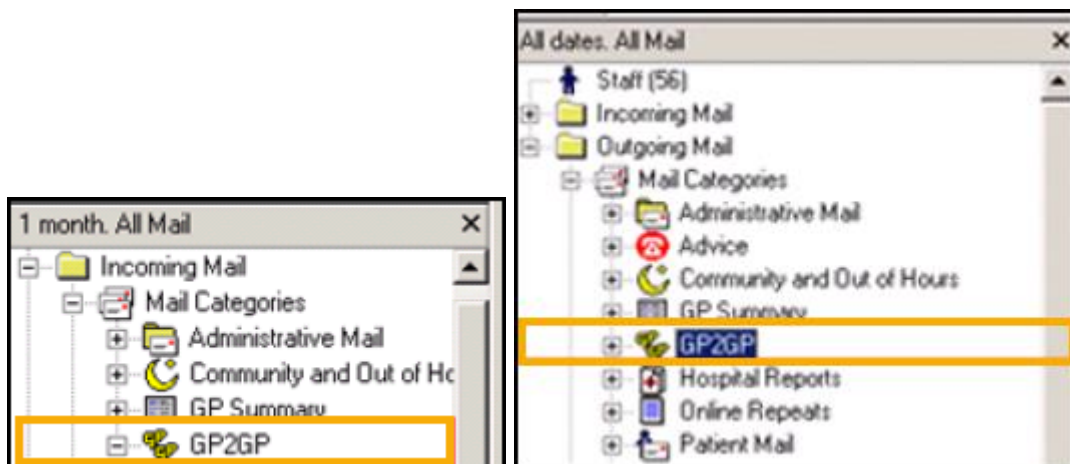


GP2GP – Mail Manager Messages Quick Reference






This quick reference guide details the different GP2GP messages and explains how to deal with each message status.

Viewing Incoming and Outgoing Messages







Incoming and outgoing GP2GP messages display in **Mail Manager** under the **Incoming** or **Outgoing Mail** folder and display within the **GP2GP** category:



Incoming Messages

Message Status	Action to be Taken
 Available for filing	A status of Available for filing means that a message is received but not filed. To file the message right click and select File All .
 Filed	A status of Filed means the message has been filed into the patient's record.
 Notes sent	When a patient registers elsewhere their GP2GP record is automatically sent to the new practice. A status of Notes sent indicates the patient's GP2GP record has been forwarded to the new practice.
Acknowledged – notes not yet sent	<p>Acknowledged - notes not yet sent means that the patient has unfiled results in their record. The results have been received within the last 12 months and are in View Mail for Patient but not on the patient's record.</p> <p>To resolve this:</p> <ol style="list-style-type: none"> 1. From Consultation Manager, select the patient and then select View Mail for Patient . 2. Select Unfiled to view the results. 3. Select File All. 4. Go back into Mail Manager where the message status has updated to Ready for Action. 5. Select Send Response.
Ready for Action	A status of Ready for Action is set if the original status <i>Acknowledged - notes not yet sent</i> was not dealt with and the unfiled results are more than 12 months old. Process as above.
 Withdrawn	You can withdraw a request for a GP2GP message, for example, you may have selected the wrong patient. To withdraw a message, right click on the request and select Message – Withdraw Message . Select a reason for withdrawal and select OK , the status automatically changes to Withdrawn .

Outgoing Messages

Message Status	Action to be Taken
 Sent awaiting acknowledgement	Sent Awaiting Acknowledgement indicates a GP2GP request has been sent. The status should change to Complete once an acknowledgement is received. If not received you must wait for the paper record.
 Sent	Sent indicates the GP2GP message has been acknowledged.
 Complete	Complete indicates that GP2GP records have been successfully sent and received.
 Transmission error	A status of Transmission error indicates a problem with a message being sent. Right click on the on the message and choose Reprocess to try sending the message again.
 Acknowledged with caveats	A status of Acknowledged with caveats indicates a request for notes has been sent to the patient's previous practice however an acknowledgement has yet to be received. These messages should clear and change to Completed . If not received you must wait for the paper record. If the Acknowledged with caveats messages are old you can right click and select Message - Withdraw message . This avoids the GP2GP record being received after the paper records have been summarised.
 Withdrawn	A status of Acknowledged with caveats can be withdrawn if paper records have been received and summarised. To withdraw the message, right click, select Message - Withdraw Message and select a reason for withdrawal. Select OK . The status changes to Withdrawn .