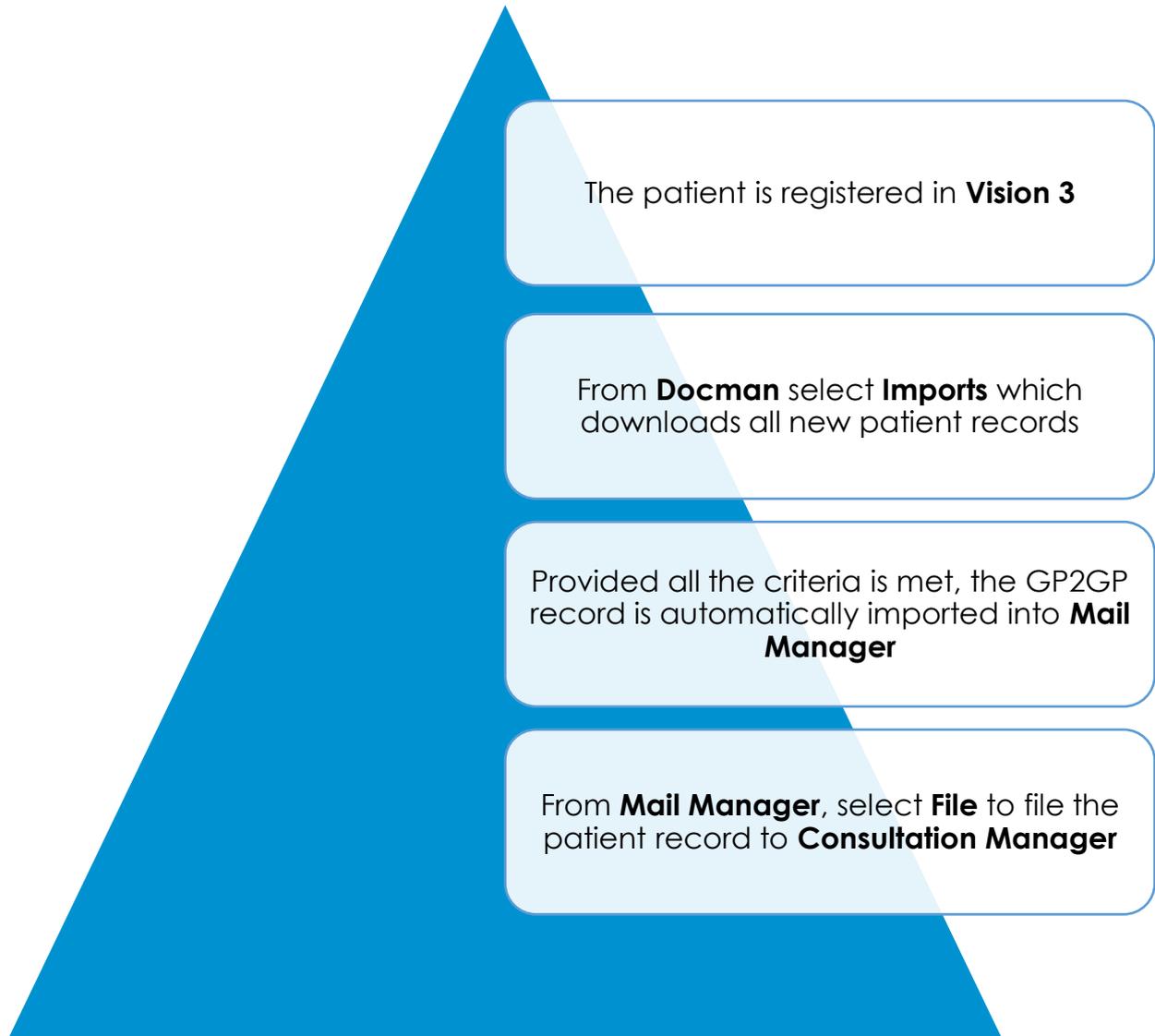


## GP2GP Scotland Quick Reference – Managing Incoming Messages

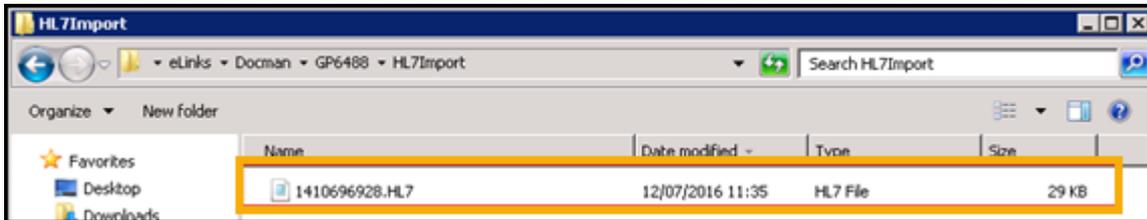
Below is a high-level overview of the GP2GP import process. This quick reference guide explains how to import a GP2GP record from **Docman** and file it to the patient record from **Mail Manager**.



## Docman Import

To import newly registered patients from Docman:

1. Open the shortcut on the desktop to the **eLinks Import** folder. Take a note of the CHI number for the patient records awaiting import.



2. From **Docman**, select **View Documents**.
3. Select **Import**  from the **Patient Search** window.



4. Docman checks for new patient records, then downloads and imports them.
5. A notification displays after the import showing how many patient records are imported or skipped. You only see the skipped screen once; however, any skipped records remain in the Docman imports folder awaiting import once you have resolved the issue.



- To view skipped patient records, select **OK** to open a second window. This displays patient CHI numbers and the reason records are skipped.



