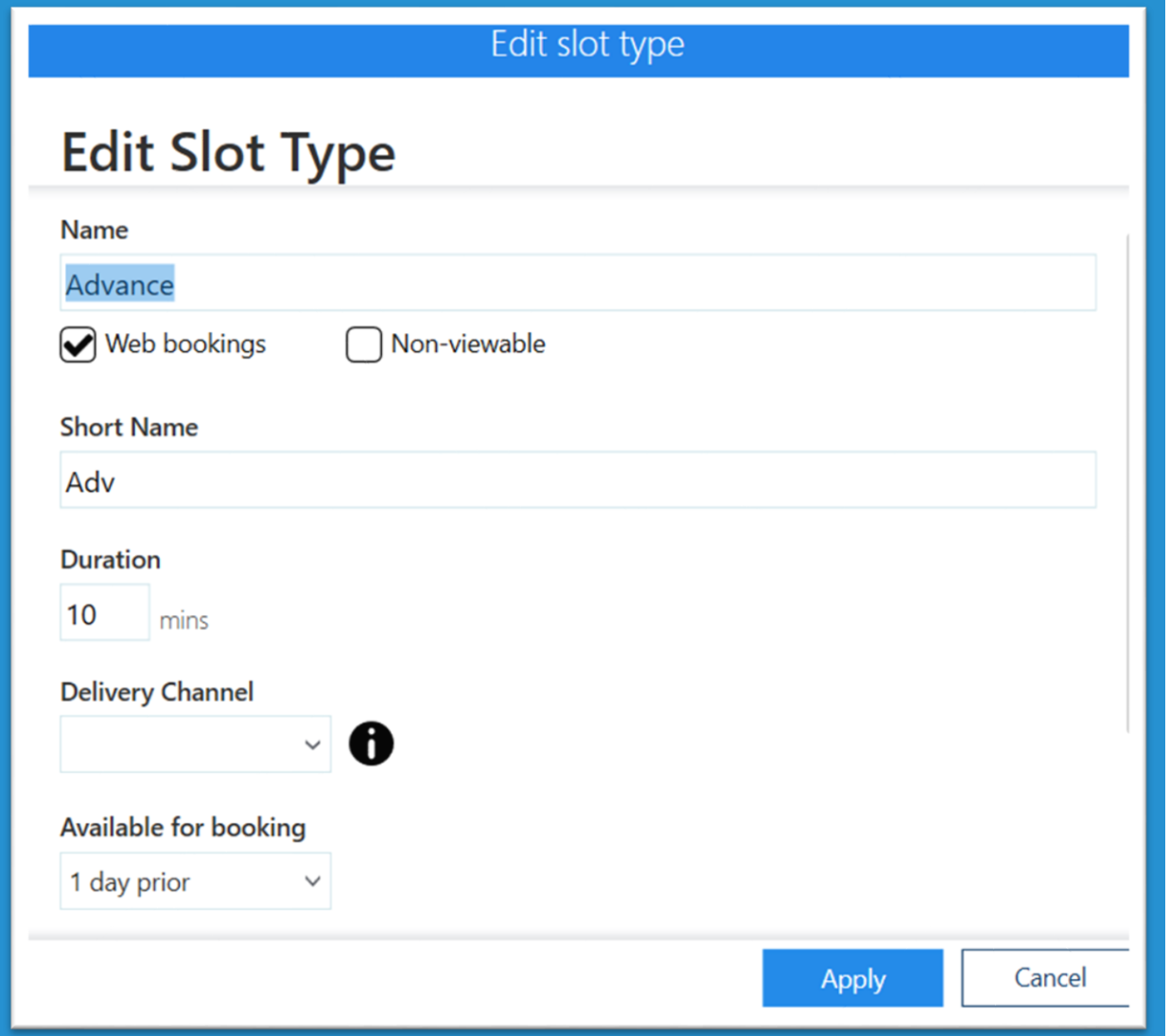
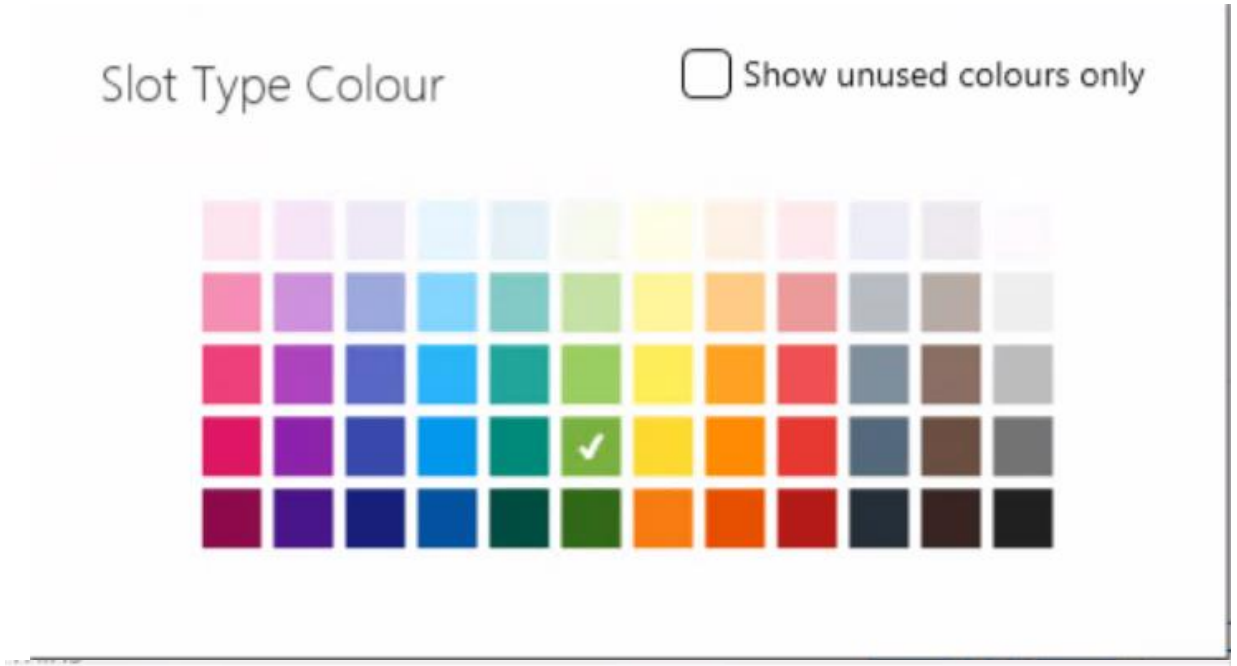
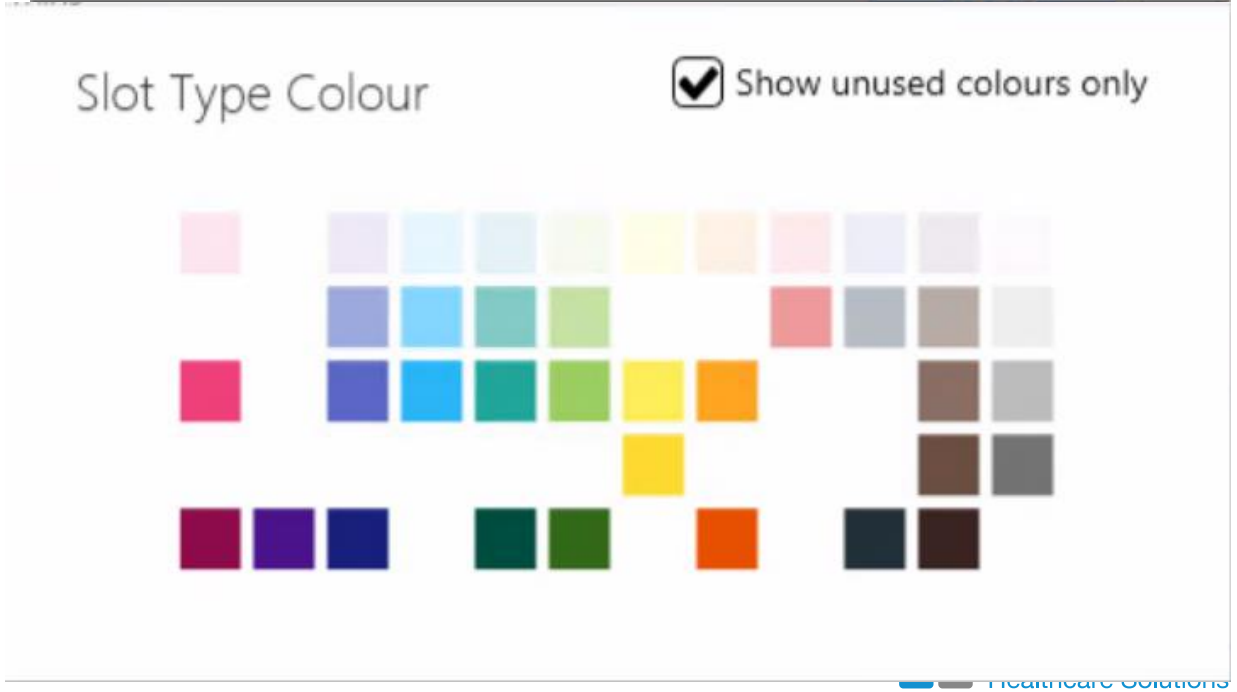
Simple Slot Types







Help Centre:

[Appointments Setup Help Centre]

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Tasks

Tasks

- Replacement for Daybook.
- Secure collaboration tool across organisations.
- Easy Task generation and management.
- Two-way conversations.
- Attachments & patient record linkage.
- Notifications and Announcements.

