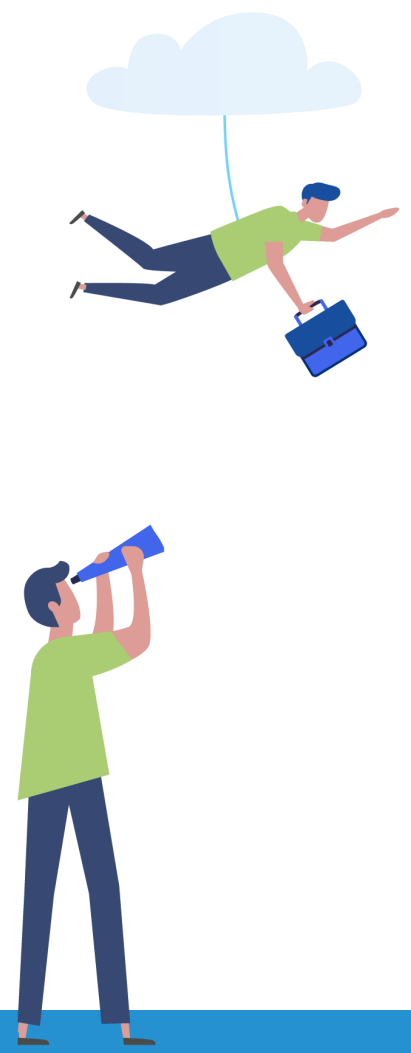


cegedim
Healthcare Solutions



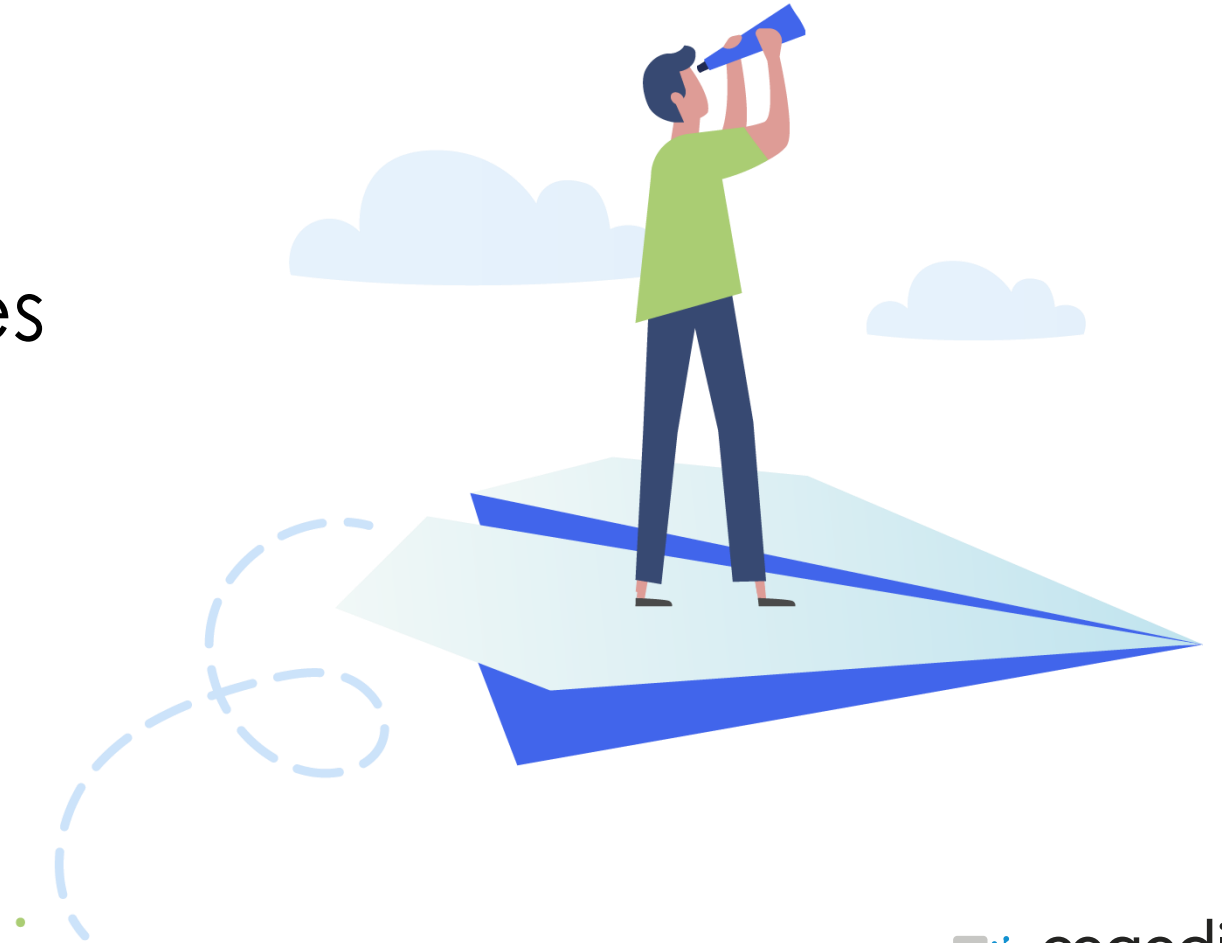
Scottish User Group
2020

WELCOME

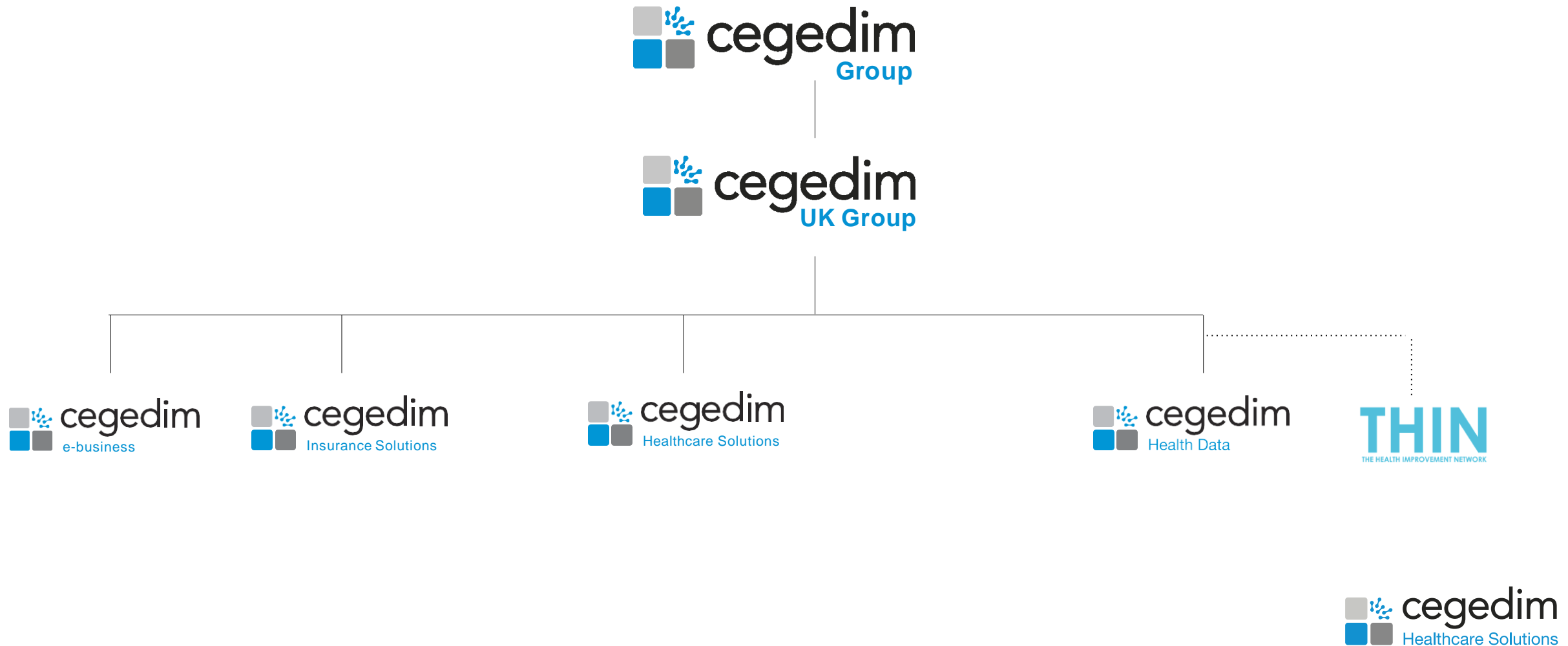


Agenda

- Introduction
 - Rebrand to CegeDIM
 - New Product Update
 - Forthcoming DLM releases
 - Helpline Update
 - Questions
- Quick Break
- Hints & Tips with Debbie



Who are we?



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.

