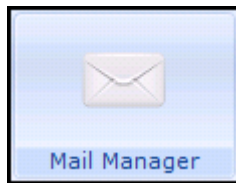


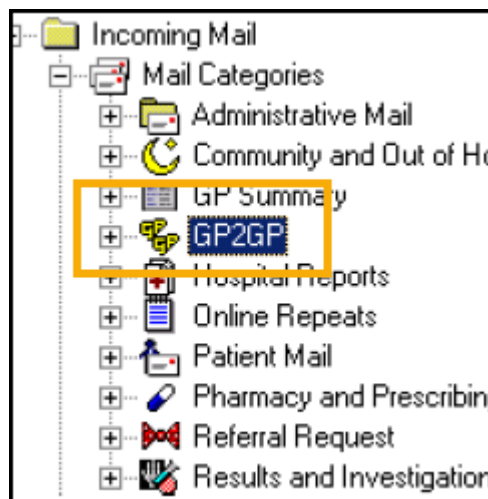
## GP2GP – Mail Manager Quick Reference



**Mail Manager** handles all GP2GP messages. This guide explains how incoming messages are received and filed into the patient's record and describes how to manage outgoing GP2GP messages.


### Filing Incoming GP2GP messages for New Patients

Incoming GP2GP messages are received in **Mail Manager** under **Incoming Mail** and display in **Mail Categories - GP2GP**:

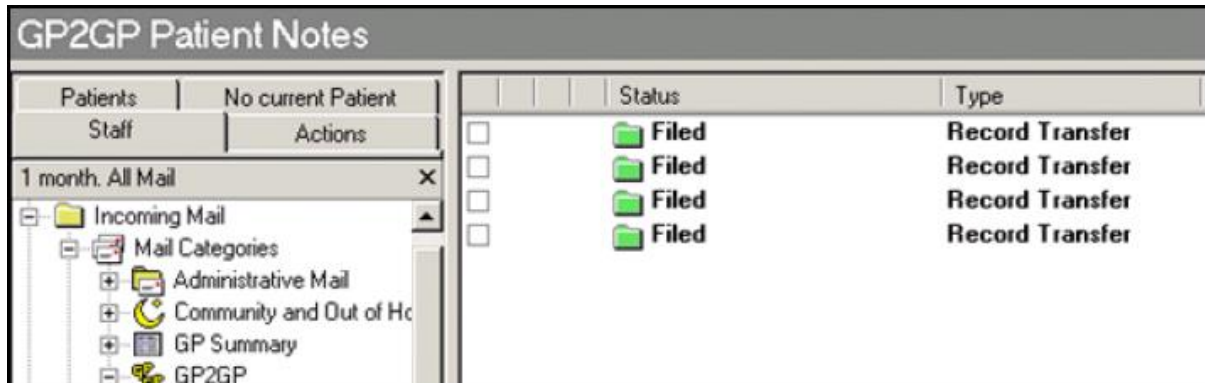


The message type is a **Record Transfer** and because GP2GP messages do not automatically file they have a status of **Available for Filing** and have to be filed manually:

	Status	Type	Read	Date	Staff	Patient	Action/Subject
<input type="checkbox"/>	Available for filing	Record Transfer	<input type="checkbox"/>	15/05/2007 11:38	Bailey, M	Johnson, Mirza	

 **Note** - GP2GP messages are allocated to the System Supervisor mailbox. Staff responsible for dealing with GP2GP messages must have access to this Mailbox. To check staff access, practice administrators should select **Management Tools - Control Panel - Mail Maintenance** and then select **Staff Access**.

To file an **Available for filing** message, right click on it and select **File All**. Depending on the size of the record, this may take a while but once complete the **Filing successful** displays. Select **OK**. The message status changes to **Filed**.