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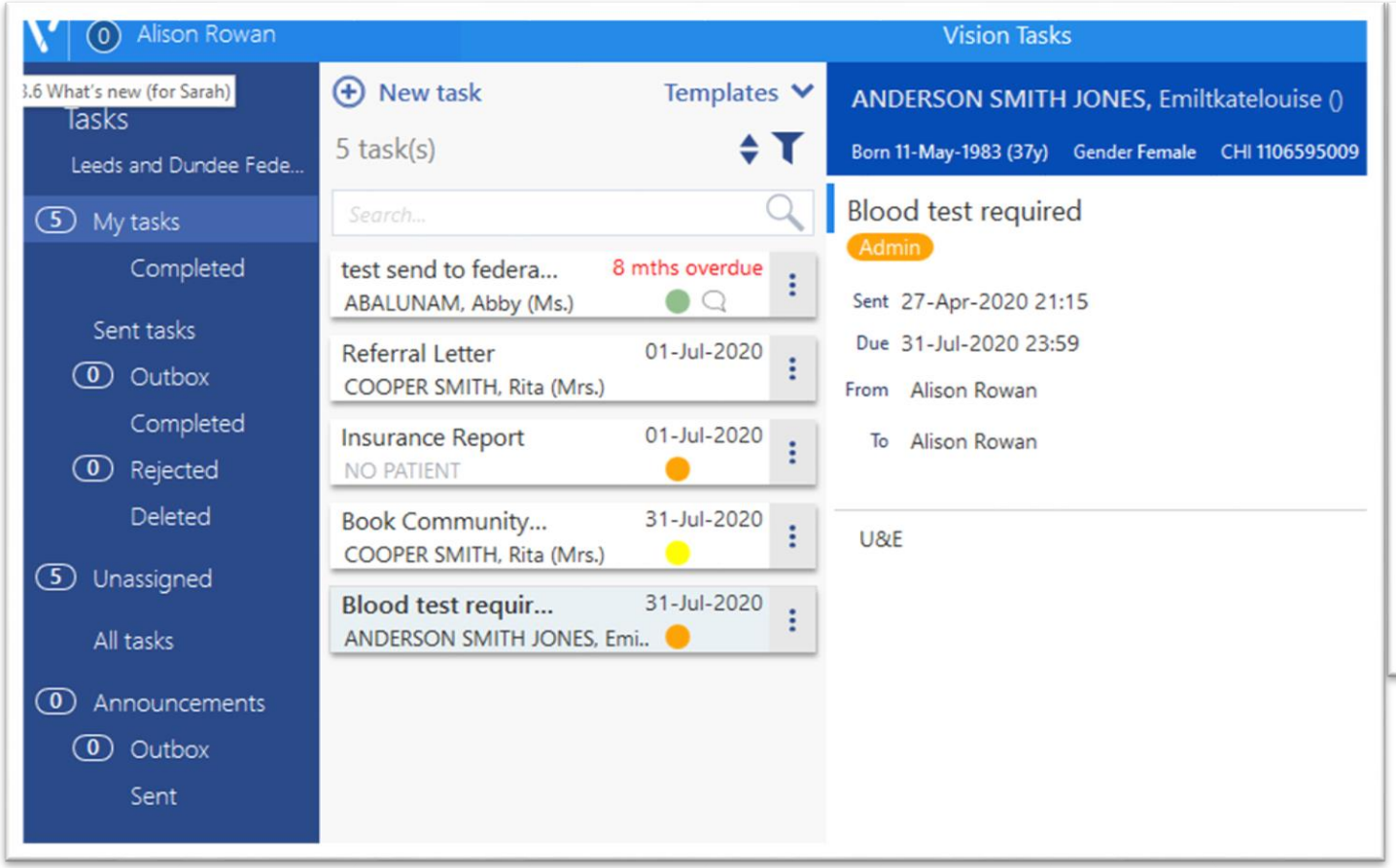
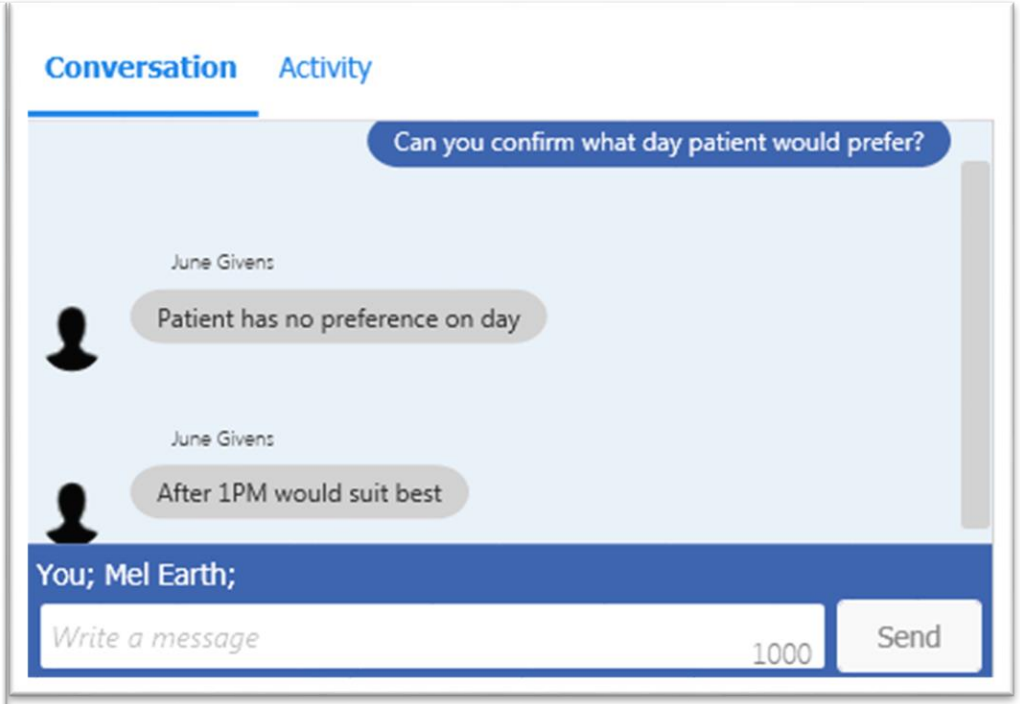
Tasks





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Vision Tasks Overview

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Help Centre

Tasks Help Centre

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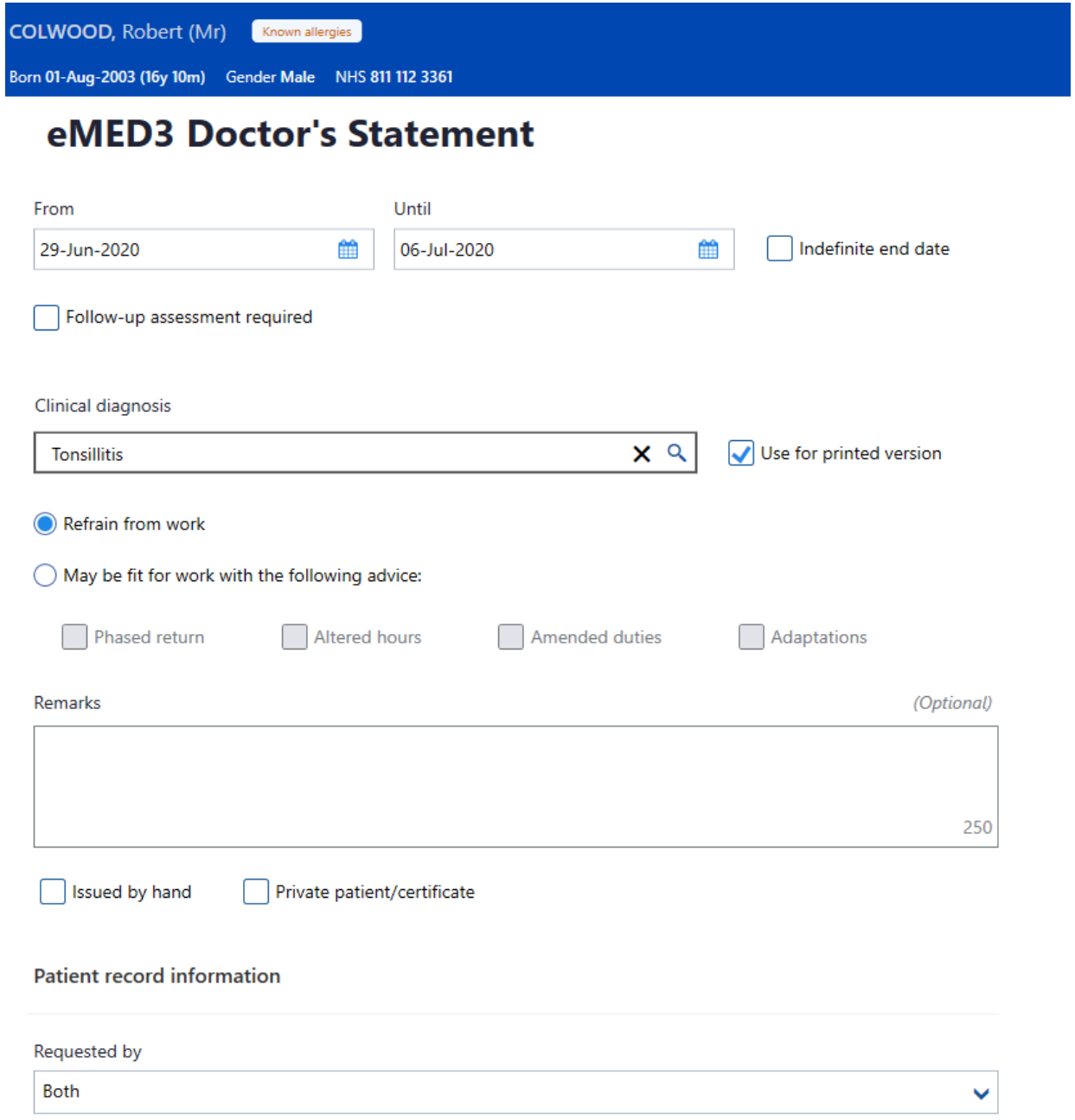
Vision Anywhere

Intelligent eMed3

Available in practice or shared settings, you can now record and issue eMed3s from the patient record.



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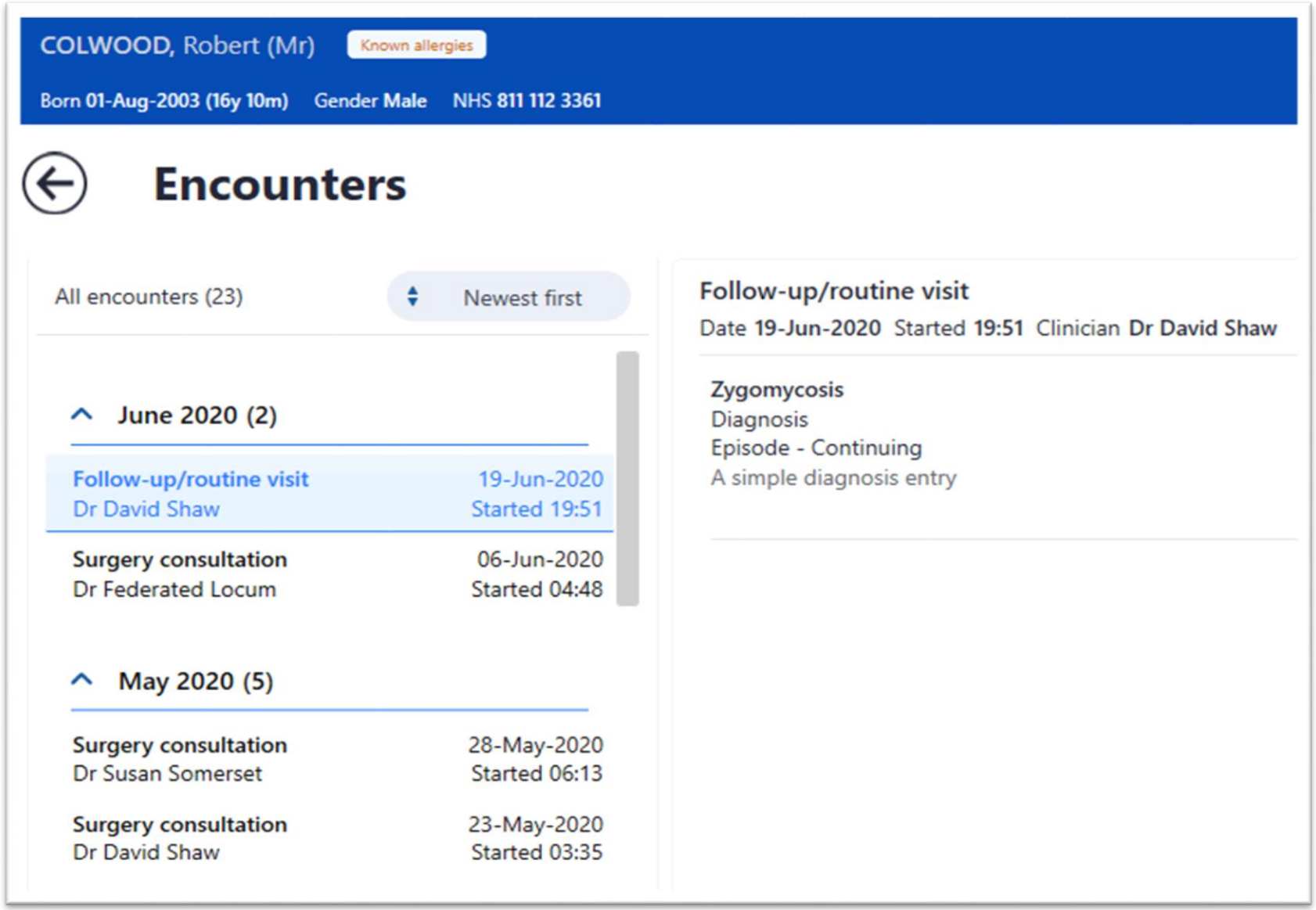
Detailed Encounters



You can now see the detailed content of data recorded in previous encounters.