Our Solutions

GP's & GP Practices

Our GP Solution

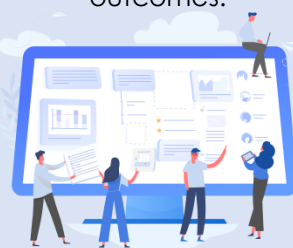
A comprehensive clinical solution managing **all aspects of Primary Care delivery**, including consultations, decision support, appointments, tasks, reporting, patient engagement and more to improve clinical outcomes.



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.



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



cegedim
Healthcare Solutions



New Appointments App

New Appointments

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

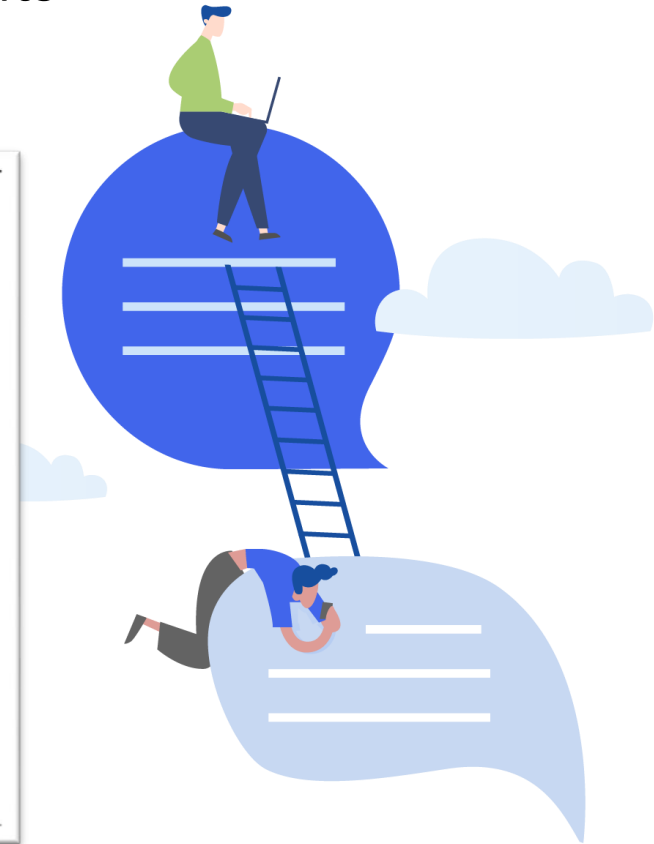
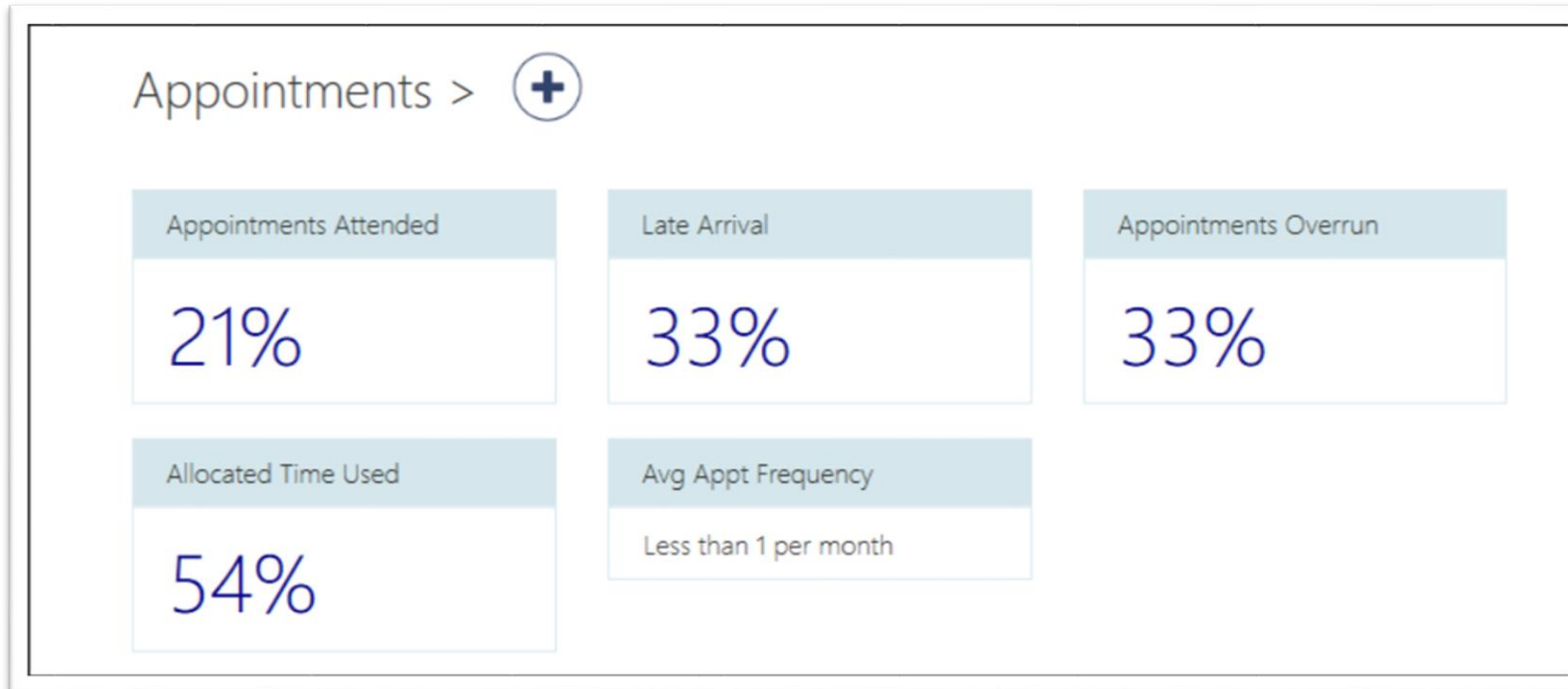
High level enhancements include:

- 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



Appointments Front Office

- Patient detail view – new snapshot of patient appointments statistics



Appointments (Front Office)

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

Scheduled >	Completed (the last 6 months) >
02-Oct-2019 15:20 ASAL Local Practice	04-Mar-2020 14:00 JCLA Local Practice
	01-Oct-2019 08:45 PPAN Local Practice
	12-Sep-2019 13:35 BRASC Local Practice
DNAs (the last 6 months) >	Cancelled (the last 6 months) >
04-Mar-2020 09:40 JCLA Local Practice	08-Oct-2019 10:15 PPAN Local Practice hospitalised
04-Mar-2020 09:00 ASAL Local Practice	03-Oct-2019 08:00 PPAN Local Practice hospitalised
17-Feb-2020 14:10 EDOHE Local Practice	02-Oct-2019 16:20 PPAN Local Practice hospitalised
21-Jan-2020 09:35 ASAL Local Practice	02-Oct-2019 16:20 PPAN Local Practice hospitalised
02-Jan-2020 16:30 CCHE Local Practice	18-Sep-2019 09:00 IRLQ



