

DLM 510 Vision Release - England and Wales

Patient Services

Health Checks

CPRD Consent

Plus Other Changes



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DLM 510 Vision Release Guide - England and Wales


Summary of Changes


September 2016

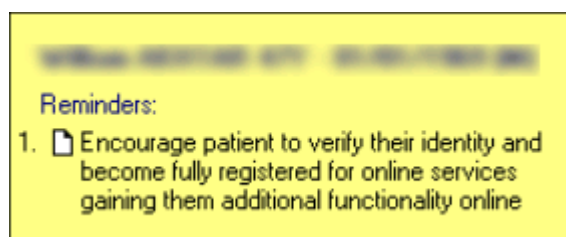
The following changes are included in the DLM 510 Vision release:

Patient Services

-  **New Patient Messaging App** - This new app enables you to both send and receive messages directly to and from your patients without leaving Vision, see [Patient Messaging App](#) (page 7) for full details.
-  **Pharmacy Nomination - All Countries** - You can now choose to allow your patients to view their Preferred Pharmacy, see [Pharmacy Nomination](#) (page 6).
-  **Pharmacy Nomination - England** - You can now choose to allow your patients to select their EPS nominated Pharmacy, see [Pharmacy Nomination](#) (page 6).


 **Important** – Whilst the new Patient Services enhancements listed above have been introduced in Vision 3 for practices to review and configure, the Patient Services website which your patients use is not ready to interact. We will notify you via the News blog when the new features are enabled for patients.

-  **Online Service User Reminder** - If a patient has registered for Patient Services as an Online Service User (OSU) only, a reminder is displayed in both **Appointments** and **Consultation Manager** when the patient is selected, reminding you to encourage the patient to register for full online services. If the patient does not want to register fully for online services, and you want to cancel the reminder, add a Medical History entry with the Read code **912P0 Online access to local general practice service declined** to their patient record.






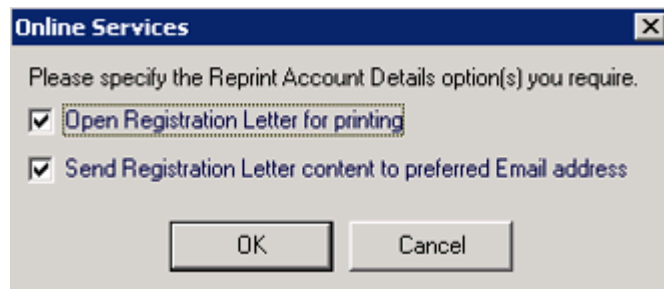
OSU Reminder

A new audit is available to support this functionality, from **Clinical Audit**, select **Admin for SCR, Patient Facing Services & Care.Data - Upgrade to ROSU**:

Admin for SCR, Patient Facing Services & Care.Data			
Patient Facing Services			
Upgrade to ROSU (Version 1, 29/06/2016)			
	3104		Total Practice Population
	3	0.10%	Pts who are OSU only
	1	0.03%	Pts who are OSU only and declined online access (912P0)
	2	0.06%	Pts who are OSU only and have NOT declined online access (912P0)

Clinical Audit - Admin for SCR, Patient Facing Services & Care.Data

-  **Additional Medication (Acute) Requests** - You can now process additional medication (acute) requests submitted from your patients via Patient Services, see [Additional Medication \(Acute\) Requests](#) (page 18).
-  **Create Online Account/Reset Online Account** - The **Create Online Account** button within the **Online Services** tab in the **Registration** module now automatically changes to **Reset Online Account** once an account is created. If you select this option, a new registration letter with a new set of registration codes is created and the patient needs to re-register. This option is not to be used if a patient has already started to register online using their original letter.
-  **Reprint Account Details** - The **Reprint Account Details** button has been moved to just above the **Create Online Account/Reset Online Account** button. The messages displayed when you reprint a Registration Letter has been updated so you may specify the reprint option(s) you require:






Reprint options

- **Open Registration Letter for printing** - Tick to print the letter
- **Send Registration Letter content to preferred Email address** - Tick to email the letter
-  **Global Mail Address** - Any emails sent from your practice's online services to patients now have the following email address as the sender:
 - **noreply@patient-services.co.uk.**