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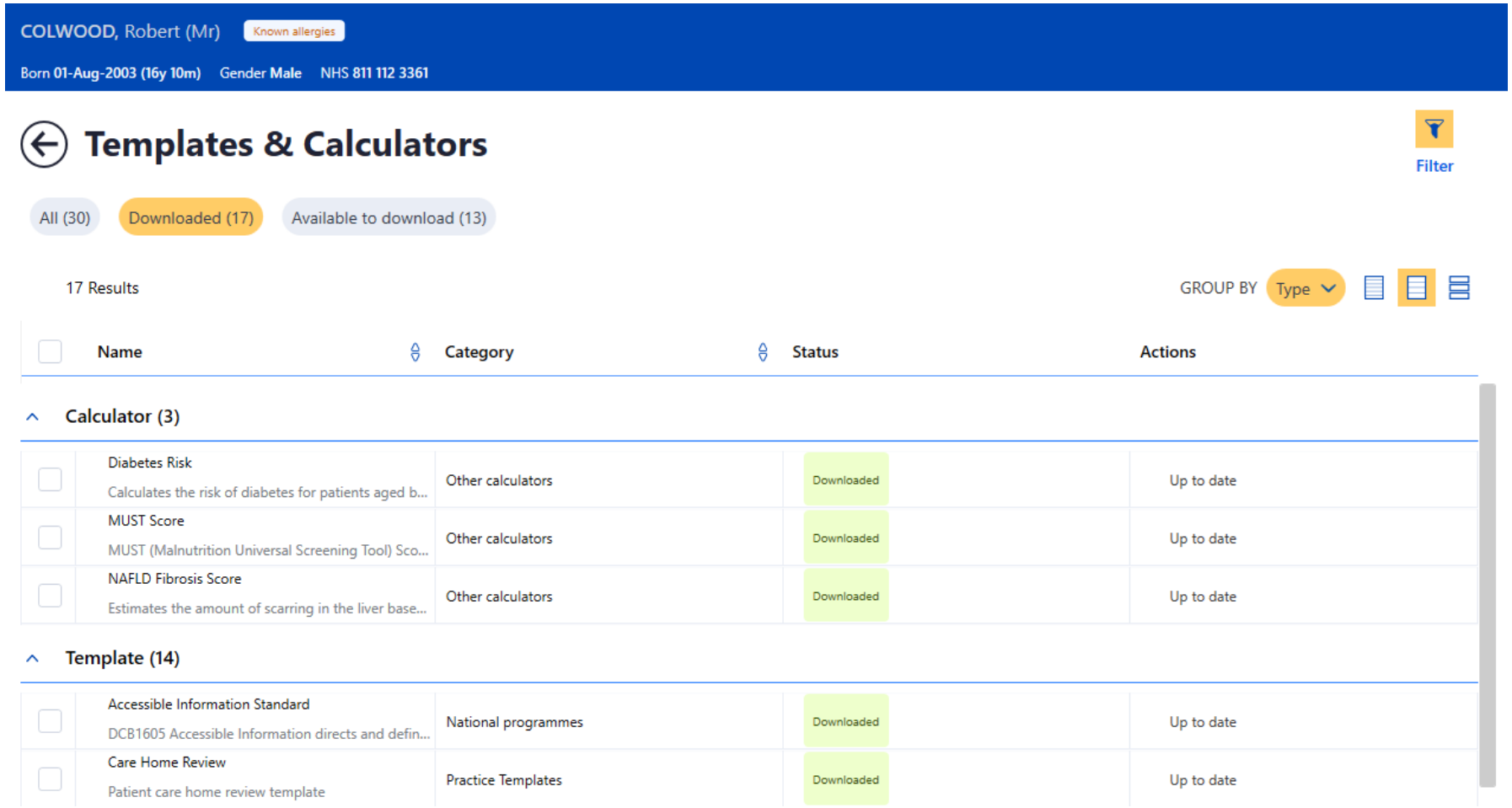
Improved Template & Calculator Screen

Sort, filter and view the download status of templates and calculators.



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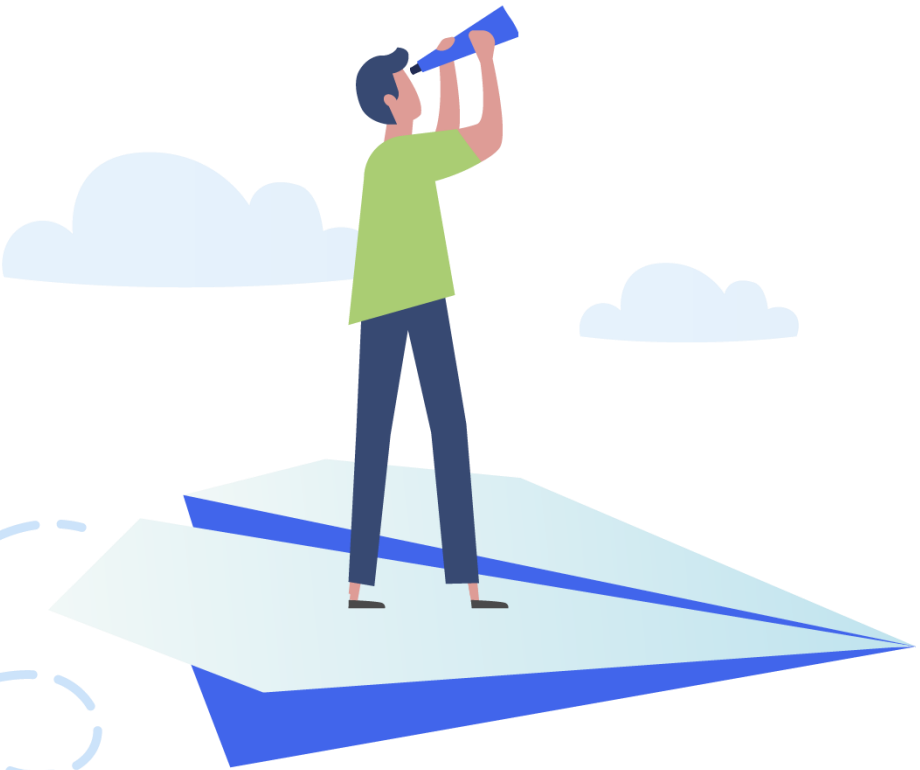
New Templates & Calculators

Templates

- Accessible Information Standard
- Care and Treatment Room Service Care Home Review
- Diabetes Management / Risk
- Female Genital Mutilation (FGM)
- FGM Recording and Reporting (2015/16)
- First Contact Physiotherapy (FCP)
- Greenwich Health Checks
- Minor Surgery
- Reception / Admin Data Recording
- Social prescribing and community-based support
- Treatment Room
- QOF

Calculators

- CHA2DS2-VASc
- Body Mass Index
- Diabetes Risk
- electronic Frailty Index
- FeverPAIN
- FIB-4
- MUST Score
- STarT Back
- TTR
- DOSE Index
- 6CIT
- NAFLD Fibrosis Score



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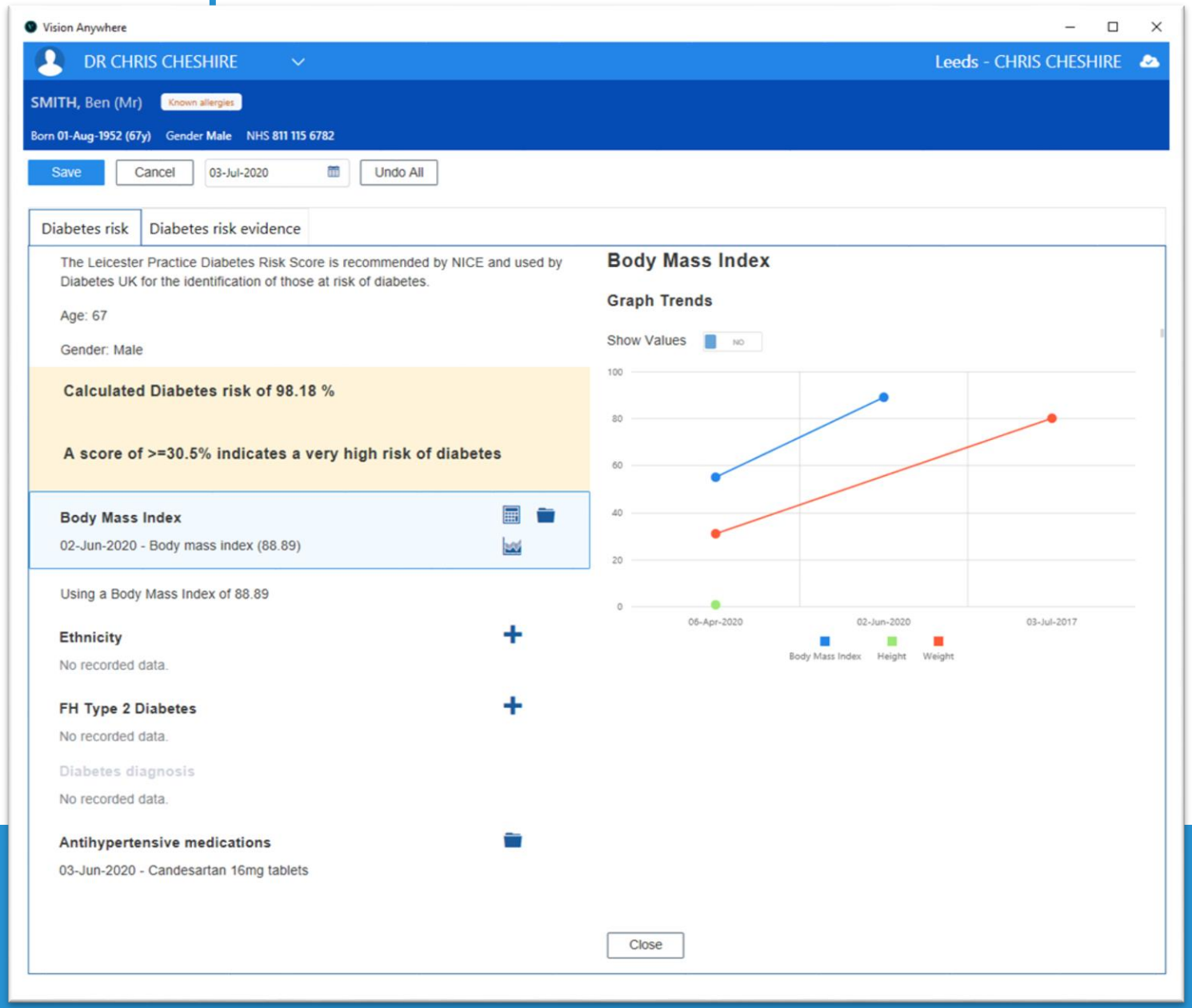
New Templates & Calculators



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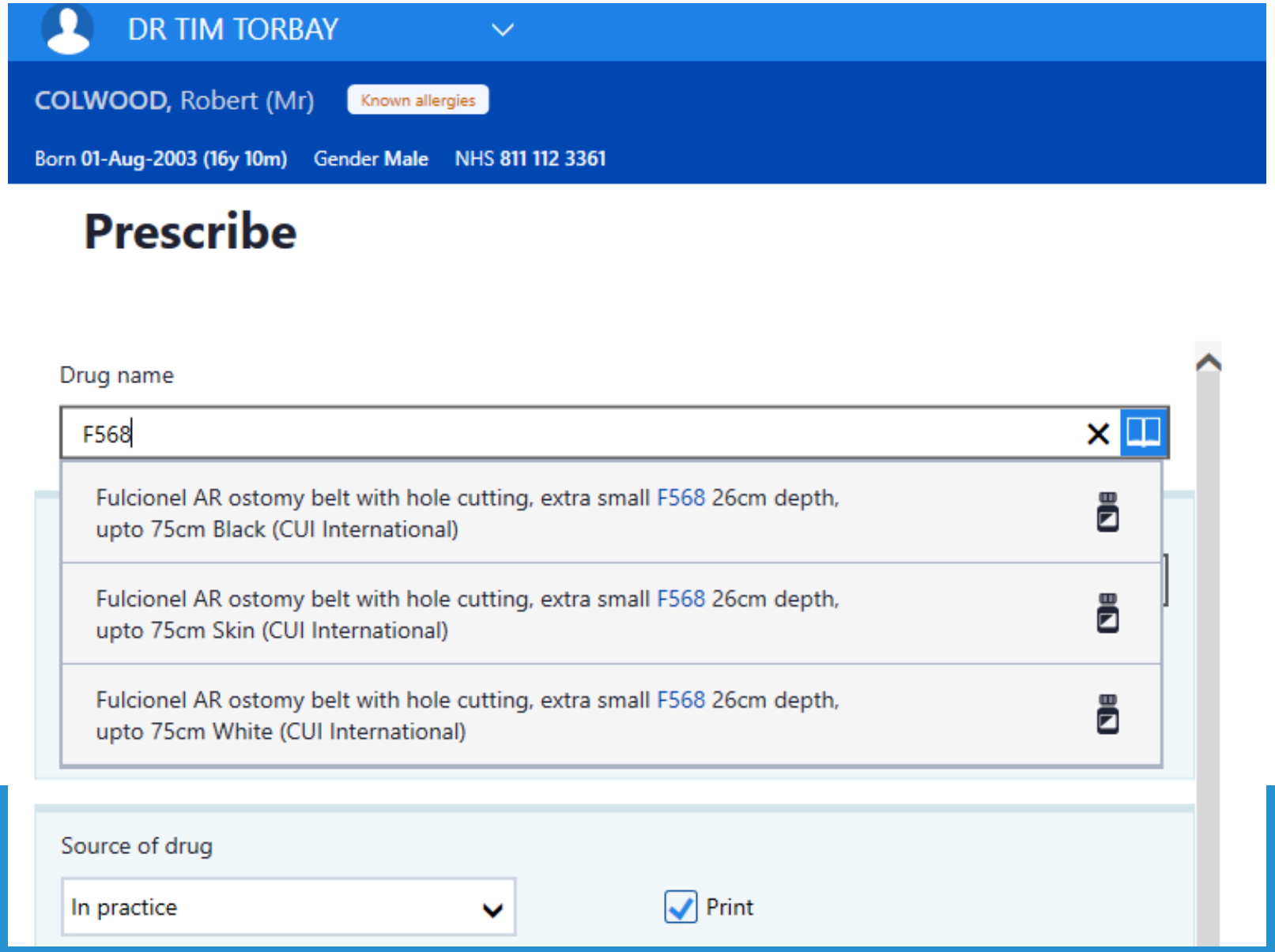
Search for Drugs by Appliance Number