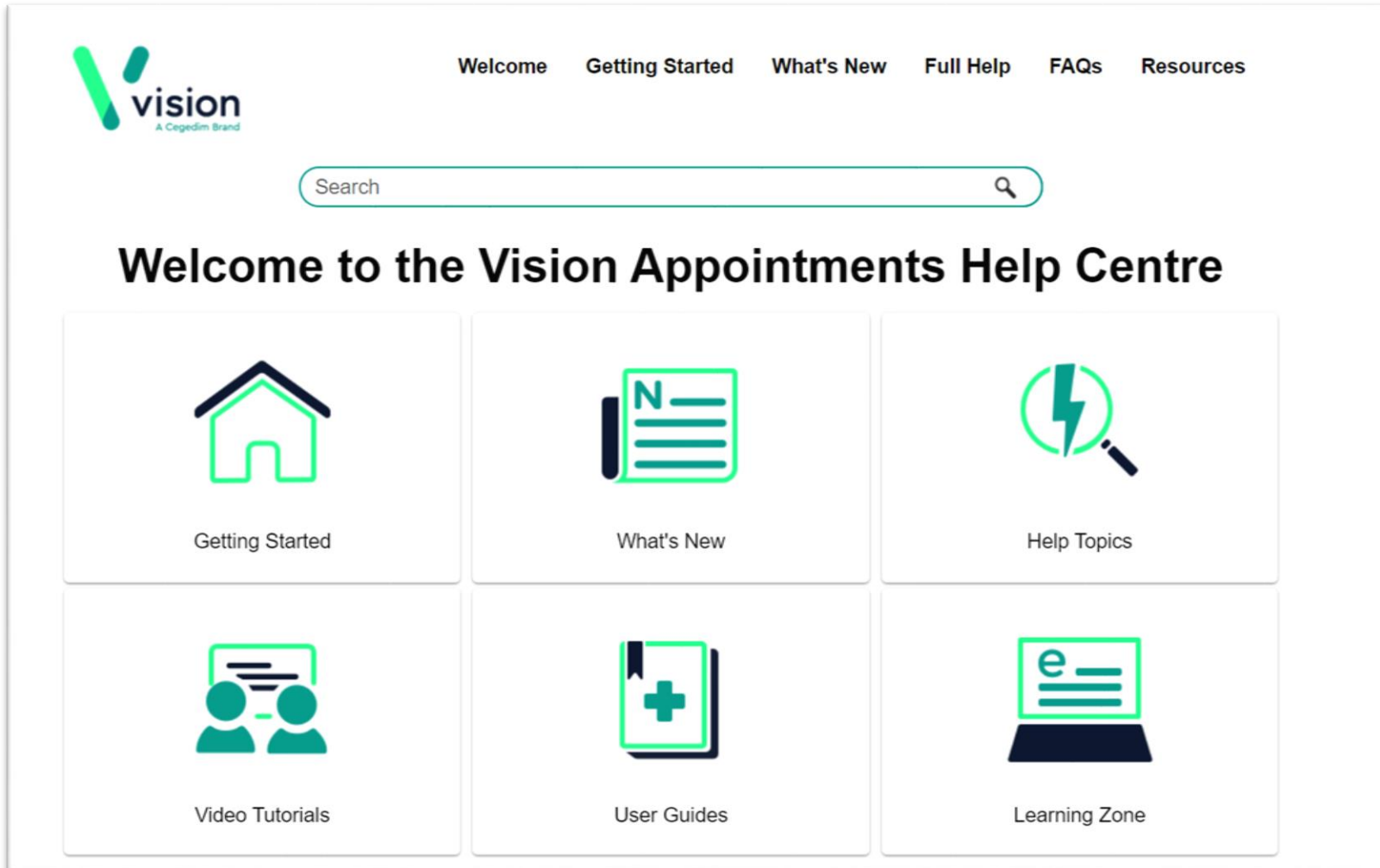


Getting Started with Vision Appointments



Appointments Help Centre

[New Appointments Help Centre](#)



The screenshot displays the homepage of the Vision Appointments Help Centre. At the top left is the Vision logo, which consists of a stylized 'V' made of two overlapping shapes (one green, one blue) and the word 'vision' in lowercase, with 'A Cegedim Brand' underneath. To the right of the logo is a navigation menu with the following items: 'Welcome', 'Getting Started', 'What's New', 'Full Help', 'FAQs', and 'Resources'. Below the navigation menu is a search bar with the placeholder text 'Search' and a magnifying glass icon. The main heading reads 'Welcome to the Vision Appointments Help Centre'. Below this heading is a grid of six tiles, each with an icon and a label: 'Getting Started' (house icon), 'What's New' (document with 'N' icon), 'Help Topics' (lightning bolt in a circle with magnifying glass icon), 'Video Tutorials' (two people talking icon), 'User Guides' (document with plus sign icon), and 'Learning Zone' (laptop with 'e' icon).

vision
A Cegedim Brand

Welcome Getting Started What's New Full Help FAQs Resources

Search

Welcome to the Vision Appointments Help Centre

Getting Started

What's New

Help Topics

Video Tutorials

User Guides

Learning Zone

Appointments Help Centre

The screenshot shows the 'Vision Appointments Help Centre' website. At the top left is the 'vision A Cegedim Brand' logo. The navigation menu includes 'Welcome', 'Getting Started', 'What's New', 'Full Help', 'FAQs', and 'Resources'. A search bar is located below the navigation. The breadcrumb trail reads 'You are here: What's New'. The main heading is 'What's New?' followed by the sub-heading 'May 2020 - Vision Appointments v2.3'. A teal sidebar on the right contains a list of navigation links: 'Welcome', 'Getting Started', 'What's New', 'Full Help', 'FAQs', and 'Resources'. Below the main heading is a video player with a play button and the text 'Vision Solution'.

New Look Help Centre... work in progress



[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](#)



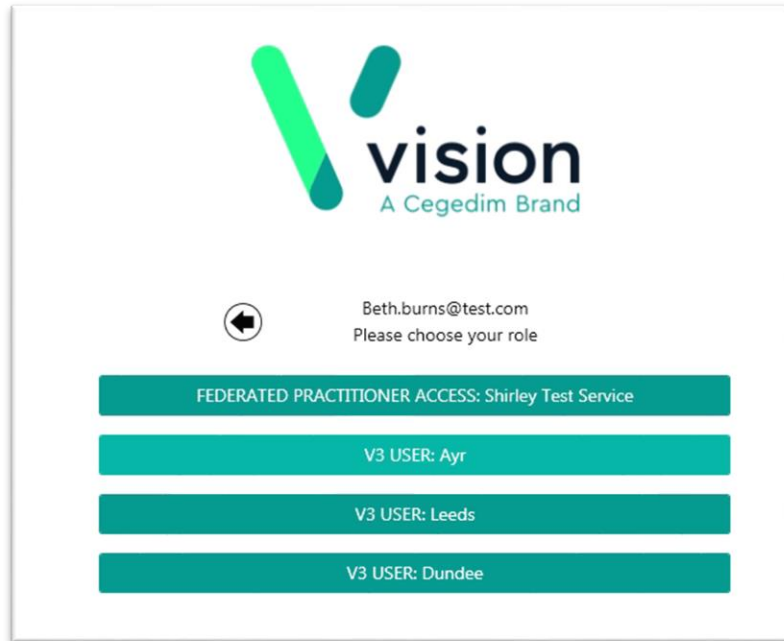
Appointments Future

Coming soon:

- Shared Appointments
- Triage



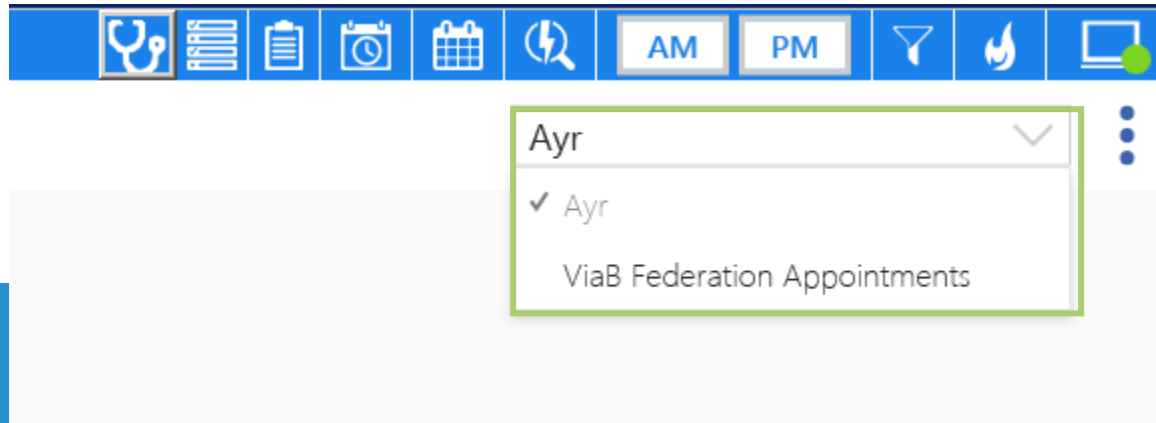
Federated Appointments / Shared Care



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



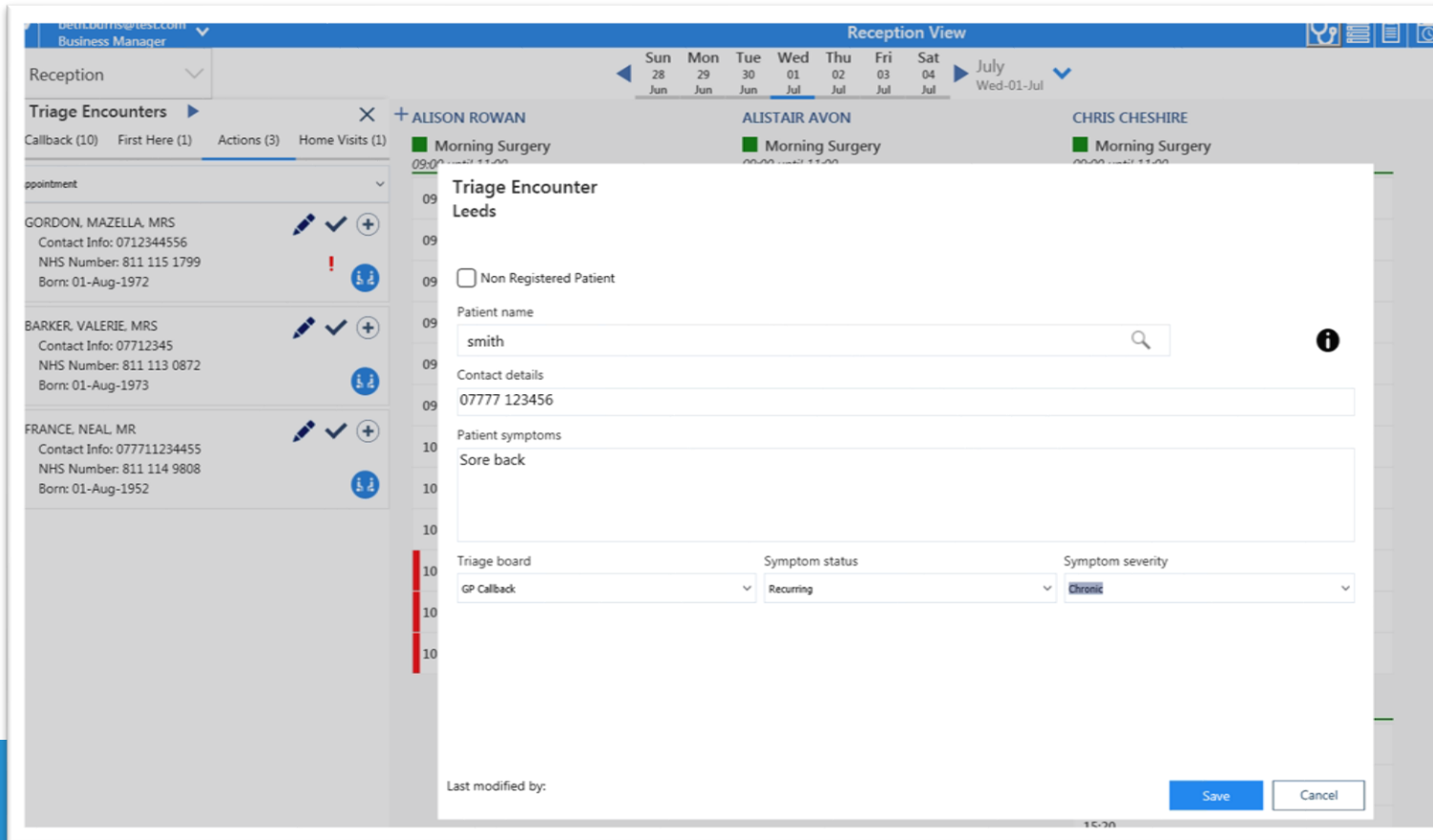
Dropdown on the taskbar allows the user to switch to view other books within the Federation

Triage in Reception View

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



What's New in Vision Appointments v2.3?

Appointments Setup

Easy to use Extension Plans

MR. . SYSTEM SUPERVISOR ▾		Extension plan									
		w/c 29-Jun-2020 ▶									
		29-Jun-2020	06-Jul-2020	13-Jul-2020	20-Jul-2020	27-Jul-2020	03-Aug-2020	10-Aug-2020	17-Aug-2020	24-Aug-2020	31-Aug-2020
ASAL 10 Weeks	MASTER (ASAL)	168 free slots booked utilised 0 0 0%	108 free slots booked utilised 0 0 0%	93 free slots booked utilised 0 0 0%	135 free slots booked utilised 0 0 0%	108 free slots booked utilised 0 0 0%	135 free slots booked utilised 0 0 0%	108 free slots booked utilised 0 0 0%	108 free slots booked utilised 0 0 0%		
CCHE 8 Weeks	BLANK	54 free slots booked utilised 0 0 0%	0 free slots booked utilised 0 100 100%	105 free slots booked utilised 0 0 0%	0 free slots booked utilised 0 100 100%	0 free slots booked utilised 0 100 100%	27 free slots booked utilised 0 0 0%				
EDOHE 4 Weeks	DD New Default	178 free slots booked utilised 4 2 2%	144 free slots booked utilised 0 0 0%	DD New Default 27 free slots booked planned 0 144			Ad-Hoc 36 free slots booked utilised 0 0 0%				
JPLO 4 Weeks	MASTER (JPLO)	157 free slots booked utilised 1 0 0%	117 free slots booked utilised 0 0 0%	MASTER (JPLO) 117 planned					Ad-Hoc 10 free slots booked utilised 0 0 0%		
BCLC 4 Weeks	Baby Clinic	60 free slots booked utilised 0 0 0%	60 free slots booked utilised 0 0 0%	Baby Clinic 60 planned							
STRAA	Podiatry Clinic	18 free slots booked utilised 0 0 0%	18 free slots booked utilised 0 0 0%	Podiatry Clinic 55 free slots booked planned 0 18							

Easy to Build Sessions

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

The screenshot displays the 'Edit Session' interface. At the top, a blue header bar contains the text 'Edit Session'. Below this, a light blue box states 'You are editing all occurrences of this session'. The main content area shows a session titled 'Afternoon_' with a green square icon and a duration of '140 mins'. Below the session title, there is a list of session slots, each with a checkbox, a colored square, a dropdown menu, a name, a globe icon, and a duration. The slots are: 'Routine' (10 mins), 'Routine' (10 mins), 'CUIT SlotType' (15 mins), 'Routine' (10 mins), 'Cytology Clinic' (30 mins), 'CVS GP Triage' (5 mins), 'Routine' (10 mins), 'Routine' (10 mins), 'Routine' (10 mins), 'Routine' (10 mins), and 'Routine' (10 mins). A vertical scroll bar is on the right side of the list. At the bottom of the list, there is a blue button labeled 'Scroll To Bottom'. At the bottom right of the interface, there are two buttons: 'Save' and 'Reset'.

Checkbox	Color	Dropdown	Name	Globe Icon	Duration	More Options
<input type="checkbox"/>	Green		Afternoon_		140 mins	
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Black	▼	CUIT SlotType		15 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Purple	▼	Cytology Clinic		30 mins	⋮
<input type="checkbox"/>	Orange	▼	CVS GP Triage		5 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮
<input type="checkbox"/>	Pink	▼	Routine	🌐	10 mins	⋮

Simple Slot Types

Edit slot type

Edit Slot Type

Name

Web bookings Non-viewable

Short Name

Duration
 mins

Delivery Channel
 ⓘ

Available for booking

Slot Type Colour

Show unused colours only



Slot Type Colour

Show unused colours only



Help Centre:

Appointments Setup Help Centre





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.



Tasks

Alison Rowan

3.6 What's new (for Sarah) tasks

Leeds and Dundee Fede...

5 My tasks

- Completed
- Sent tasks
- 0 Outbox
- Completed
- 0 Rejected
- Deleted
- 5 Unassigned
- All tasks
- 0 Announcements
- 0 Outbox
- Sent

New task

5 task(s)

Templates

Search...

test send to federa...	8 mths overdue	
ABALUNAM, Abby (Ms.)		
Referral Letter	01-Jul-2020	
COOPER SMITH, Rita (Mrs.)		
Insurance Report	01-Jul-2020	
NO PATIENT		
Book Community...	31-Jul-2020	
COOPER SMITH, Rita (Mrs.)		
Blood test requir...	31-Jul-2020	
ANDERSON SMITH JONES, Emi..		

Vision Tasks

ANDERSON SMITH JONES, Emiltkatelouise ()

Born 11-May-1983 (37y) Gender Female CHI 1106595009

Blood test required

Admin

Sent 27-Apr-2020 21:15

Due 31-Jul-2020 23:59

From Alison Rowan

To Alison Rowan

U&E

Conversation Activity

Can you confirm what day patient would prefer?

June Givens

Patient has no preference on day

June Givens

After 1PM would suit best

You; Mel Earth;

Write a message

1000

Send





Vision Tasks Overview

Help Centre

Tasks Help Centre





Vision Anywhere

Intelligent eMed3

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

COLWOOD, Robert (Mr)

Known allergies

Born 01-Aug-2003 (16y 10m) Gender Male NHS 811 112 3361

eMED3 Doctor's Statement

From

29-Jun-2020



Until

06-Jul-2020



Indefinite end date

Follow-up assessment required

Clinical diagnosis

Tonsillitis



Use for printed version

Refrain from work

May be fit for work with the following advice:

Phased return

Altered hours

Amended duties

Adaptations

Remarks

(Optional)

250

Issued by hand

Private patient/certificate

Patient record information

Requested by

Both

Detailed Encounters

COLWOOD, Robert (Mr)

Known allergies

Born 01-Aug-2003 (16y 10m) Gender Male NHS 811 112 3361



Encounters

All encounters (23)



Newest first

June 2020 (2)

Follow-up/routine visit 19-Jun-2020
Dr David Shaw Started 19:51

Surgery consultation 06-Jun-2020
Dr Federated Locum Started 04:48

May 2020 (5)

Surgery consultation 28-May-2020
Dr Susan Somerset Started 06:13

Surgery consultation 23-May-2020
Dr David Shaw Started 03:35

Follow-up/routine visit

Date 19-Jun-2020 Started 19:51 Clinician Dr David Shaw

Zygomycosis

Diagnosis

Episode - Continuing

A simple diagnosis entry

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

Improved Template & Calculator Screen

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

COLWOOD, Robert (Mr) Known allergies

Born 01-Aug-2003 (16y 10m) Gender Male NHS 811 112 3361

← Templates & Calculators Filter

All (30) **Downloaded (17)** Available to download (13)