Vision Online Services (VOS)

- **Global Mail Address** - Any emails sent from your practice's online services to patients now have the following email address as the sender:
 - **noreply@myvisiononline.co.uk.**


Consultation Manager

-  **Units of Measure** - The following units of measure have been added to the available list:
 - **Ratio** (with the capital R) has been added to the available Units of Measure list.
 - **bp** - Base Pair
 - **CU** - Chemiluminescence units
 - **Kb** - Kilobase
 - **cells/uL**
 - **High**
 - **Moderate**
 - **Low**
 - **Index**
 - **Score**
 - **SG units**
-  **Serum pro-brain natriuretic peptide level** - The maximum Serum pro-brain natriuretic peptide level has been removed.
-  **CHADS2 Score** - The CHADS2 Score has been removed from the alerts pane within Consultation Manager as it is now included in Vision +, see *Vision + Help - Calculator Tab*.
<http://www.inpshelp.co.uk/DLM510/Visionplus/index.htm#64662>

Immunisations


-  **Meningitis C** - The Infant dose of Meningitis C vaccine that was scheduled for three months has been withdrawn, this immunisation has therefore been removed from the current list but is still available on the **All** list within the Immunisations SDA to enable accurate historical data recording.

Apps Controller


-  **Help button** - A new button to access on-screen help is now available from the toolbar of every App:




Apps toolbar


-  **Patient Overview App** - To support the changes in this release, the Patient Overview App has been updated with both **Patient Messaging** and **Pharmacy Nomination** settings.

Mail Manager

-  **Health Checks** - The following Health Check data received via the pathology message route can now be filed into the patient record in the usual way using the Read codes received, this addresses the issue with pathology not filing when Health Check details are received.:
 - **Waist Circumference**
 - **Weight**
 - **BMI**
 - **BMI 20 - 24**
 - **BMI under 20**
 - **BMI over 40**
 - **BMI 25 - 29**
 - **BMI over 30**

 **Note** - BMI entries are recorded as a Medical History entries and as such the values are not used for any BMI calculations or reporting.


- **Height**
- **BP** (systolic and diastolic)

 **Note** - If BP is not received as a pair of systolic and diastolic values it is recorded as Medical History entry with the results recorded in free text.

- **Smoking**
- **Alcohol**
- **Scores** (any type)
- **Pulse rate**
- **Pulse rhythm**

Any values received without valid Read codes attached do not file and the **Consider filing complete** option should be used to clear the message once your practice protocols have been followed.

CPRD

-  **Patient Consent** - The way you record patient consent for Clinical Practice Research Datalink (CPRD) has been updated, and is now recorded using Read codes, see [CPRD Consent](#) (page 21).

Key:



New functionality



Update to existing functionality




Bug Fix

Patient Services

Pharmacy Nomination



The following **Pharmacy Nomination** options have been introduced as part of the DLM 510 update:

- **View** - Enables your patients to view their preferred pharmacy, and in England they can also see their Electronic Prescription Services (EPS) Nominated Pharmacy.
- **Update - England**  **only**, enables your patients to update their EPS Nominated Pharmacy which in turn updates the Patient Demographic Service (PDS).

The Pharmacy Nomination option is disabled by default.

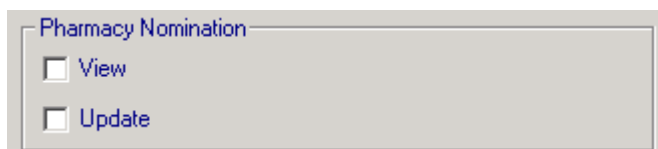
Updating Pharmacy Nomination for your Practice

To enable the Patient Services Pharmacy Nomination option for all of your patients:

1. From **Control Panel - File Maintenance**, select **Online** .
2. From **Pharmacy Nomination**:
 - Tick **View** to enable your patients ability to see:
 - Their Preferred Pharmacy (as set up in Patient Details).
 - **England**  only - Both their Preferred Pharmacy and their Nominated EPS Pharmacy.

