

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.

🕌 HL7Import			
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🔆 Favorites	Name	Date modified - Type	Size
Desktop	a 1410696928.HL7	12/07/2016 11:35 HL7 File	29 KB

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

Options	Import	Export

- 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.

GP2GP Import Process Complete	
GP2GP Import Process Complete	
Number of Patients Imported: 2 Number of Patients Skipped: 0	
	OK



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

GP2GP Summary		
	GP2GP Import Results	
Patient CHI: 0503515019 - Skip Patient CHI: 0703515012 - Skip	ped Reason: Patient Ina ped Reason: No Patient	active match for CHI Number

Training Tip - For details of Docman notification messages click <u>here</u>.

7. Provided the patient record is successfully imported and all the GP2GP criteria is met, the patent'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.

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Г	🕮 Available for filing	Record Transfer		13/10/2016 10:56	*Fao: Practice M	. Gpgpnss, Boden 22	
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	ied Filed	Record Transfer		1171072016 14:48	"Fao: Practice M	. upgpnss, velpni 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.

GP2GP P	atient Notes			
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	Administrative Mail Community and Out of Hc GP Summary GP2GP			

- 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

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



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



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).

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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**.