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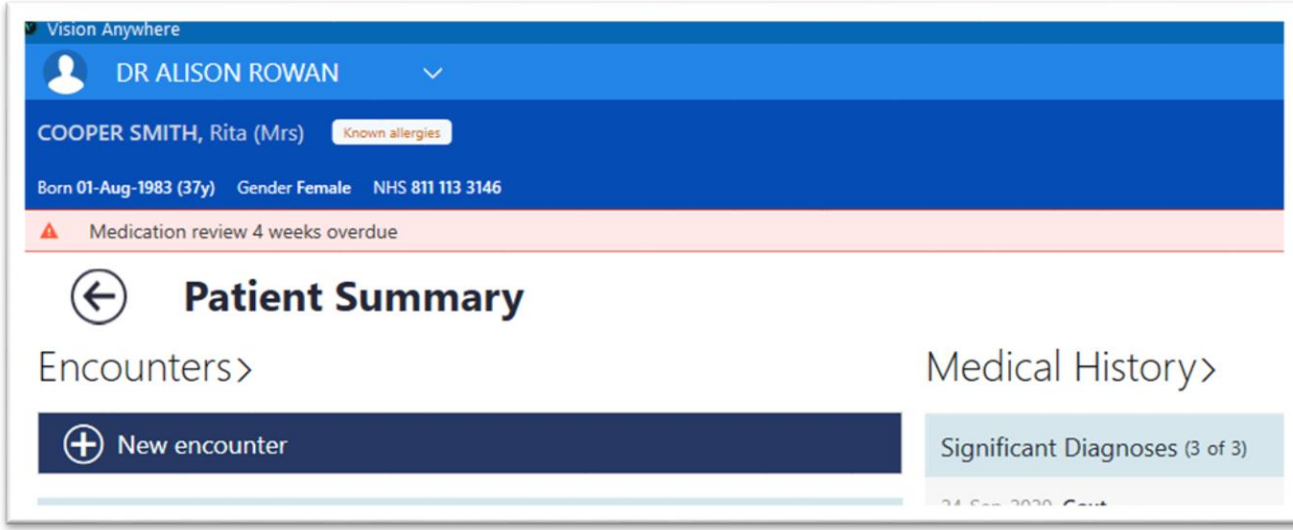
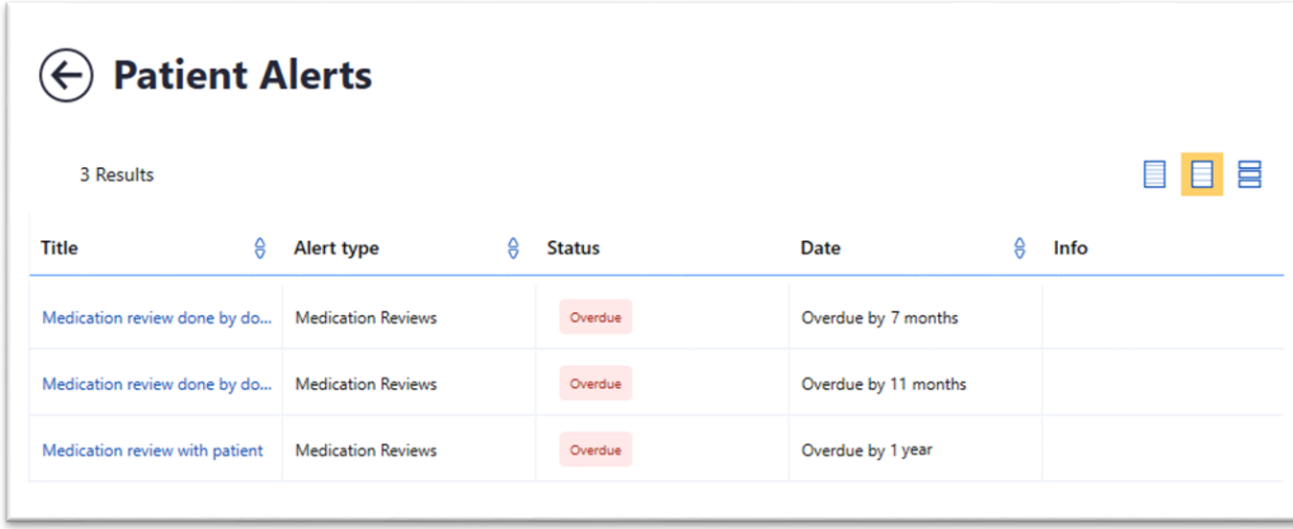
View Medication Review Alerts

- You can see if the patient is due or overdue their medication review from any screen within Vision Anywhere via our alerts banner.
- Multiple medication review regimes are included.
- All historical medication review data is now accessible from the patient record from the search box.





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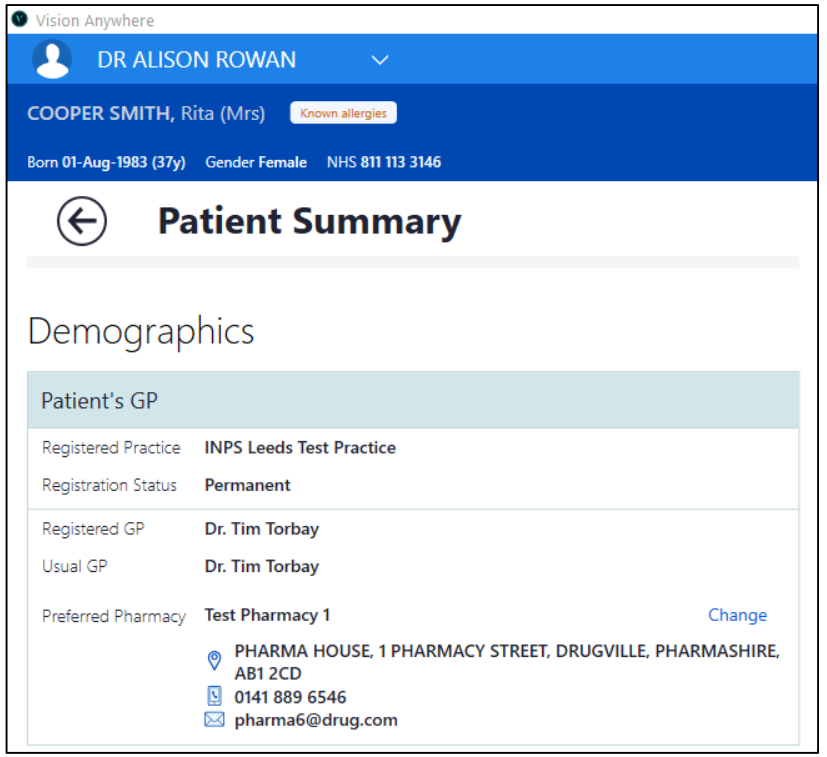
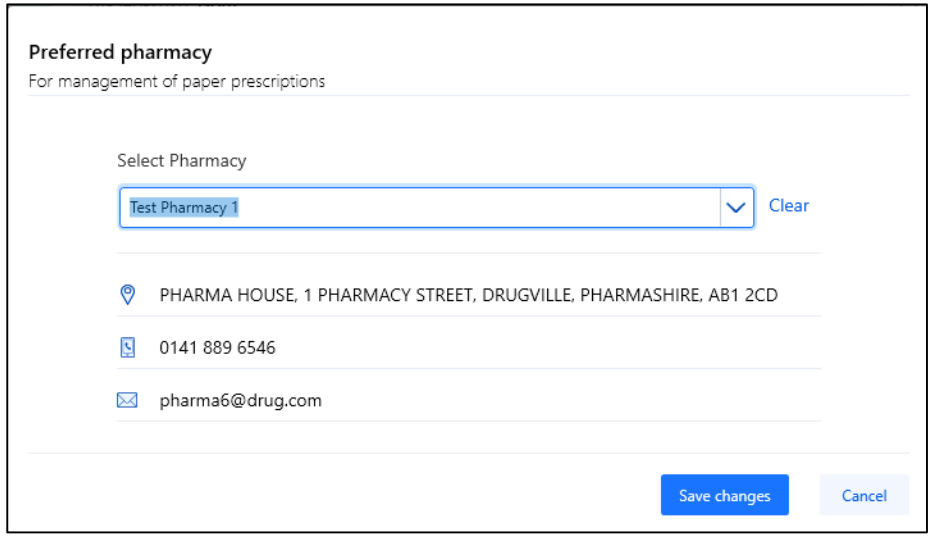
View Preferred Pharmacy

- Quickly and clearly identify which pharmacy collects paper prescriptions on behalf of the patient for practice and shared care settings.
- View the patient's preferred pharmacy from any screen
- Contact the pharmacy directly from Vision Anywhere using our call, email or mapping integration.





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What's New in Vision Anywhere

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Help Centre

Vision Anywhere Help Centre for Windows

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Vision 3 – DLM Updates

Test Results in Consultation Manager

The results for the following structured data areas (SDA's) have been updated to record up to 3 decimal points:

- Blood lipids
- Immunoglobulin
- Other Biochemistry Tests
- Other Lab Tests
- Urine
- Biochemistry

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New Seasonal Influenza Vaccines

New seasonal influenza vaccines have been added to the Immunisation Structured Data Area (SDA):

- Influenza aTIV (adjuvant)
- Influenza aTIV (adjuvant) – OHP
- Influenza aTIV (adjuvant) – Pha
- Influenza QIVc (cell)
- Influenza QIVc (cell) – OHP
- Influenza QIVc (cell) – Pha
- Infuenza QIVe (egg)
- Influenza QIVe (egg) – OHP
- Influenza QIVe (egg) – Pha
- Influenza TIV
- Influenza TIV – OHP
- Influenza TIV – Pha
- Influenza TIV-HD (high-dose)