England  only

- Tick **Update** to enable your patients ability to update their Nominated EPS Pharmacy.

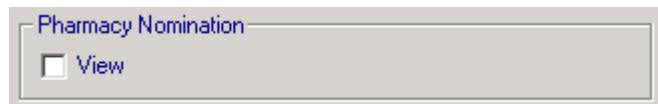


Pharmacy Nomination

View

Update



England Pharmacy Nomination section



Pharmacy Nomination

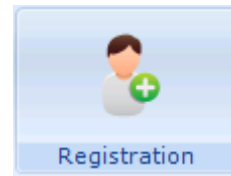
View

Scotland, Wales and Northern Ireland Pharmacy Nomination section

 **Note** - England  only, if you enable **Update** without enabling **View**, a message is displayed and **Update** is changed in line.

Disabling Pharmacy Nomination for a Specific Patient

Should it be required, you can disable access to Pharmacy Nomination for a specific patient:



1. From the Vision front screen, click **Registration** and select the patient required.
2. Select the **Online Services** tab.
3. Remove the enabled tick next to **Pharmacy Nomination**:

Function	Enabled	Notes
Appointments	<input checked="" type="checkbox"/>	
Repeat	<input checked="" type="checkbox"/>	
Acute	<input type="checkbox"/>	
Patient Messaging	<input checked="" type="checkbox"/>	
Summary Data	<input checked="" type="checkbox"/>	
Detailed Coded Record	<input checked="" type="checkbox"/>	
Pharmacy Nomination - View	<input checked="" type="checkbox"/>	

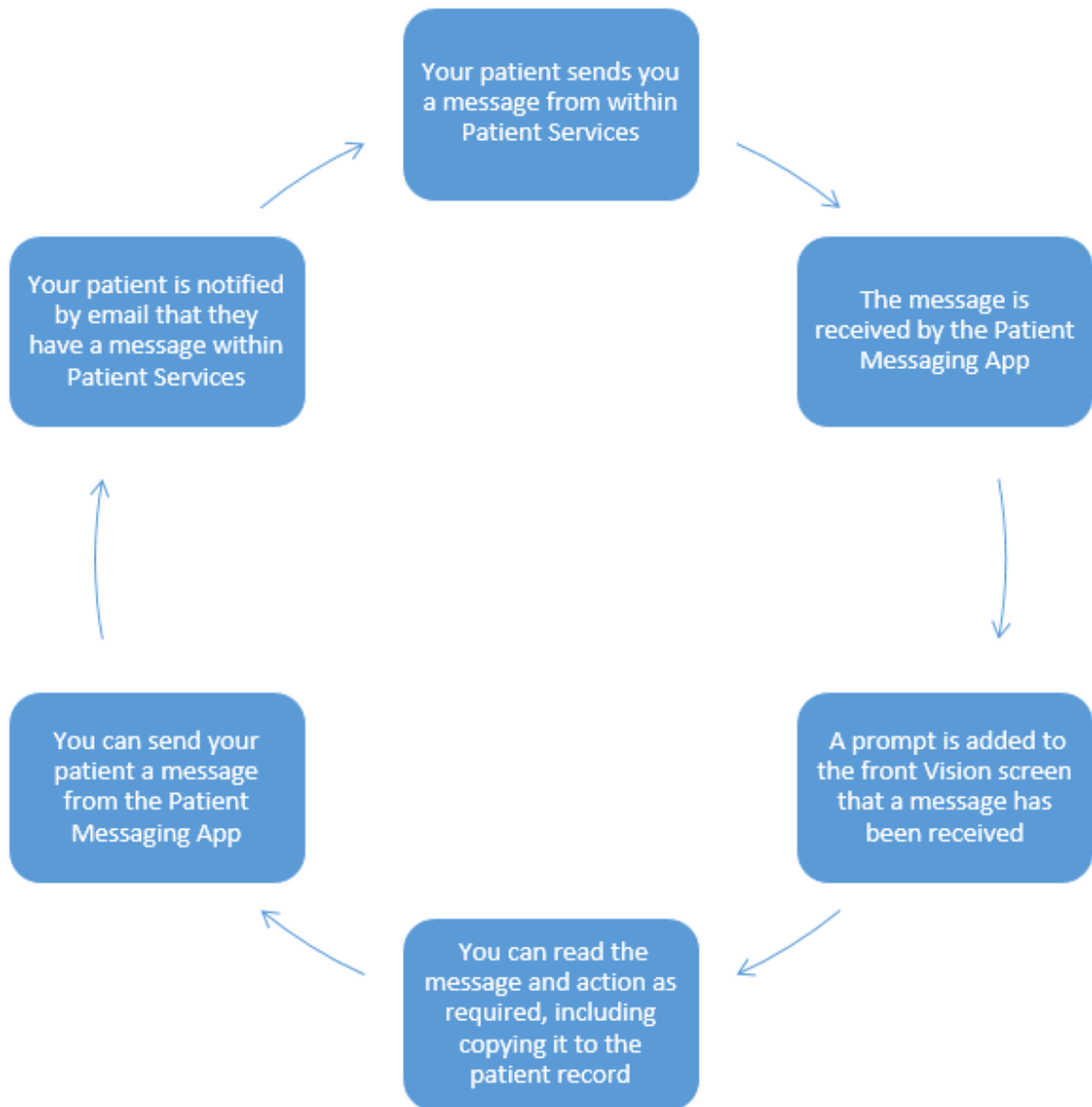
Registration - Online Services - Function list