17 Results GROUP BY Type

<input type="checkbox"/>	Name	Category	Status	Actions
^ Calculator (3)				
<input type="checkbox"/>	Diabetes Risk Calculates the risk of diabetes for patients aged b...	Other calculators	Downloaded	Up to date
<input type="checkbox"/>	MUST Score MUST (Malnutrition Universal Screening Tool) Sco...	Other calculators	Downloaded	Up to date
<input type="checkbox"/>	NAFLD Fibrosis Score Estimates the amount of scarring in the liver base...	Other calculators	Downloaded	Up to date
^ Template (14)				
<input type="checkbox"/>	Accessible Information Standard DCB1605 Accessible Information directs and defin...	National programmes	Downloaded	Up to date
<input type="checkbox"/>	Care Home Review Patient care home review template	Practice Templates	Downloaded	Up to date

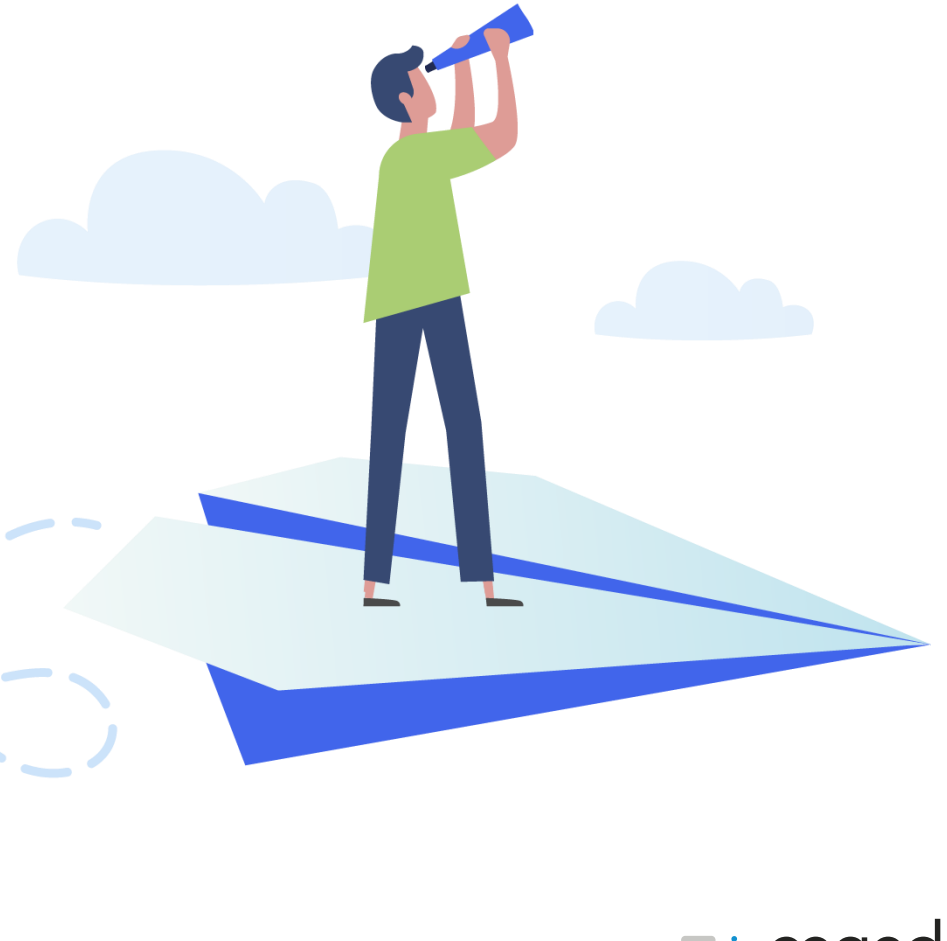
New Templates & Calculators

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



New Templates & Calculators

Vision Anywhere

DR CHRIS CHESHIRE

Leeds - CHRIS CHESHIRE

SMITH, Ben (Mr) Known allergies

Born 01-Aug-1952 (67y) Gender Male NHS 811 115 6782

Save Cancel 03-Jul-2020 Undo All

Diabetes risk Diabetes risk evidence

The Leicester Practice Diabetes Risk Score is recommended by NICE and used by Diabetes UK for the identification of those at risk of diabetes.

Age: 67
Gender: Male

Calculated Diabetes risk of 98.18 %

A score of $\geq 30.5\%$ indicates a very high risk of diabetes

Body Mass Index
02-Jun-2020 - Body mass index (88.89)

Using a Body Mass Index of 88.89

Ethnicity +
No recorded data.

FH Type 2 Diabetes +
No recorded data.

Diabetes diagnosis
No recorded data.

Antihypertensive medications -
03-Jun-2020 - Candesartan 16mg tablets

Close

Body Mass Index


Graph Trends

Show Values NO

Date	Body Mass Index	Height	Weight
06-Apr-2020	~55	0	~30
02-Jun-2020	~90		
03-Jul-2017			~80



Search for Drugs by Appliance Number




 DR TIM TORBAY ▼

COLWOOD, Robert (Mr) Known allergies

Born 01-Aug-2003 (16y 10m) Gender Male NHS 811 112 3361

Prescribe

Drug name

Drug name	
F568	✕ 📖
Fulcionel AR ostomy belt with hole cutting, extra small F568 26cm depth, upto 75cm Black (CUI International)	
Fulcionel AR ostomy belt with hole cutting, extra small F568 26cm depth, upto 75cm Skin (CUI International)	
Fulcionel AR ostomy belt with hole cutting, extra small F568 26cm depth, upto 75cm White (CUI International)	

Source of drug

In practice ▼

Print



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.

Vision Anywhere

DR ALISON ROWAN

COOPER SMITH, Rita (Mrs) Known allergies

Born 01-Aug-1983 (37y) Gender Female NHS 811 113 3146

Medication review 4 weeks overdue

← Patient Summary

Encounters > Medical History >

+ New encounter

Significant Diagnoses (3 of 3)

← Patient Alerts

3 Results

Title	Alert type	Status	Date	Info
Medication review done by do...	Medication Reviews	Overdue	Overdue by 7 months	
Medication review done by do...	Medication Reviews	Overdue	Overdue by 11 months	
Medication review with patient	Medication Reviews	Overdue	Overdue by 1 year	

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.

Vision Anywhere

DR ALISON ROWAN

COOPER SMITH, Rita (Mrs) Known allergies

Born 01-Aug-1983 (37y) Gender Female NHS 811 113 3146

← Patient Summary

Demographics

Patient's GP	
Registered Practice	INPS Leeds Test Practice
Registration Status	Permanent
Registered GP	Dr. Tim Torbay
Usual GP	Dr. Tim Torbay
Preferred Pharmacy	Test Pharmacy 1 Change

PHARMA HOUSE, 1 PHARMACY STREET, DRUGVILLE, PHARMASHIRE, AB1 2CD

0141 889 6546

pharma6@drug.com

Preferred pharmacy

For management of paper prescriptions

Select Pharmacy

Test Pharmacy 1 Clear

PHARMA HOUSE, 1 PHARMACY STREET, DRUGVILLE, PHARMASHIRE, AB1 2CD

0141 889 6546

pharma6@drug.com

Save changes Cancel



What's New in Vision Anywhere

Help Centre

Vision Anywhere Help Centre
for Windows





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



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
- Influenza QIVe (egg)
- Influenza QIVe (egg) – OHP
- Influenza QIVe (egg) – Pha
- Influenza TIV
- Influenza TIV – OHP
- Influenza TIV – Pha
- Influenza TIV-HD (high-dose)



PRN Medication

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

Acute Therapy - Add

Quantity: 200 Preparation: dose

Dosage: 1 TO 2 PUFFS UP TO FOUR TIMES DAILY AS REQUIRED

Drug Class: Selective beta 2 agonists

Source of Drug: In practice

PRN: PRN

Repeats: CMS

Annotations:
- Dosage instructions contain PRN (as required)
- The Dosage instructions include PRN which automatically selects the PRN option. This enables PRN items to print separately from other items. Remove the tick to deselect, if required

No drug allergy status recorded.

Prescription Manager - Add

Prescriber To Sign: Pocock, Dr Sanjaya

PRN options:
 Separate out PRNs
 One PRN per script

Send	Print	Date	Clinician	Drug/Advice	Dosage	Quantity	Iss	PRN
<input type="checkbox"/>	<input type="checkbox"/>	15/09/20	SPDC	Salbutamol 100micrograms/dose breath actuated inhaler CFC free	1 TO 2 PUFFS UP TO FOUR TIMES DAILY AS REQUIRED	200	0	Y
<input type="checkbox"/>	<input type="checkbox"/>	15/09/20	SPDC	Atenolol 25mg tablets	1 TABLET ONCE A DAY	28	0	N

PRN Column

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.