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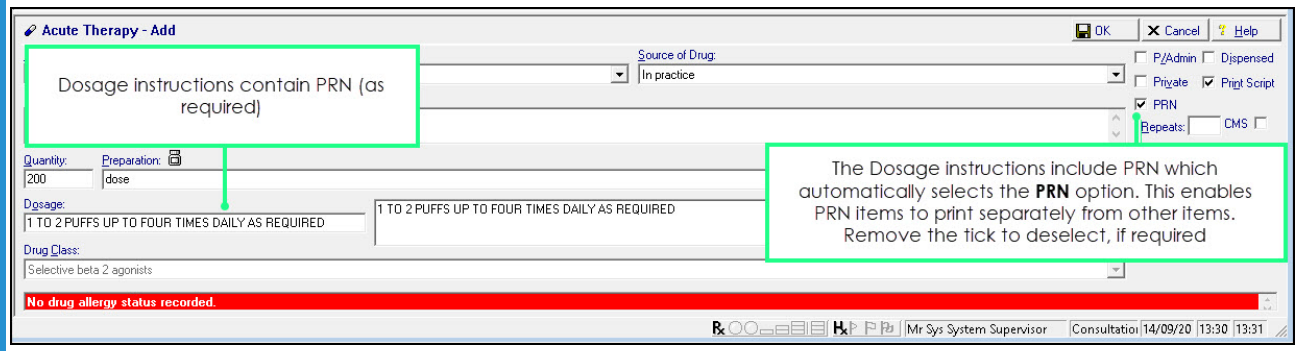
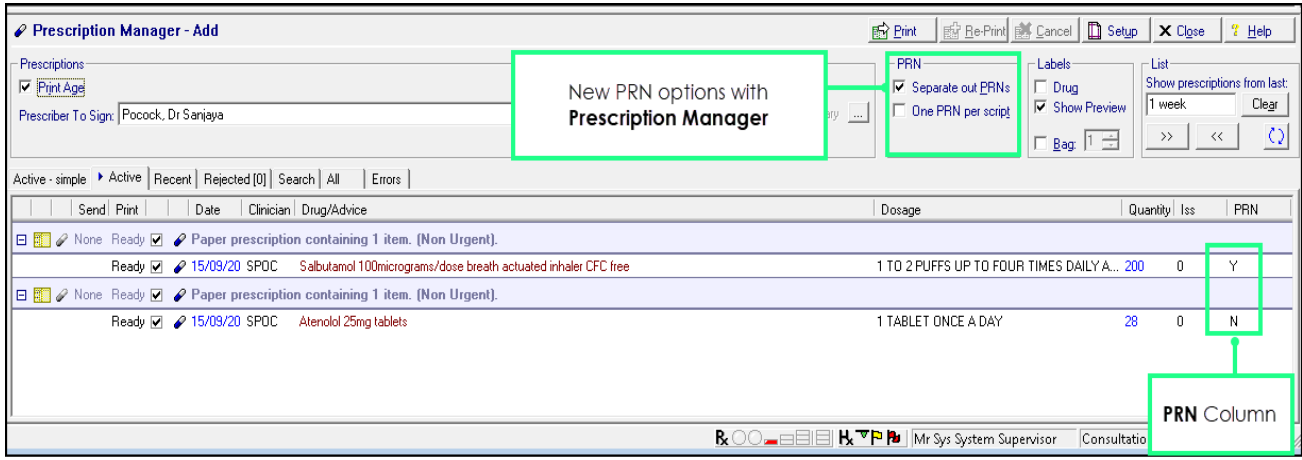
PRN Medication

Prescribing enhancements for managing "As Needed" medication allowing for improved efficiency and reduced medicine waste.





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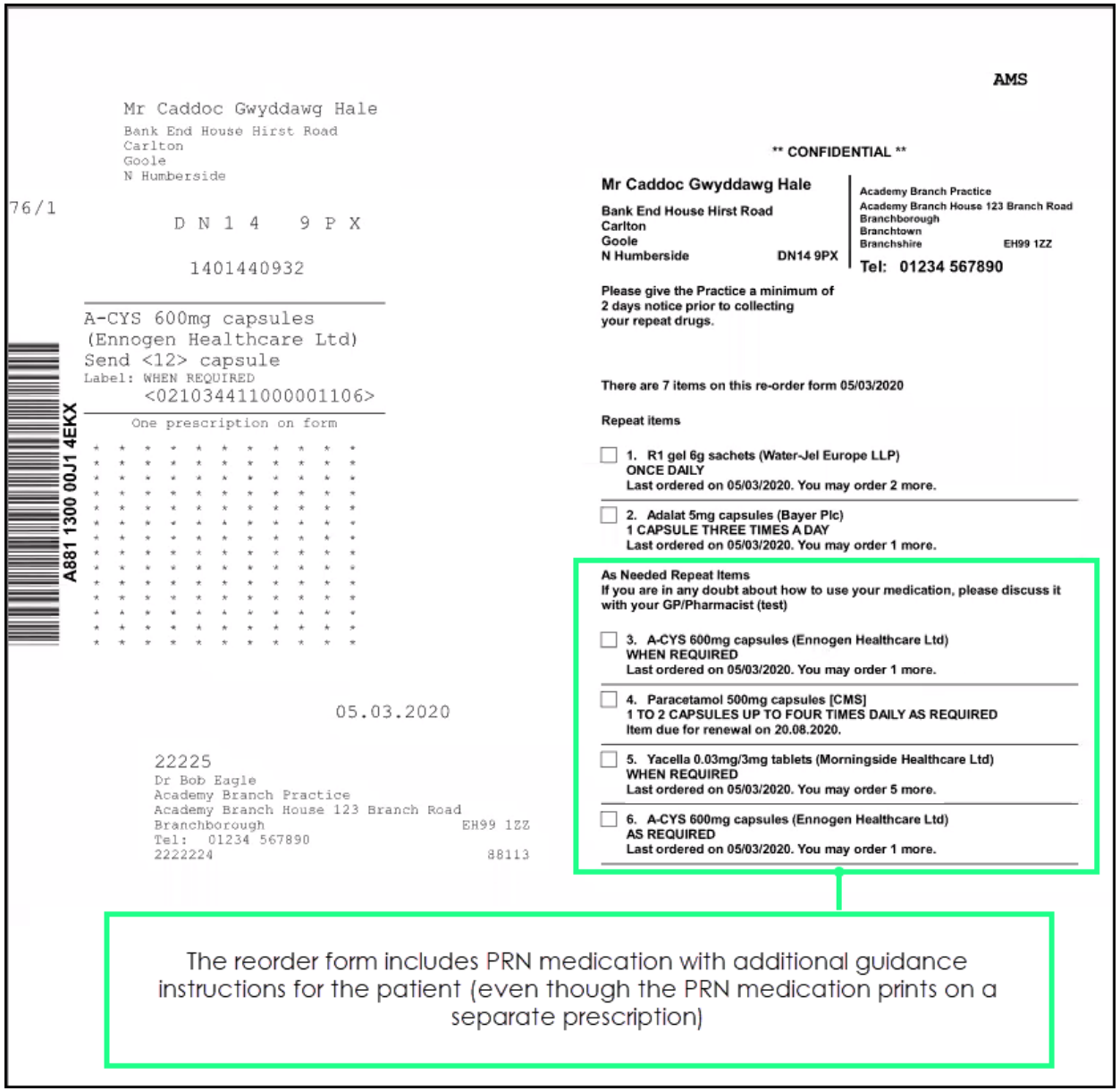
PRN Medication

- Vision automatically recognises dosage instructions which pertain to PRN and marks them as such.
- Items marked as PRN can be viewed in Prescription Manager and optionally printed on a separate prescription (s).
- Separate repeat re-order instructions for patients for PRN items which prints alongside the repeat re-order form for standard medications.



Mr Caddoc Gwyddawg Hale
Bank End House Hirst Road
Carlton
Goole
N Humberside

76/1

D N 1 4 9 P X

1401440932

A-CYS 600mg capsules
(Ennogen Healthcare Ltd)
Send <12> capsule
Label: WHEN REQUIRED
<021034411000001106>

One prescription on form

A881 1300 00J1 4EKX

05.03.2020

22225
Dr Bob Eagle
Academy Branch Practice
Academy Branch House 123 Branch Road
Branchborough EH99 1ZZ
Tel: 01234 567890
2222224 88113

AMS

** CONFIDENTIAL **

Mr Caddoc Gwyddawg Hale
Bank End House Hirst Road
Carlton
Goole
N Humberside DN14 9PX

Academy Branch Practice
Academy Branch House 123 Branch Road
Branchborough
Branchtown
Branchshire EH99 1ZZ
Tel: 01234 567890

Please give the Practice a minimum of 2 days notice prior to collecting your repeat drugs.

There are 7 items on this re-order form 05/03/2020

Repeat items

1. R1 gel 6g sachets (Water-Jel Europe LLP)
ONCE DAILY
Last ordered on 05/03/2020. You may order 2 more.

2. Adalat 5mg capsules (Bayer Plc)
1 CAPSULE THREE TIMES A DAY
Last ordered on 05/03/2020. You may order 1 more.

As Needed Repeat Items
If you are in any doubt about how to use your medication, please discuss it with your GP/Pharmacist (test)

3. A-CYS 600mg capsules (Ennogen Healthcare Ltd)
WHEN REQUIRED
Last ordered on 05/03/2020. You may order 1 more.

4. Paracetamol 500mg capsules [CMS]
1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED
Item due for renewal on 20.08.2020.

5. Yacella 0.03mg/3mg tablets (Morningside Healthcare Ltd)
WHEN REQUIRED
Last ordered on 05/03/2020. You may order 5 more.

6. A-CYS 600mg capsules (Ennogen Healthcare Ltd)
AS REQUIRED
Last ordered on 05/03/2020. You may order 1 more.

The reorder form includes PRN medication with additional guidance instructions for the patient (even though the PRN medication prints on a separate prescription)

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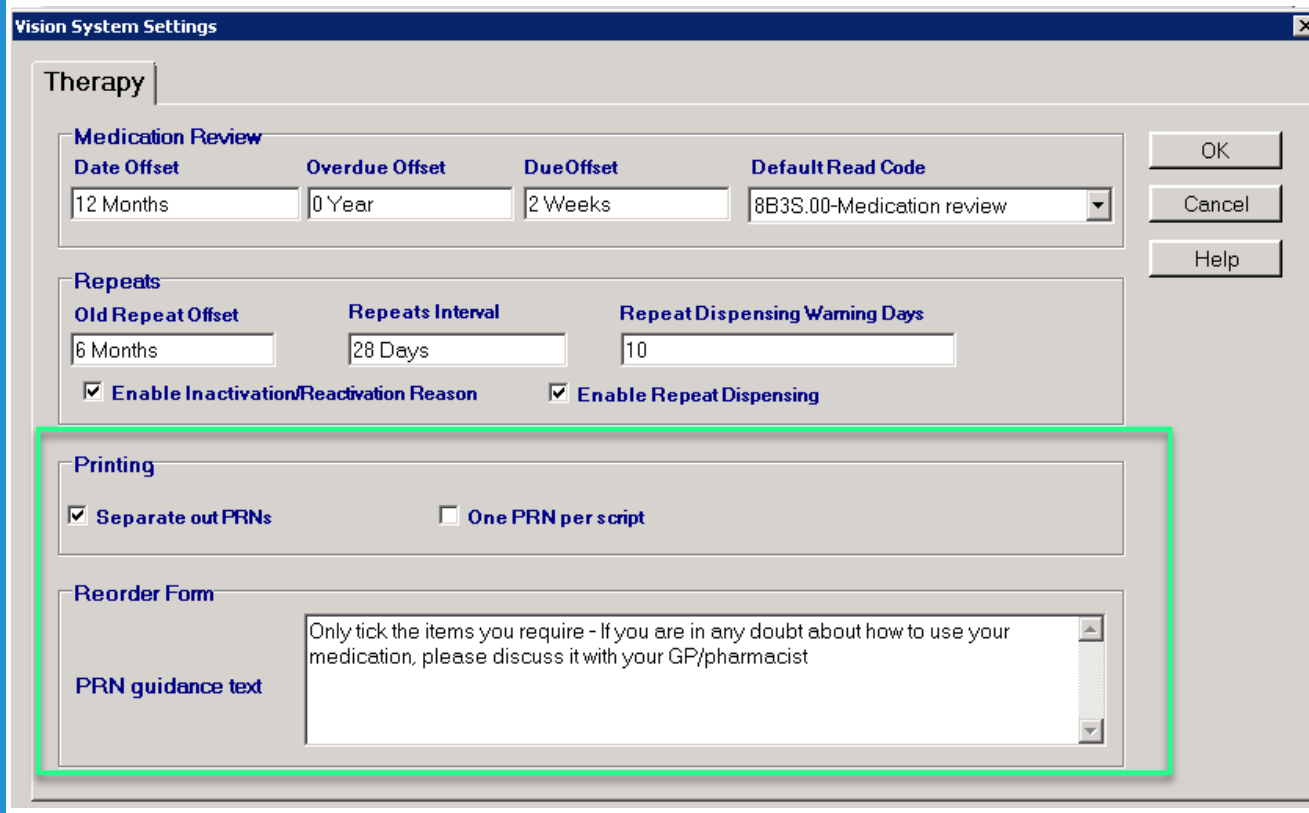
PRN Medication

- New practice-wide PRN configuration in File Maintenance - Control Panel.
- Works with paper and electronic prescribing across the four home nations.