4. Click **OK** to save and close.

Patient Messaging App

The Patient Messaging App is a way that you and your patients can communicate with each other via Vision and Patient Services.

Overview



Patient Messaging workflow


Enabling the Patient Messaging App

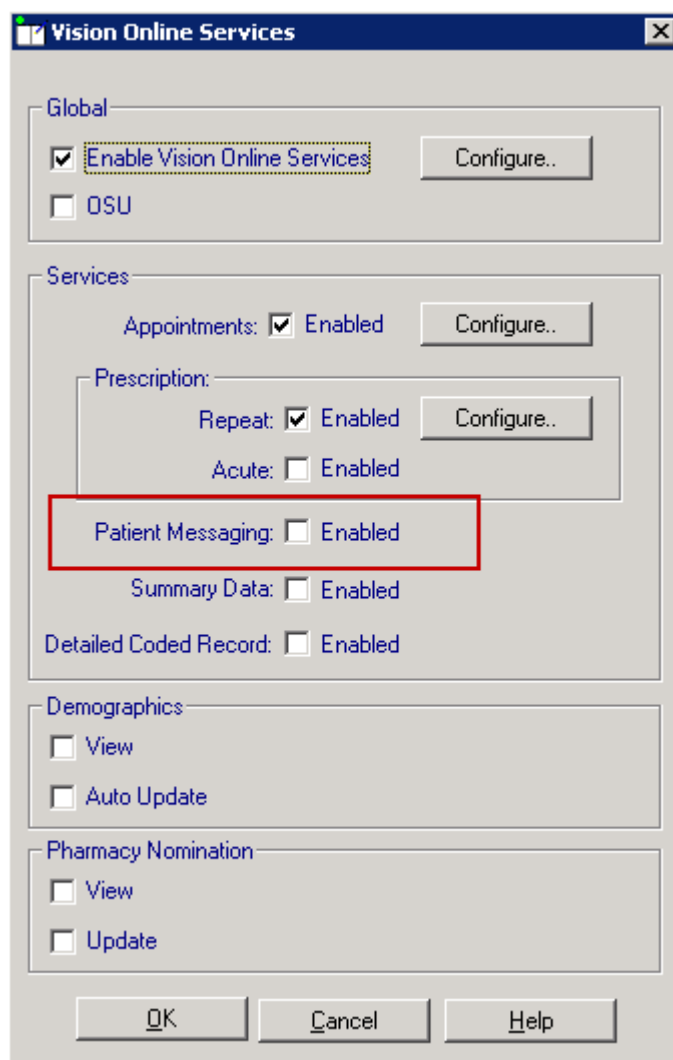
Enabling the Patient Messaging App is a two-step process:

- Tick **Patient Messaging** in **Control Panel**
- Adding staff to the **Online Patient Messaging** staff group

Enabling Online Patient Messaging

To enable online patient messaging:

1. From **Control Panel - File Maintenance**, select **Online** .
2. Tick **Patient Messaging**, this is disabled by default.