**Training Tip** - For details of Docman notification messages click [here](#).

- Provided the patient record is successfully imported and all the GP2GP criteria is met, the patient's record is imported into Mail Manager.

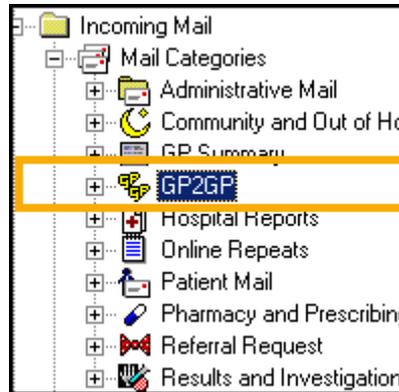


**Important** – Where a practice receives a patient transfer from a practice that is not GP2GP enabled you must still use the GP2GP import functionality, which saves the clinical summary into Docman. However, the patient record is not available to file in Mail Manager and you need to follow your current manual summarisation process.



## Filing Incoming GP2GP Messages for New Patients

Incoming GP2GP messages are imported into **Mail Manager** under **Incoming Mail** and display within the **GP2GP** category:



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

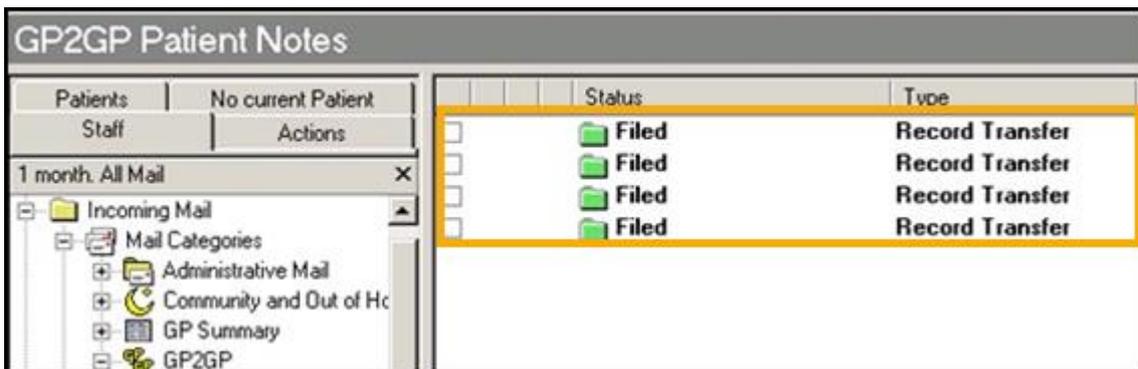
Status	Type	Read	Date	Staff	Patient
Available for filing	Record Transfer	<input type="checkbox"/>	13/10/2016 10:56	*Fao: Practice M...	Gppgnss, Boden 22...
Available for filing	Record Transfer	<input type="checkbox"/>	13/10/2016 10:56	*Fao: Practice M...	Gppgnss, Tulip 23/0...
Filed	Record Transfer	<input type="checkbox"/>	11/10/2016 14:48	*Fao: Practice M...	Gppgnss, Deiphi 23...