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What’s new – DLM’s

Release Guide - DLM760

Release Guide - DLM770

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Helpline Update

- Remote working / COVID
- New team Structure / 3 x Tiers
- 1 x new starter from Monday
- Risk assessment on-going to re-open the Office
- Good News – Open calls have been going down month on Month

Link for new escalation
customer-service-escalation

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Get in touch…

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Neil Scott
Account Manager

Neil.scott@visionhealth.co.uk

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Hints and Tips

Debbie Cuthbert

- Welcome
- Training Consultant
- Work in GP Practices

Debbie Cuthbert

Technical Author and
Training Consultant

Digital Learning

debbie.cuthbert@visionhealth.co.uk

07980 284976

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Scotland User Group

General Hints and Tips

Duration: One hour split into segments

Recorded Session

Question and Answer FAQ

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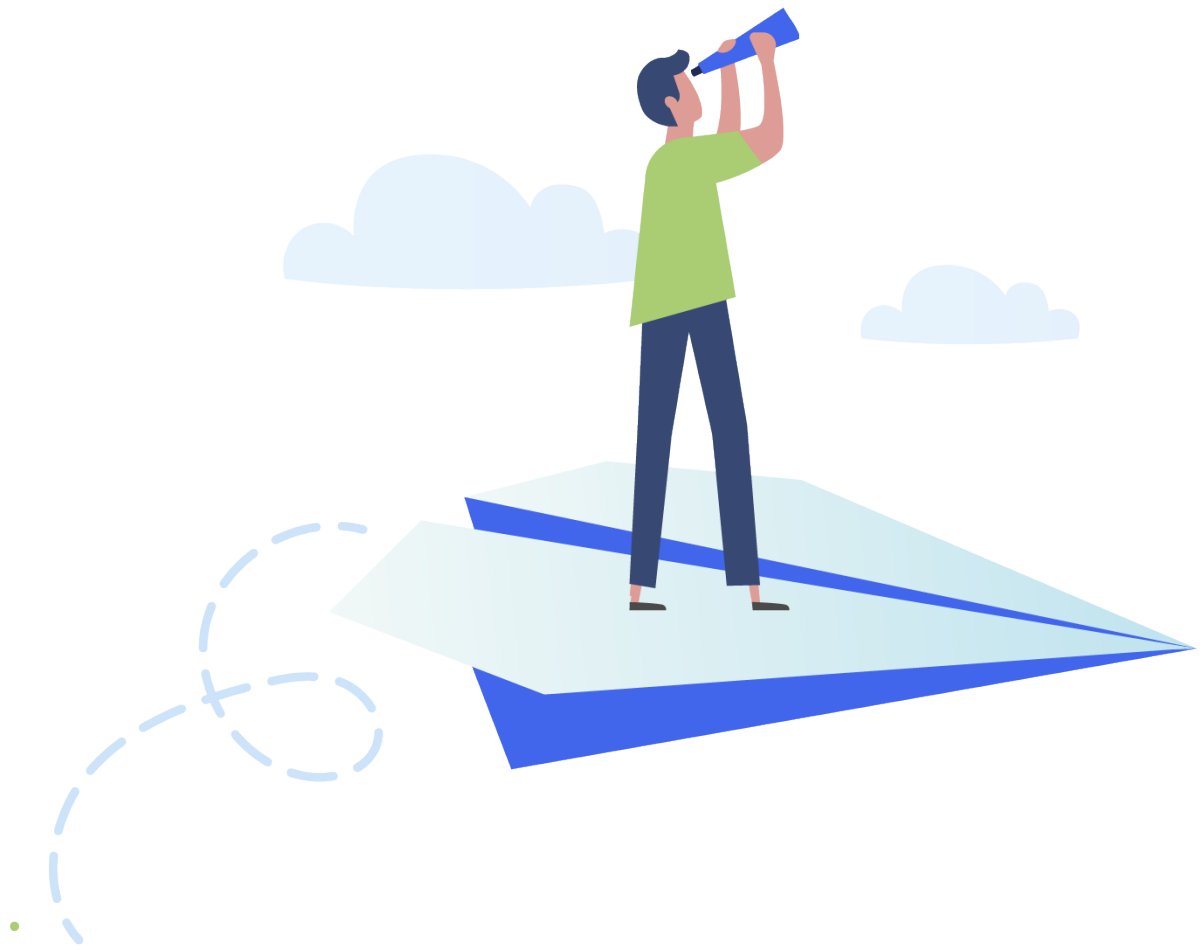
Topics

- Online service configuration refresher
- SMS
- Consultation types
- Vision+ calculators
- Any other questions



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Online Services – Did you know you can…

Download online resources from the RCGP website?

Quickly review and update the patient online services website?

Monitor patient usage?

Identify patients not using the service?

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Online Resources

https://www.rcgp.org.uk/patientonline

- Registration
- Proxy and under 16-year old's
- Advertising toolkit
  - Social media
  - Digital downloads

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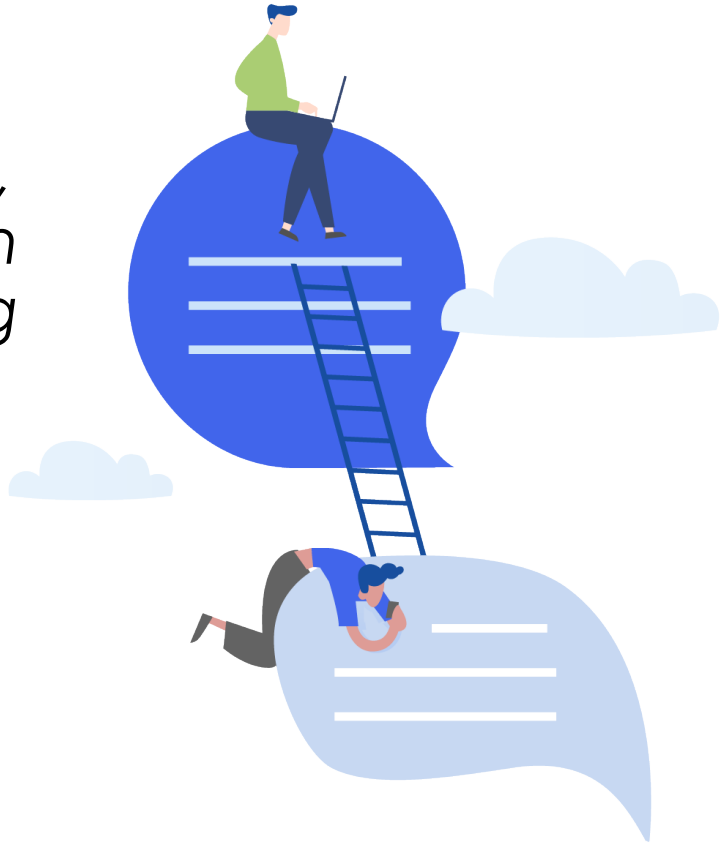
Under 16-year old's

In accordance with Article 8 of the General Data Protection Regulation (GDPR) and Part 2, Chapter 2, paragraph 9 of the Data Protection Act 2018 (DPA 2018), from the age of 13 young people are able to provide their own consent and will be able to register for online services.

- *Article 8 EU GDPR*
- *DPA 2018*



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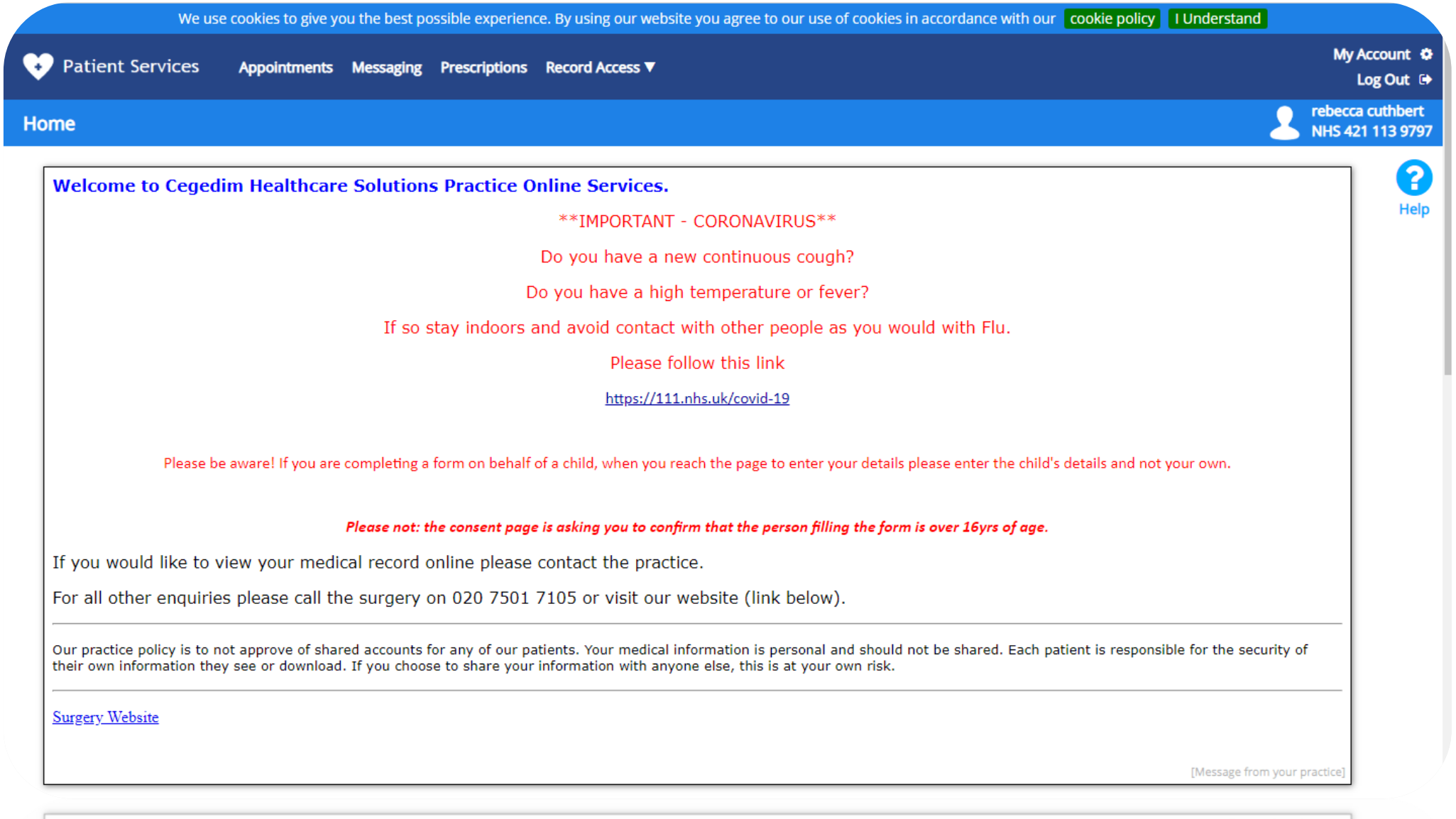
Online Services – Welcome Message