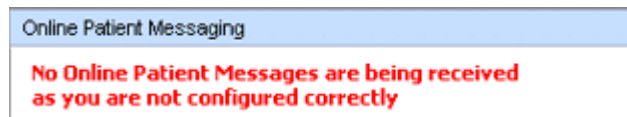


Control Panel - Vision Online Services - Online Patient Messaging

3. A message prompting you to populate the **Online Patient Messaging** staff group is displayed, click **OK** to continue.
 4. Click **OK**.
- Online Patient Messaging is now enabled.


Populating the Online Patient Messaging Staff Group

To ensure messages are received by the appropriate staff you must populate the **Online Patient Messaging** staff group that is generated as part of the DLM 510 update. If you do not populate the Online Patient Messaging group, a *'No Online Patient Messages are being received as you are not configured correctly'* message is displayed on the Vision front screen:



Vision front screen - Patient Online Messaging section

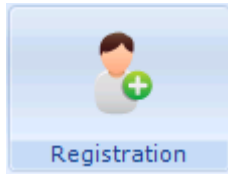
To populate the Online Patient Messaging staff group:

 **Note** - You can create and populate the Online Patient Messaging staff group before Vision update DLM 510 is installed, this can save time once it is installed however, you must ensure the group name is 'Online Patient Messaging'.

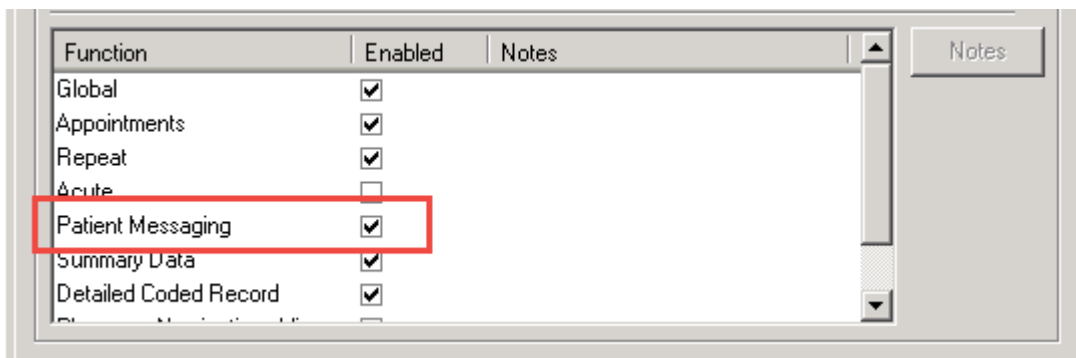
1. From **Control Panel - File Maintenance**, select **Staff Groups**.
2. Click on the **+** next to **Practice** to display **Mail Groups**.
3. Click on **Mail Groups** and the available groups are displayed in the right hand pane.
4. Right click on the **Online Patient Messaging** group and select **Add Staff Member(s)**.
5. Whilst holding the <Ctrl> key down, click on all staff that you want to be able to access the Patient Messages.
6. Click **OK** to save and close.

Disabling Patient Messaging for a Single Patient

Once you have switched it on, all patients are by default enabled for Patient Messaging. You can disable Patient Messaging for an individual patient if required, for example, if the facility is being abused. To disable a patient's access to Patient Messaging:




1. From **Registration**, select the patient required.
2. Select the **Online Services** tab.
3. Remove the tick from **Patient Messaging**.
4. Click **OK** to save and close the screen.



Online services options

Accessing the Patient Messaging App

Notifications of incoming messages are displayed in the Vision front screen for any staff who are part of the Online Patient Messaging staff group.

Click **Refresh**  to view an up to date number of unread messages.