AMS

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

05.03.2020

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

EH99 1ZZ
88113

**** CONFIDENTIAL ****

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

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)

PRN Medication

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

Vision System Settings

Therapy

Medication Review

Date Offset	Overdue Offset	Due Offset	Default Read Code
12 Months	0 Year	2 Weeks	8B3S.00-Medication review

OK
Cancel
Help

Repeats

Old Repeat Offset	Repeats Interval	Repeat Dispensing Warning Days
6 Months	28 Days	10

Enable Inactivation/Reactivation Reason Enable Repeat Dispensing

Printing

Separate out PRNs One PRN per script

Reorder Form

PRN guidance text

Only tick the items you require - If you are in any doubt about how to use your medication, please discuss it with your GP/pharmacist

What's new – DLM's

[Release Guide - DLM760](#)

[Release Guide - DLM770](#)



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](#)

Get in touch...



Andrew Neill
National Business
Manager – UK

Andrew.neill@visionhealth.co.uk



Margaret McCaul
National Account
Manager
Scotland

Margaret.mccaul@visionhealth.co.uk



Jonathan French
Account Manager

Jonathan.French@visionhealth.co.uk



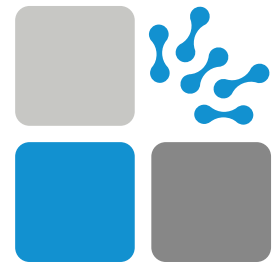
Colin Wilson
Account Manager

Colin.wilson@visionhealth.co.uk

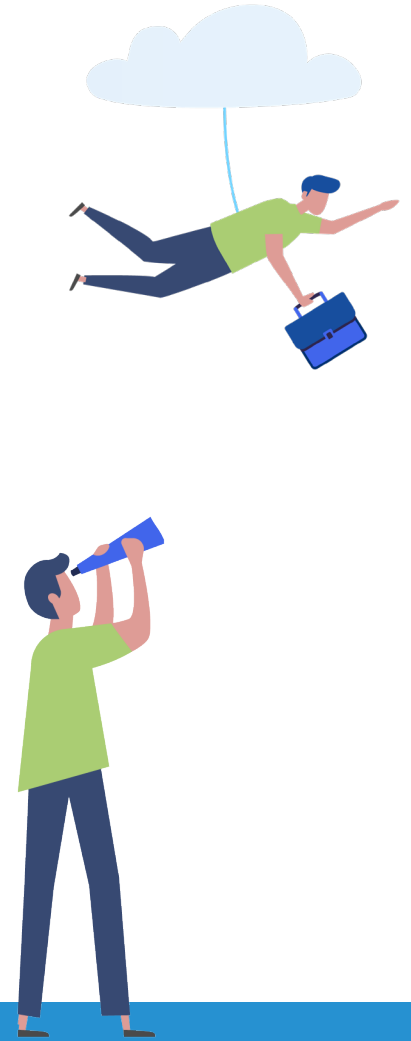


Neil Scott
Account Manager

Neil.scott@visionhealth.co.uk



cegedim
Healthcare Solutions



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

Scotland User Group

General Hints and Tips

Duration: One hour split into segments

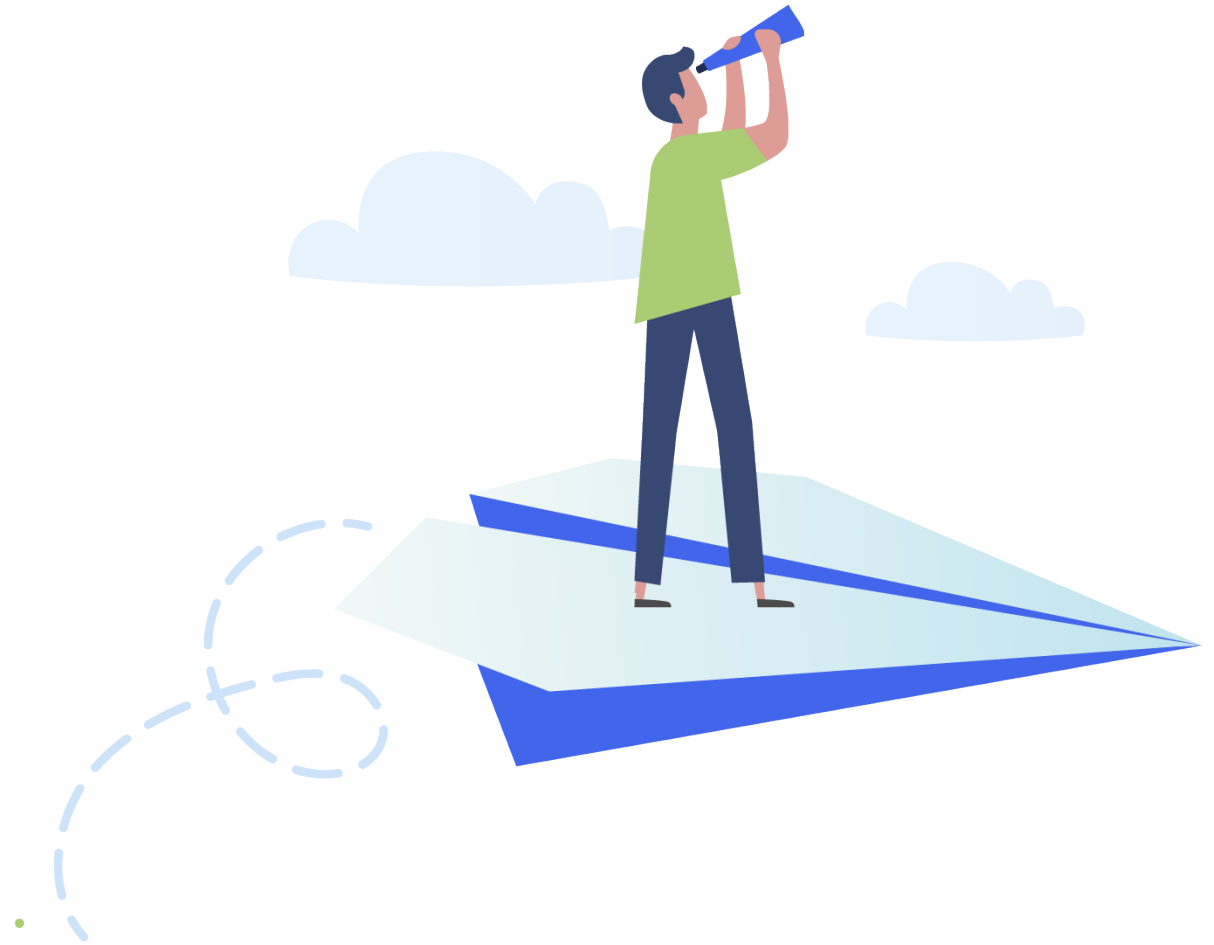
Recorded Session

Question and Answer FAQ



Topics

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



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?

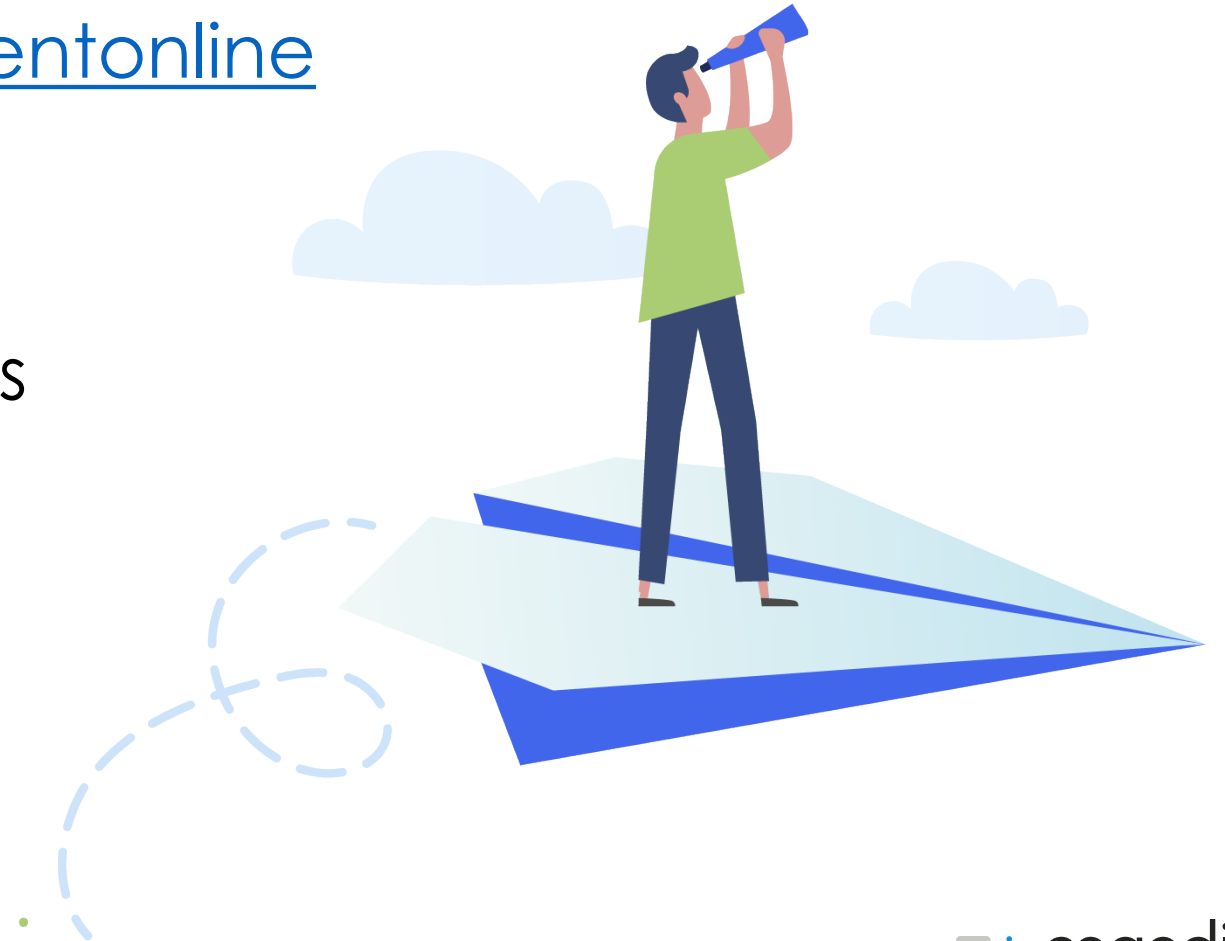
Identify patients not using the service?