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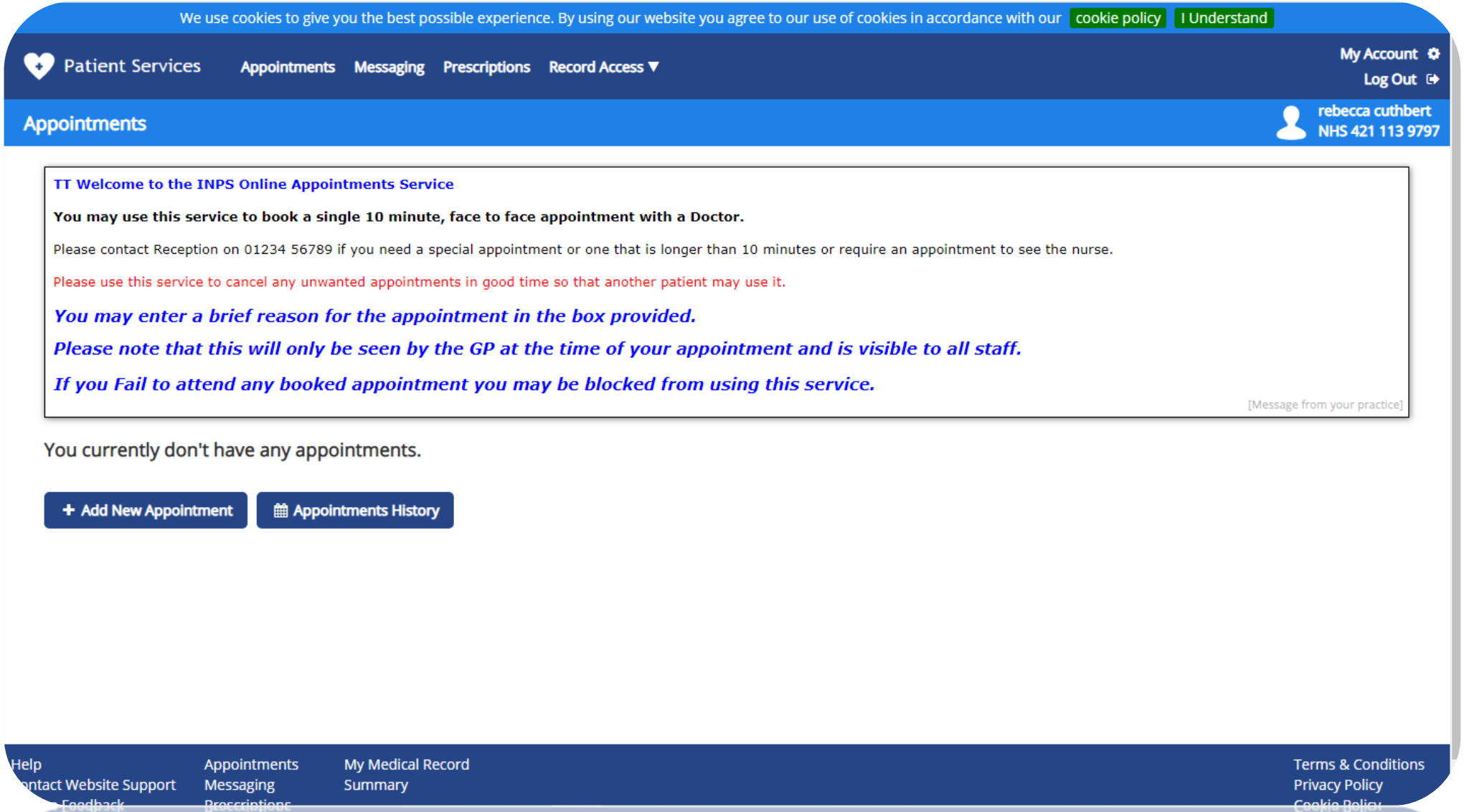
Online Services - Appointments



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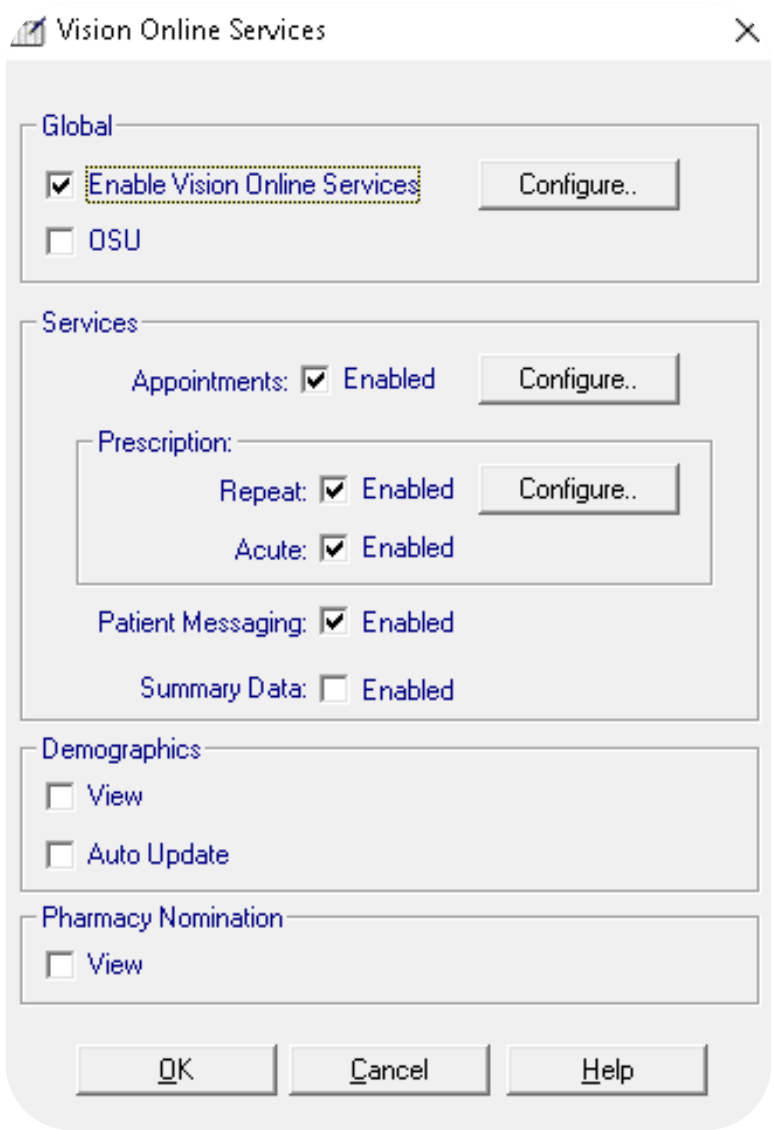

Online Services - Configuration

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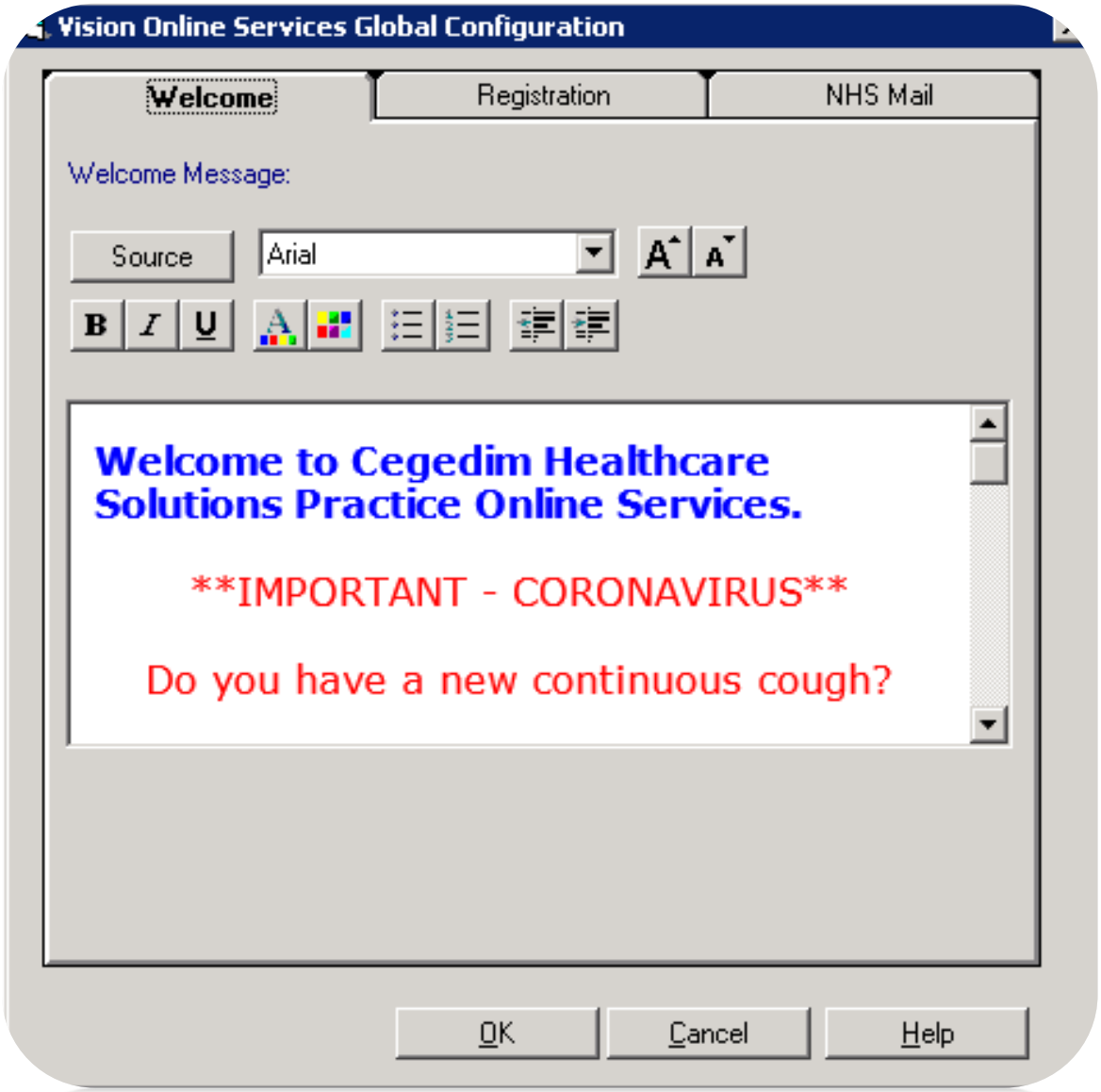

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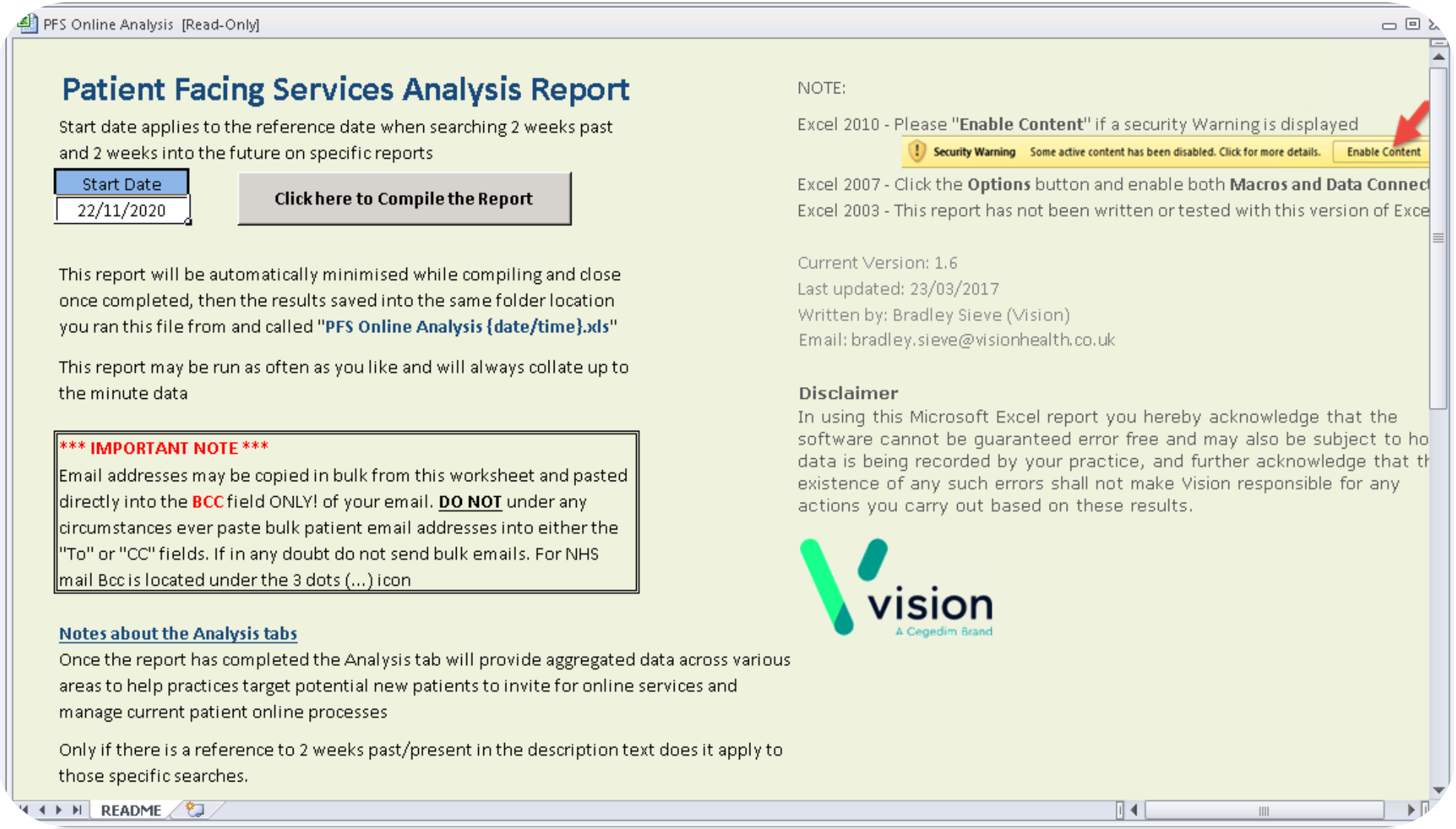
Knowledge Base – GP Online Services Excel