A single click on the number count in the Online Patient Messaging area triggers the Patient Messaging App:

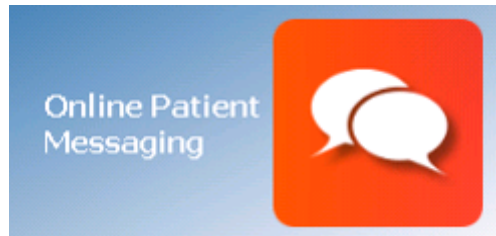


Vision front screen left pane

As with all Vision Apps, the Patient Messaging app can also be accessed from:

- **Consultation Manager** with a patient selected, **Apps - Select App**.
- **Apps Controller**.

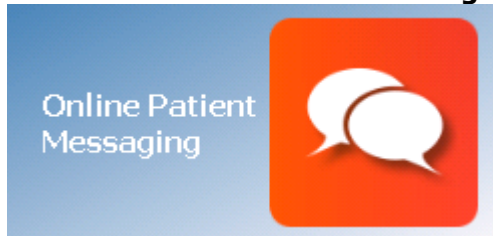
and select Patient Messaging



Receiving and Replying to Patient Messages

To read and respond to messages sent from your patients:

1. Select the **Online Patient Messaging** app



- If you have triggered the app from the Vision front screen, or from **Apps Controller** the patient with the most recently received message is automatically selected.
 - If you have triggered the **Online Patient Messaging** app from **Consultation Manager** the patient you have selected there is automatically selected.
2. The **Online Patient Messaging** screen is displayed:

Online Patient Messaging

Title	Surname	Forename	DOB	Unread	Last Received
Miss	Zero	Patient	09/11/1940	1	22/07/2016 14:39:30
Mrs	Biggadike	Susanne	01/01/1957	3	22/07/2016 12:17:28
Mr	Zulfiqar	A	01/01/1989	2	22/07/2016 09:18:25

A list of all unread messages, highlight a patient to read their messages

Click the green tick to mark a message as read

Biggadike, Susanne
22-Jul-2016 AT 10:28
I seem to be getting a pain in my foot

Biggadike, Susanne
22-Jul-2016 AT 12:15
Is there something you can advise?

Biggadike, Susanne
22-Jul-2016 AT 12:17
It only seems to happen when I am walking.

The messages from your patient

CHRIS FEATHER
22-Jul-2016 AT 14:26
Thank you for your message


CHRIS FEATHER
22-Jul-2016 AT 14:36
We should be able to get you fixed up in no time

Your practice responses

Type your message here and click **Send** to send it

You and Susanne
Write a message
Send
1000

Online Patient Messaging

3. On the left hand pane, click on the patient whose message you wish to read.
4. The message(s) is displayed in the right side pane.
5. Process the message according to your practice protocols, integrated options are:
 - **Reply to the message**, see [Replying to an Online Patient Message](#) (page 15).
 - **Copy the message to the patient record**, see [Copying a Message to Consultation Manager](#) (page 16).
6. Once you have finished with the message, click on **Read**  to complete the process.

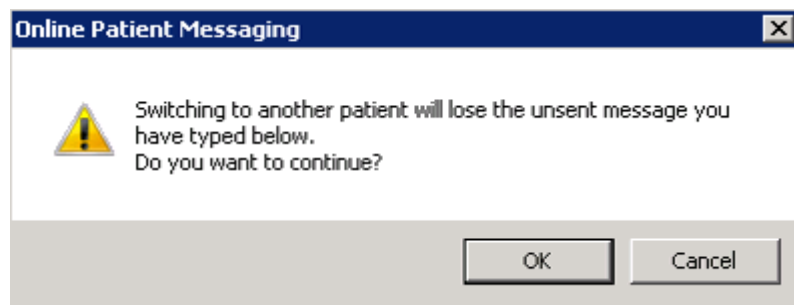
Replying to an Online Patient Message

To reply to an Online Patient Message:

1. Simply click and type your reply in the **Write a message** box (maximum number of characters is 1000).
2. Click **Send** to send the reply.
3. Your patient receives email notification that a message is available in Patient Services for them.