 **Note** – GP2GP messages are allocated to the Unallocated mailbox **\*Fao: Practice Manager**. 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**. Select **Mail Maintenance** and choose **Staff Access**.

## Filing a GP2GP Message

To file the GP2GP message from **Mail Manager**:

1. Right click on the incoming GP2GP message with the status **Available for filing**  **Available for filing**.
2. Select **File All**.
3. The message files and on completion displays the message "Filing successful". Select **OK**.
4. The GP2GP message status changes to **Filed**.



5. The GP2GP record is filed in **Consultation Manager** and the following Read terms are added to the patient record:
  - Read term **91 – Patient Registration** (Transfer of GP2GP electronic record) recorded in the comments.
  - For KIS/ePCS patients Read term **9Ee10 – Transfer summary report**.



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

It is recommended that after filing the GP2GP message you open the patient in Consultation Manager and attach either:

- A reminder by choosing **Add – Reminder**, or
- A patient warning by selecting **Add – Patient Warning**

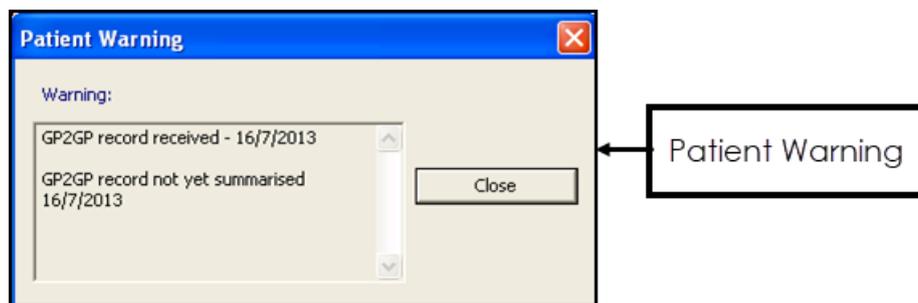
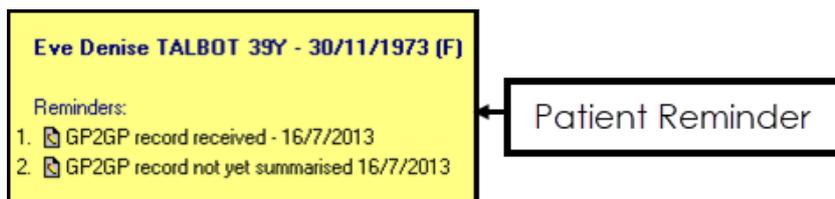
The following should be recorded to indicate the date the message was filed and the fact it has not yet been summarised.

- GP2GP record received, today's date and initials of the person attaching the reminder
- GP2GP record not yet summarised and today's date

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 **Note** – When the record is summarised you can remove the reminder or patient warning.

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 **Training Tip** - Patient warnings automatically display in Appointments as well as Consultation Manager.