Online Resources

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

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



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](#)




Online Services – Welcome Message


We use cookies to give you the best possible experience. By using our website you agree to our use of cookies in accordance with our [cookie policy](#) [I Understand](#)

 Patient Services Appointments Messaging Prescriptions Record Access ▼

My Account 

Log Out 

Home

 rebecca cuthbert
NHS 421 113 9797

Welcome to Cegedim Healthcare Solutions Practice Online Services.

****IMPORTANT - CORONAVIRUS****

Do you have a new continuous cough?

Do you have a high temperature or fever?

If so stay indoors and avoid contact with other people as you would with Flu.

Please follow this link

<https://111.nhs.uk/covid-19>

Please be aware! If you are completing a form on behalf of a child, when you reach the page to enter your details please enter the child's details and not your own.

Please not: the consent page is asking you to confirm that the person filling the form is over 16yrs of age.

If you would like to view your medical record online please contact the practice.

For all other enquiries please call the surgery on 020 7501 7105 or visit our website (link below).

Our practice policy is to not approve of shared accounts for any of our patients. Your medical information is personal and should not be shared. Each patient is responsible for the security of their own information they see or download. If you choose to share your information with anyone else, this is at your own risk.

[Surgery Website](#)

[Message from your practice]



Help

Online Services - Appointments


We use cookies to give you the best possible experience. By using our website you agree to our use of cookies in accordance with our [cookie policy](#) [I Understand](#)

 [Patient Services](#) [Appointments](#) [Messaging](#) [Prescriptions](#) [Record Access](#) ▼

[My Account](#) ⚙️

[Log Out](#) ↗️

Appointments

 rebecca cuthbert
NHS 421 113 9797

TT Welcome to the INPS Online Appointments Service

You may use this service to book a single 10 minute, face to face appointment with a Doctor.

Please contact Reception on 01234 56789 if you need a special appointment or one that is longer than 10 minutes or require an appointment to see the nurse.

Please use this service to cancel any unwanted appointments in good time so that another patient may use it.

You may enter a brief reason for the appointment in the box provided.

Please note that this will only be seen by the GP at the time of your appointment and is visible to all staff.

If you Fail to attend any booked appointment you may be blocked from using this service.

[Message from your practice]

You currently don't have any appointments.

[+ Add New Appointment](#)

[📅 Appointments History](#)

[Help](#)

[Contact Website Support](#)

[Feedback](#)

[Appointments](#)

[Messaging](#)

[Prescriptions](#)

[My Medical Record](#)

[Summary](#)

[Terms & Conditions](#)

[Privacy Policy](#)

[Cookie Policy](#)

Vision Online Services

Global

Enable Vision Online Services

OSU

Services

Appointments: Enabled

Prescription:

Repeat: Enabled

Acute: Enabled

Patient Messaging: Enabled

Summary Data: Enabled

Demographics

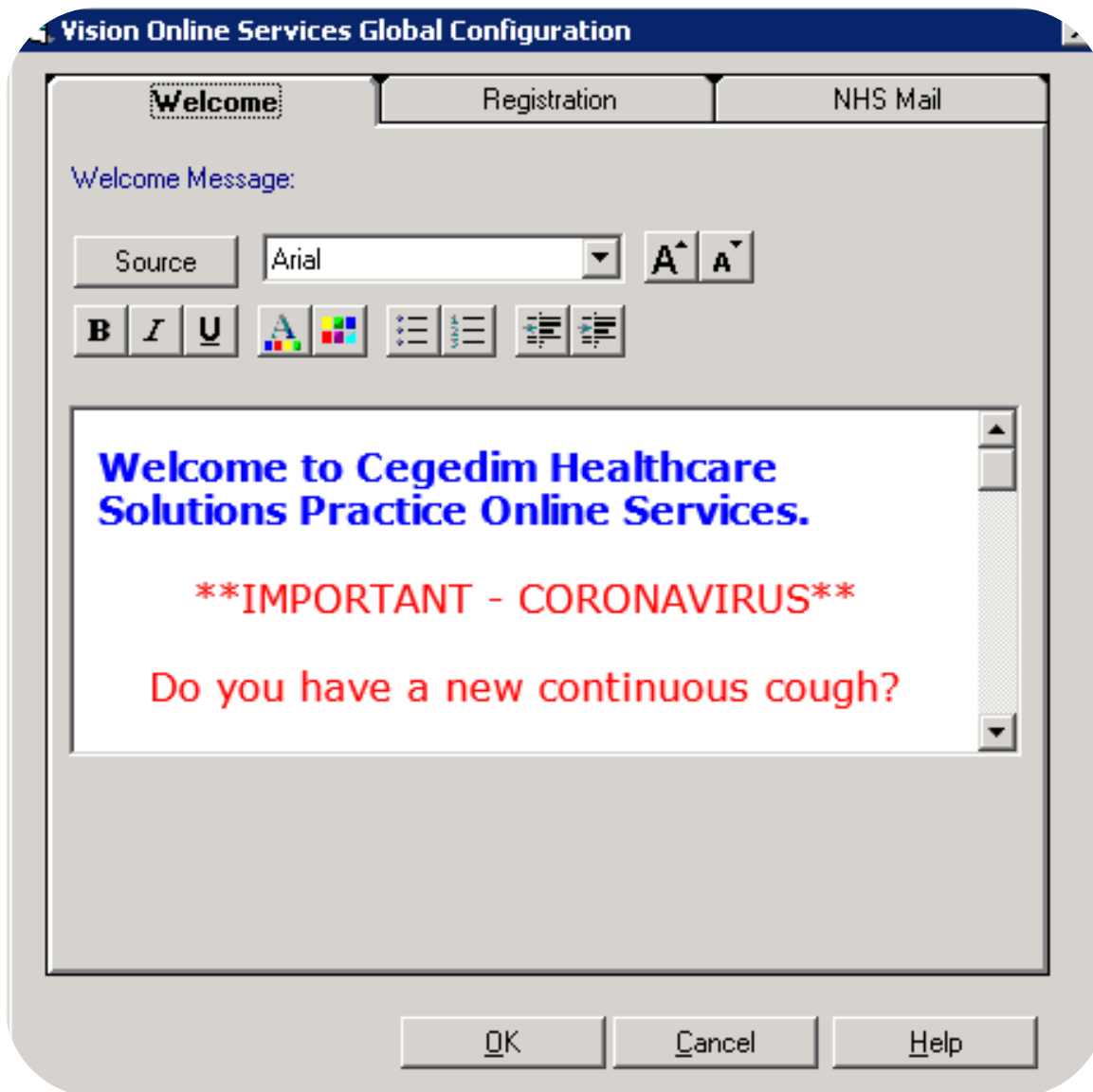
View

Auto Update

Pharmacy Nomination

View

Online Services - Configuration



Knowledge Base – GP Online Services Excel

PFS Online Analysis [Read-Only]

Patient Facing Services Analysis Report

Start date applies to the reference date when searching 2 weeks past and 2 weeks into the future on specific reports

Start Date
22/11/2020

[Click here to Compile the Report](#)

This report will be automatically minimised while compiling and close once completed, then the results saved into the same folder location you ran this file from and called "PFS Online Analysis {date/time}.xls"

This report may be run as often as you like and will always collate up to the minute data

***** IMPORTANT NOTE *****
Email addresses may be copied in bulk from this worksheet and pasted directly into the **BCC** field ONLY! of your email. **DO NOT** under any circumstances ever paste bulk patient email addresses into either the "To" or "CC" fields. If in any doubt do not send bulk emails. For NHS mail Bcc is located under the 3 dots (...) icon


Notes about the Analysis tabs
Once the report has completed the Analysis tab will provide aggregated data across various areas to help practices target potential new patients to invite for online services and manage current patient online processes

Only if there is a reference to 2 weeks past/present in the description text does it apply to those specific searches.