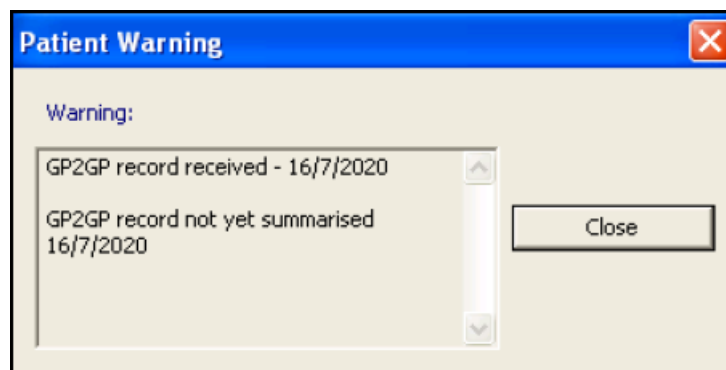
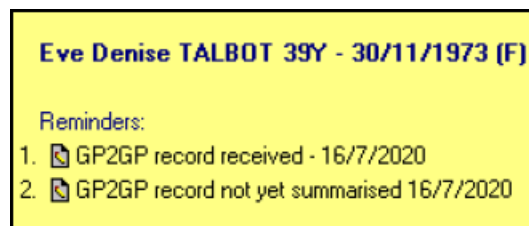
## Attaching a Reminder or Patient Warning to an Incoming GP2GP message

It is recommended that after filing the message you open the patient record in **Consultation Manager** and attach either:

- **A reminder** - Select **Add - Reminder**, or
- **A patient warning** - Select **Add - Patient Warning**.

The following should be recorded to indicate the date the message was filed and that it has yet to be summarised:

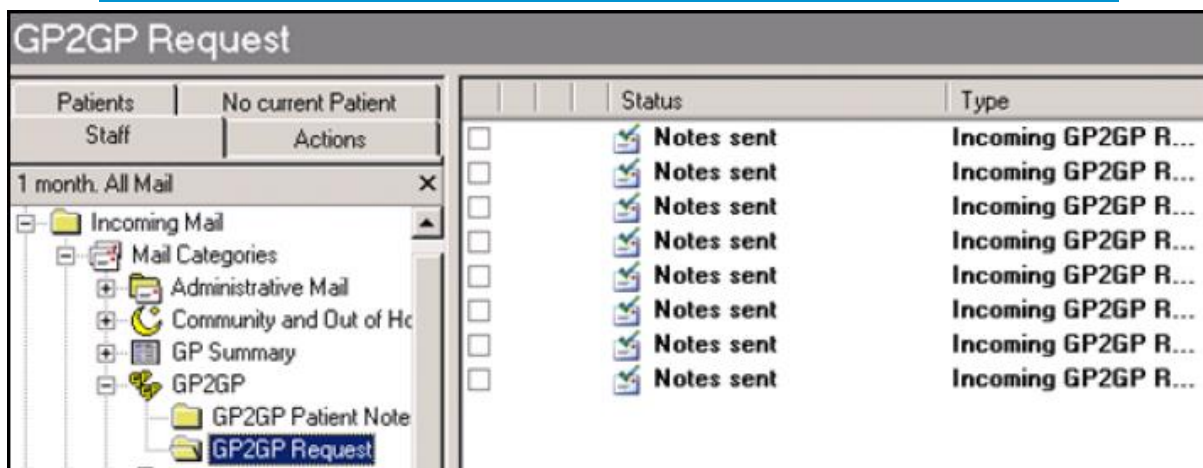
- GP2GP record received and today's date.
- GP2GP record not yet summarised and today's date:



## Dealing with GP2GP Requests for patients who have left your practice

When a patient registers elsewhere their GP2GP record is automatically sent to the new practice and you see the record status of **Notes sent** with a message type of **Incoming GP2GP request** in the Incoming GP2GP folder.

 **Note** - The **Notes sent** message displays in the **Unallocated** mailbox because it is **FAO the Practice Manager** and not a named member of staff. Staff responsible for checking GP2GP messages should have access to the **Unallocated** mailbox. To check staff access, practice administrators should select **Management Tools - Control Panel - Mail Maintenance** and then select **Staff Access**.