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Knowledge Base – GP Online Services Excel

Online Analysis 22-11-2020 165456 [Compatibility Mode]

Report compiled on November 22, 2020 at 4:54 PM

Report Reference Date: 22/11/2020

PRACTICE_CODE	X00004		Sheet Nam
Total Practice Population	**5418**		
...TPP with CREATED Online Account Status	97	2%	TPP_PFS
...TPP with REGISTERED Online Account Status	16	0%	TPP_PFS
...TPP with ACTIVE Online Account Status	191	4%	TPP_PFS
...TPP with ACTIVE Online Account Status - OSU	2	0%	TPP_PFS
...TPP with LOCKED Online Account Status	0	0%	TPP_PFS
Total Practice Population not registered for patient online	5114	94%	TPP_NOPF
...with email address	37	1%	TPP_NOPF
...with mobile number	231	5%	TPP_NOPF
Patients registered at practice in the last 2 weeks	0		TPP_PFS /
Patients Registered for new online account in last 2 weeks	0		TPP_PFS
...and account status is CREATED	0		TPP_PFS
...and account status is REGISTERED	0		TPP_PFS
...and account status is ACTIVE	0		
Patients accessing Online Services in last 2 weeks	4		TPP_PFS
Online Account with NO Read code #91B (also available in Clinical Audit)	222		TPP_PFS
Online Account with NO Read code #93440 (also available in Clinical Audit)	230		TPP_PFS
Patient Aged > 19 yrs with Online Account	286		TPP_PFS
Patient Aged = 18 yrs with Online Account	3		TPP_PFS
...Education about access to Patient Facing Services #679k after DOB	0	Optional	TPP_PFS
...NO Education about access to Patient Facing Services #679k	0	Optional	TPP_PFS
Patient Aged 16 yrs > 17 yrs with Online Account	7		TPP_PFS
...Education about access to Patient Facing Services #679k after DOB	0	Optional	TPP_PFS
...NO Education about access to Patient Facing Services #679k	0	Optional	TPP_PFS
Patient Aged 12yrs > 15 yrs with Online Account	5		TPP_PFS
Patient Aged = 11yrs with Online Account	3		TPP_PFS

Patients with NO Online Account and on Repeat Medication	2509	46%	NOPFS_RX
Patients with NO Online Account and on 20+ Repeat Medications	8	0%	NOPFS_RX
Patients with NO Online Account and on 10-19 Repeat Medications	193	4%	NOPFS_RX
Patients with NO Online Account and on 5-9 Repeat Medications	617	11%	NOPFS_RX

	LAST 2W	%	LAST 1W	%	NEXT 1W	%	NEXT 2W	%
Total Appointments in x weeks including today (Appts sheet)	**2285**		**1263**		**1323**		**2646**	
...not made available online - ALL SLOT TYPES	1639	72%	934	74%	977	74%	1954	74%
...not made available online - SLOT TYPE = Normal	753	33%	433	34%	445	34%	890	34%
...made available online - ALL SLOT TYPES	646	28%	329	26%	346	26%	692	26%
...made available online - SLOT TYPE = Normal	326	14%	169	13%	170	13%	340	13%
...booked in practice	83	4%	12	1%	0	0%	0	0%
...booked in practice - patients with online account	*12*	*1%*	*0*	*0%*	*0*	*0%*	*0*	*0%*
...booked online	2	0%	0	0%	0	0%	0	0%
Appointments booked in x weeks including today	**85**		**12**		**0**		**0**	
...with NO email address	72	85%	8	67%	0	0%	0	0%
...with NO mobile number	76	89%	9	75%	0	0%	0	0%
...with email address	13	15%	4	33%	0	0%	0	0%
...with mobile number	9	11%	3	25%	0	0%	0	0%

Long Term Conditions (TPP_NOPFS sheet)	TPP %	COUNTS	NO PFS ACCOUNT		NO PFS EMAIL	NO PFS MOBILE
Asthma	18%	952	853	90%	109	103
Atrial fibrillation	2%	131	108	82%	23	24
*Cancer	3%	145	132	91%	15	19
CHD	5%	264	234	89%	30	32
Chronic kidney disease	0%	14	7	50%	7	10
COPD	2%	115	100	87%	17	13

Analysis | TPP_PFS | TPP_NOPFS | 18y_679k | NOPFS_RX | Appts | AST | AF | CA | CHD | CKD | COPD | DEM | DM | EPL | HF

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Text Messaging

Did you know you can…

- Customise your appointment reminders?
- Setup one-way or bi-directional templates?
- Create patient specific text messaging?

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SMS Appointment Reminders

- Setup a face-to-face template
- Setup a face-to-face search
- Decide if you want to schedule the reminders

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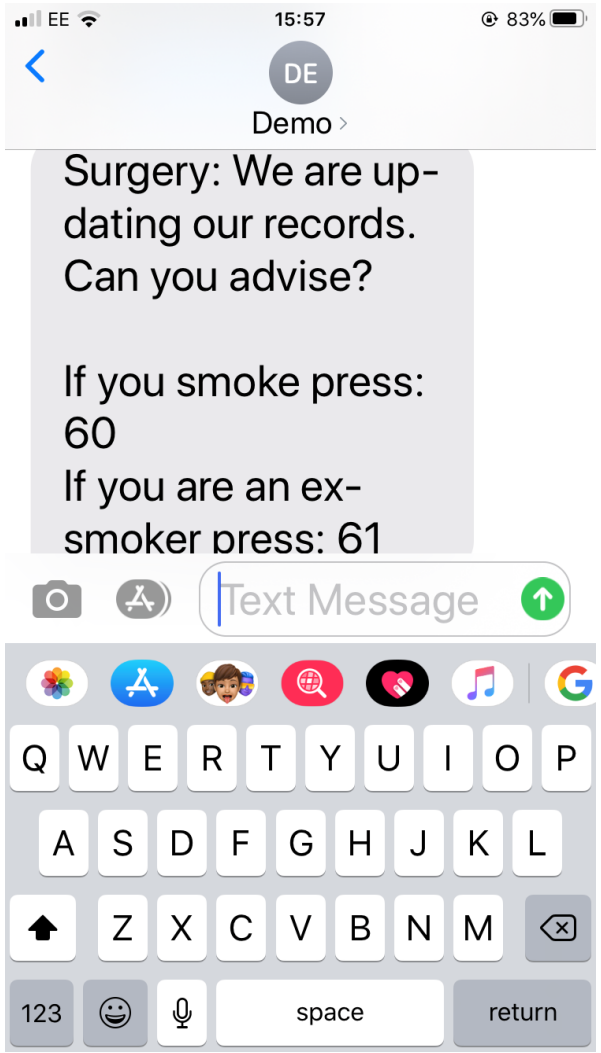

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SMS Questionnaires

- Merge Templates versus SMS Questions Templates
- Setup a template
  - Remember you can include Website links
- Decide on your cohort group, for example, co-morbidity month of birth

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Individual SMS Messages

- Consider using a text message document
- Link SMS as part of your Mail Manager process

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Consultation Types

Did you know you can…

Use the following new consultation types?

- **Video consultation**
- **eConsultation**

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Did you know you can use Apps Controller?

- To create a profile?
- Apply the profile to users without logging in as them?

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Vision+ Calculators

Did you know you can…

- Access new calculators from the Vision+ floating toolbar

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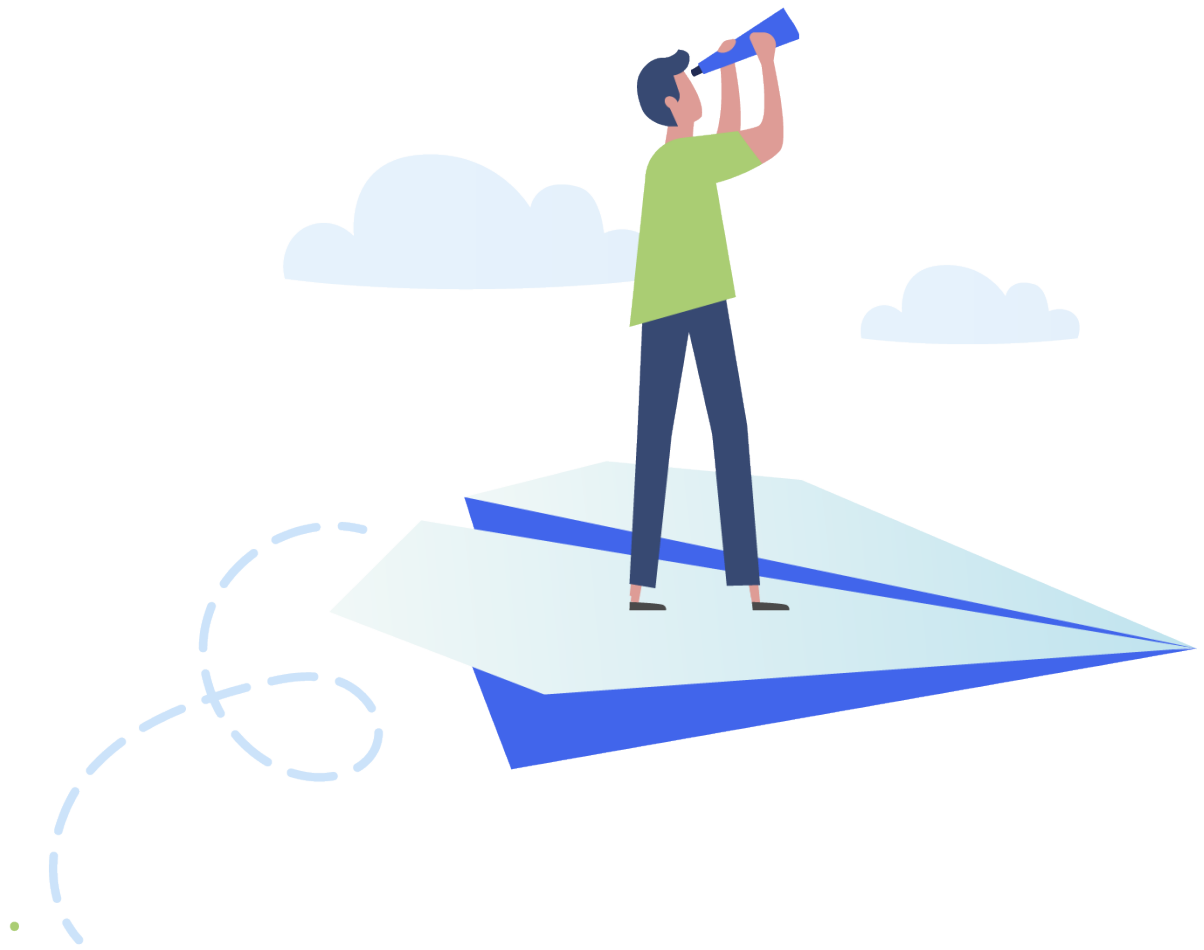
Quick Hints…

- Did you know you can…
- Merge patient records?
- Cancel patients?
- Run a priority update on a single patient group?



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Questions?

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For more information….

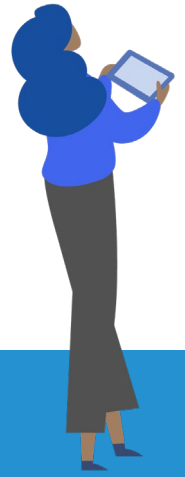
Knowledge Base

eLearning

Training Catalogue

F1 Context Sensitive Help

Email: debbie.cuthbert@visionhealth.co.uk



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