NOTE:
Excel 2010 - Please "Enable Content" if a security Warning is displayed
Excel 2007 - Click the **Options** button and enable both **Macros and Data Connections**
Excel 2003 - This report has not been written or tested with this version of Excel

Current Version: 1.6
Last updated: 23/03/2017
Written by: Bradley Sieve (Vision)
Email: bradley.sieve@visionhealth.co.uk

Disclaimer
In using this Microsoft Excel report you hereby acknowledge that the software cannot be guaranteed error free and may also be subject to human error. The data is being recorded by your practice, and further acknowledge that the existence of any such errors shall not make Vision responsible for any actions you carry out based on these results.


vision
A Cegedim Brand

cegedim
Healthcare Solutions

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

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

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_NOPE
...with email address	37	1%	TPP_NOPE
...with mobile number	231	5%	TPP_NOPE
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		TPP_PFS
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

	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
Atrial fibrillation	2%	131	108	82%	24
*Cancer	3%	145	132	91%	19
CHD	5%	264	234	89%	30
Chronic kidney disease	0%	14	7	50%	7
COPD	2%	115	100	87%	17

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

Text Messaging

Did you know you can...

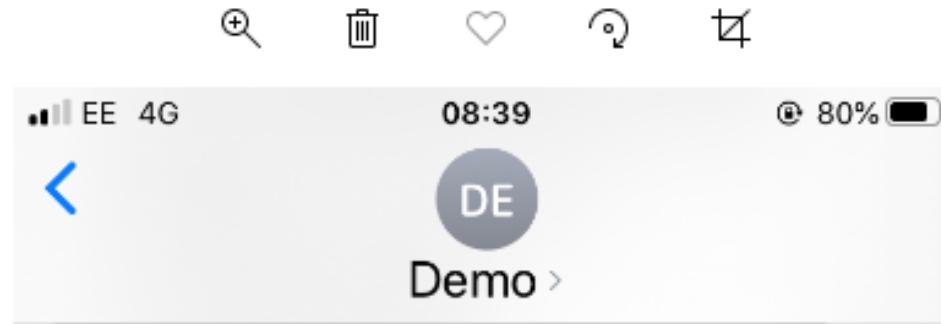
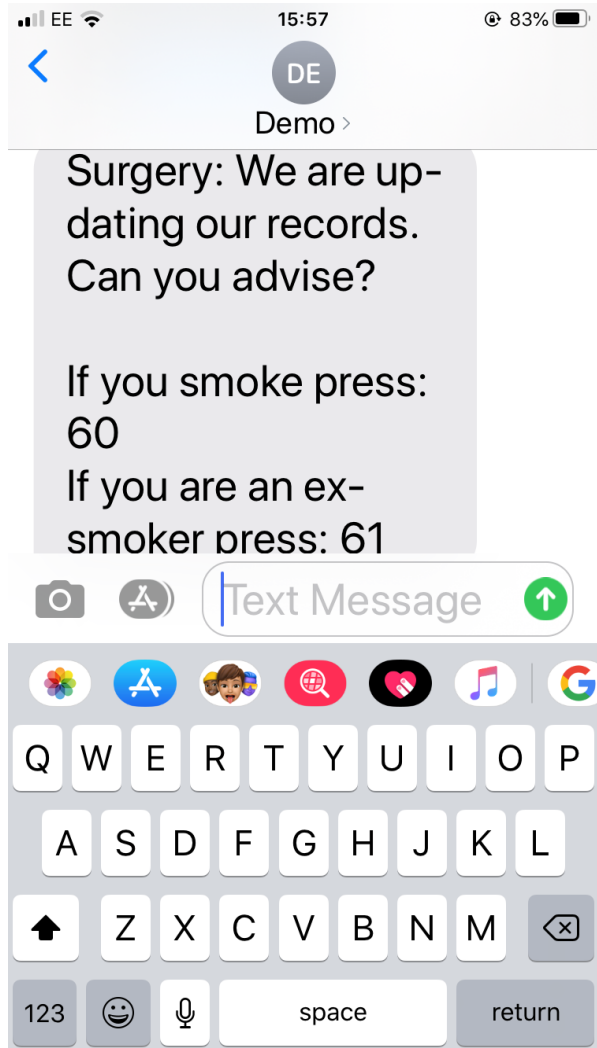
- Customise your appointment reminders?
- Setup one-way or bi-directional templates?
- Create patient specific text messaging?



SMS Appointment Reminders

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





Yesterday 18:48

Your appointment is due on 05/10/2020 at 10:40
To cancel your appointment reply 65

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



Individual SMS Messages

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



Consultation Types

Did you know you can...

Use the following new consultation types?

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



Did you know you can use Apps Controller?

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



Vision+ Calculators

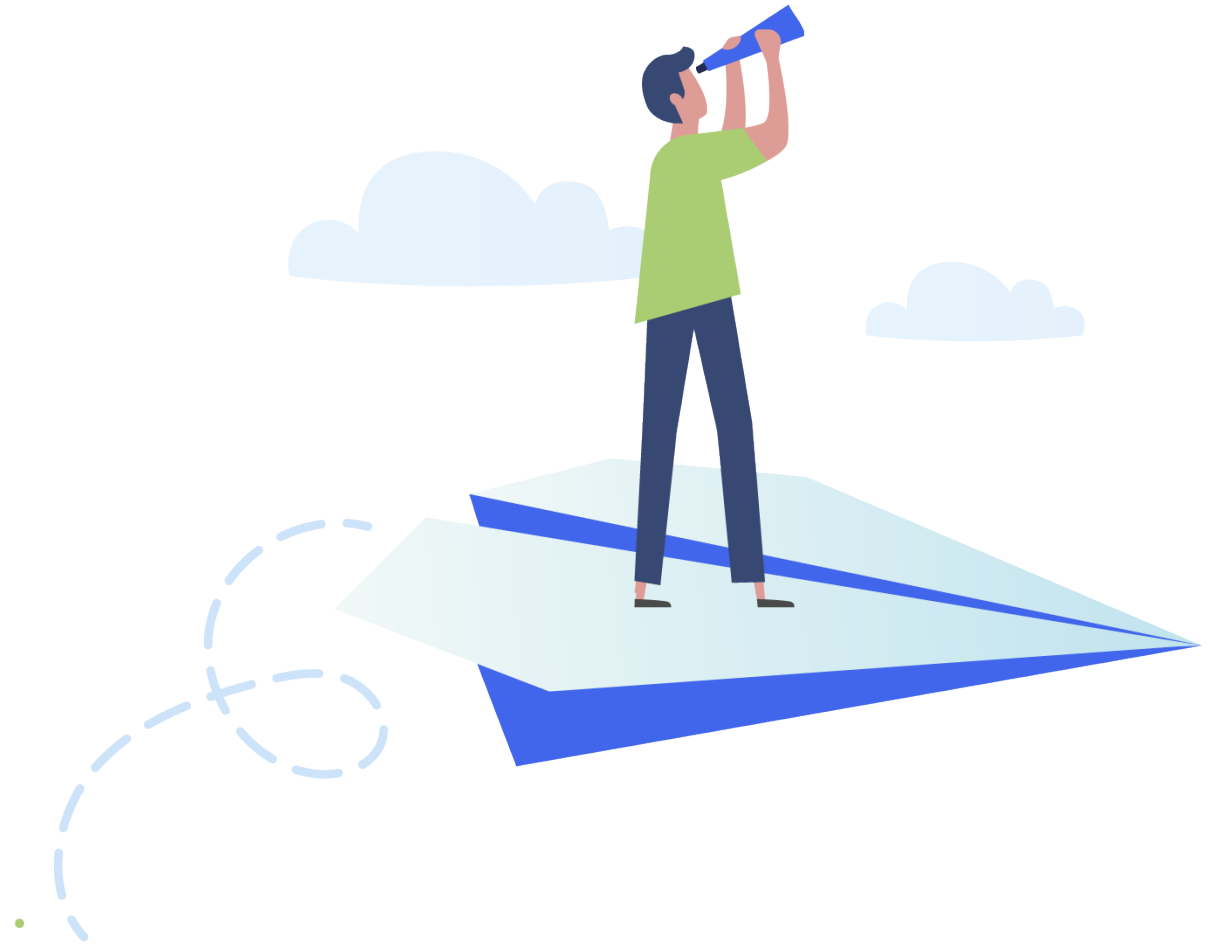
Did you know you can...

- Access new calculators from the Vision+ floating toolbar



Quick Hints...

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



Questions?



For more information....

Knowledge Base

eLearning

Training Catalogue

F1 Context Sensitive Help

Email: debbie.cuthbert@visionhealth.co.uk