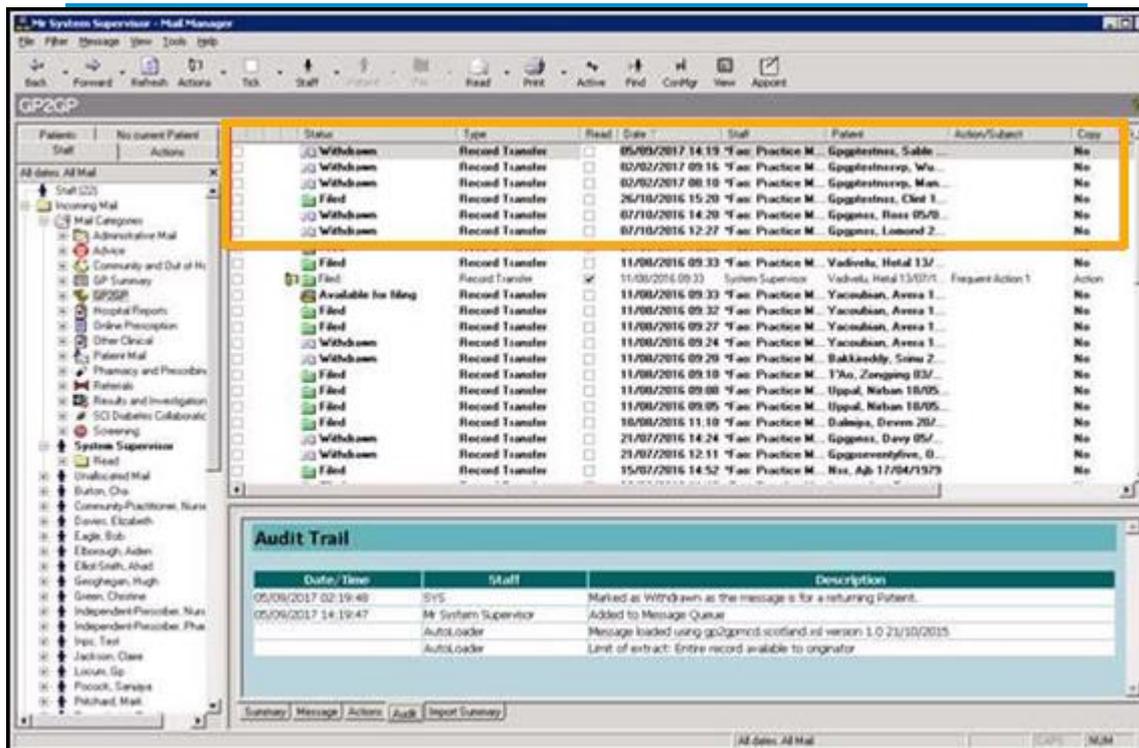
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## Withdrawn Messages – Re-registered patients

When a patient re-registers at a practice a GP2GP record transfer is not possible because the patient is a re-registration. A GP2GP message still displays in Mail Manger with a status of **Withdrawn**.

Withdrawn messages cannot be filed so it is recommended that you add an action that marks the message as read, actioned, and completed (like SCCRS, SCI DC messages that do not require attention).

 **Note** - Click [here](#) to see how to create Mail Manager actions.



The screenshot shows the Mail Manager interface with a list of GP2GP messages. The 'Status' column shows several messages as 'Withdrawn'. An 'Audit Trail' window is open at the bottom, showing the following entries:

Date/Time	Staff	Description
05/08/2017 02:19:48	SYS	Marked as Withdrawn as the message is for a returning Patient.
05/08/2017 14:19:47	M System Supervisor	Added to Message Queue
	AutoLoader	Message loaded using gp2gpmis.scotland.nhs version 1.0.21/10/2015
	AutoLoader	Limit of extract: Entire record available to originator

## Archiving Messages

GP2GP messages are automatically archived. However, it is recommended that you perform an archive on a regular basis for other types of messages. To archive messages, select **File – Archive**. Choose the option **Archive all messages to which I have rights** and select **Archive**.