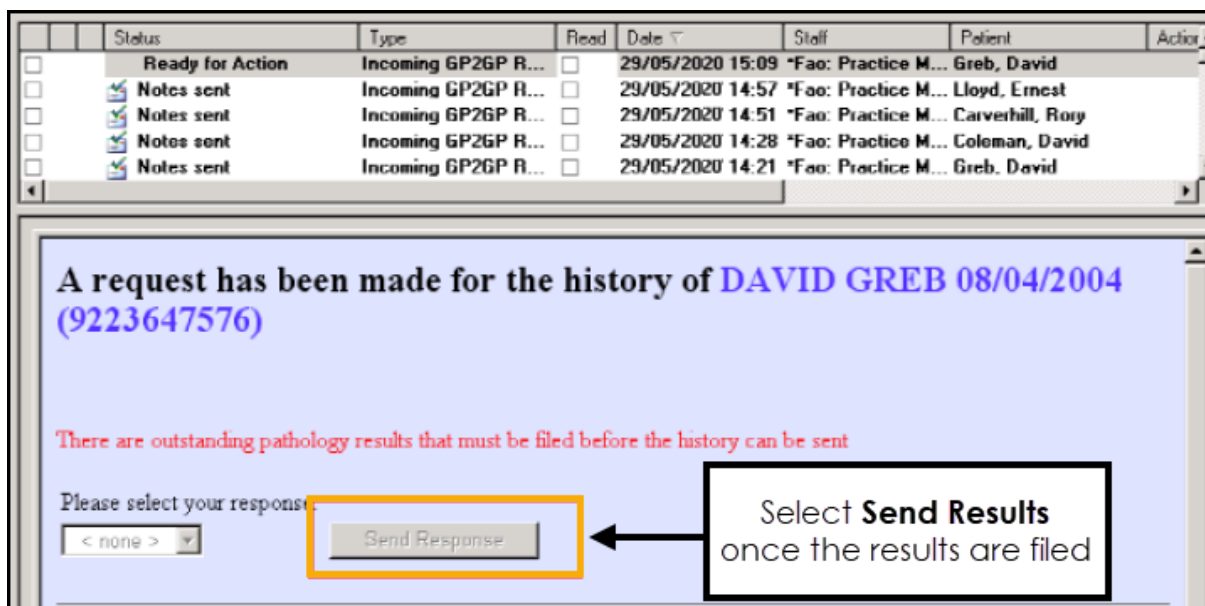
It is recommended that you attach a **Reminder** or **Patient Warning** to the patient record in **Consultation Manager** to indicate that the patient has applied to join another practice. The patient is still registered as permanent and is not transferred out until the deduction is received via **Registration Links**.

## Dealing with GP2GP Requests and Notes that have not been Sent

### Acknowledged - notes not yet sent

Sometimes messages in **Incoming Mail - GP2GP** have a status of **Acknowledged - notes not yet sent**, this indicates 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. The data transfer cannot be initiated until the message is dealt with. To resolve this:

1. Select the patient in **Consultation Manager**.
2. Select **View Mail for Patient** .
3. Select **Unfiled** to view the results.
4. Select **File All**.
5. Return to **Mail Manager**, the message status is now **Ready for Action**.
6. Select **Send Response**:




The screenshot shows a table of messages with columns for Status, Type, Read, Date, Staff, and Patient. The first message is highlighted with a status of 'Ready for Action'. Below the table is a dialog box with the following text:

A request has been made for the history of **DAVID GREB 08/04/2004 (9223647576)**

There are outstanding pathology results that must be filed before the history can be sent

Please select your response:

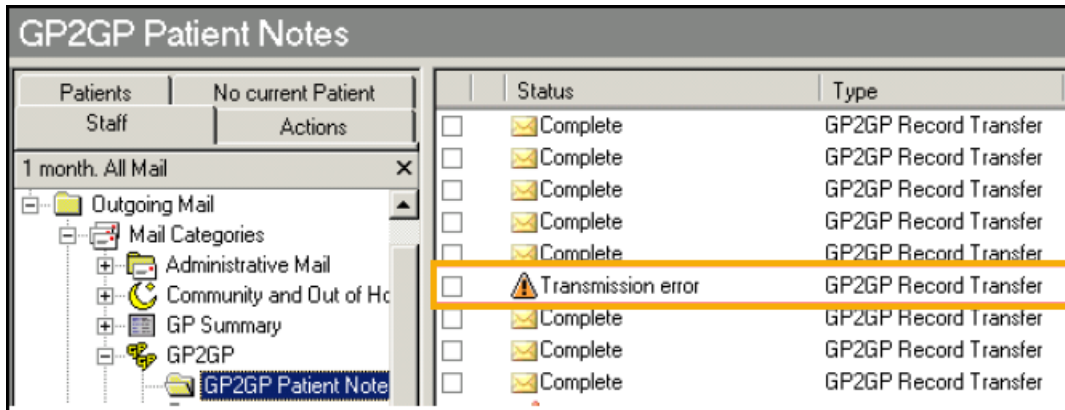
< none >  Select **Send Results** once the results are filed

 **Note** – A message has a **Ready for Action** status if the original status of **Acknowledged - notes not yet sent** is not dealt with and the unfiled results are more than 12 months old.

## Transmission Errors

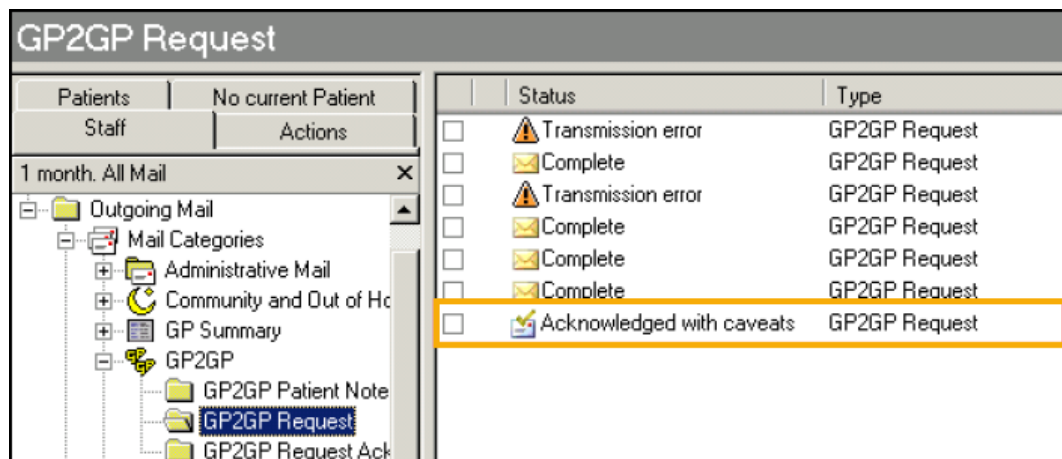
If a status of **Transmission Error** occurs (**Outgoing Mail - GP2GP Record Transfer**), the audit trail can be viewed for transmission error reasons.

In all cases, you should right mouse click on the message and select **Reprocess** to try sending the message again:



## Acknowledged with Caveats

GP2GP Request messages in **Outgoing Mail** with a status of **Acknowledged with caveats** indicate a request for notes has been sent to the patient's previous practice but the message has not been acknowledged. These messages should clear and change to **Complete**, if not, you can phone the practice concerned and ask that they expedite the notes (it usually means the previous practice has some unfiled pathology results) or you can wait to receive the paper record:



## Sent Awaiting Acknowledgement

GP2GP Request messages in **Outgoing Mail** with a status of **Sent awaiting acknowledgement** should change to **Complete** once an acknowledgement is received. If not you may need to wait for the paper record.

➔ See [GP2GP Transfer of Electronic Health Records](#) in the **Mail Manager Help Centre** for full details.

## Archiving Messages

It is recommended that you archive messages in **Mail Manager** on a regular basis. To archive all messages, not just GP2GP messages, select **File - Archive**. Select **Archive all messages to which I have rights** and then select **Archive**.