Please Note:

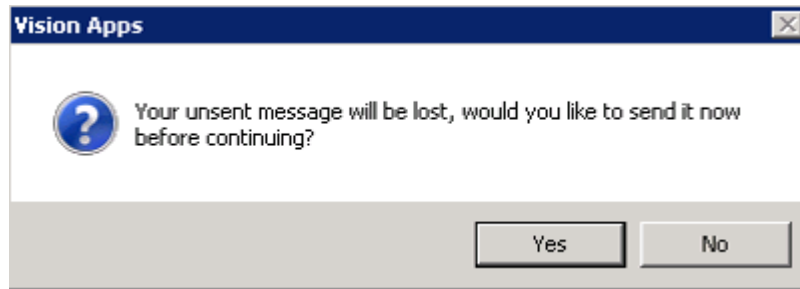
Should you try to select another patient, without clicking **Send** on a current message, you are presented with a *'Switching to another patient will lose the unsent message you have typed below. Do you want to continue?'* message.



Selecting another patient without sending message

Click **OK** to close the message, or **Cancel** to stay with the message you have not sent.

Should you try to exit the app, without clicking **Send** on a current message, you are presented with a *'Your unsent message will be lost, would you like to send it now before continuing?'* message.



Exiting without sending message

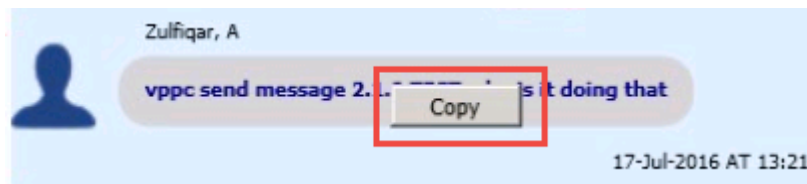
Click **Yes** to send the message, or **No** to lose the message you have not sent.

Copying a Message to Consultation Manager


Online patient messages do not currently file automatically therefore, if a message is clinically relevant, it must be manually copied to the patient record within Consultation Manager.

To copy a patient message to their clinical record:

1. From the Patient Messaging App, with the correct patient selected, right click on the message required.
2. Select **Copy**.



Patient Message, right click - Copy

3. Click **Open Consultation Manager**  to open the correct patients' record.
4. Click on **Add - Notepad**.
5. The **Notepad - Add** screen is displayed:

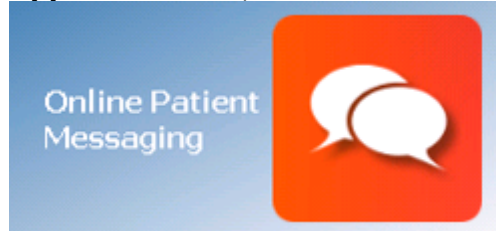
Notepad - Add

6. Complete as follows:
 - **Date** - defaults to today, enter the date of the message.
 - **Clinician** - Defaults to the clinician logged in or the patient's Usual GP.
 - **Type of note** - Select **ROSU Message**.
 - **Subject of note** - Enter a title for this message.
 - **Date action to be taken** - (Optional) Enter a date for action to be taken by, standard Vision dates can be used here eg 2d for 2 days.
 - **Action staff** - (Optional) Select from the available list.
 - **Note** - Click and press **<Ctrl>** and the letter **V** to paste the note text.
7. Click **OK** to save and close.

Sending a Message to your Patients

You can send a message to any of your patients that are fully registered for online patient services without them having initiated the communication. To send a message to your patient:

1. From either:
 - **Consultation Manager**, with the correct patient selected, select **Apps - Select App - Patient Messaging**.
 - **Apps Controller**, select **Patient Messaging**



and when requested, select your

patient in the usual way.

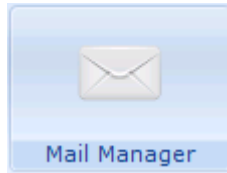
2. Enter your message in the **Write a message** box, up to 1000 characters and click **Send**.
3. Your patient receives an email from noreply@patient-services.co.uk notifying them of the message and requesting they log into Patient Services to view the message. The email reads '*You are in receipt of a message from your GP Practice, please login to your Online Patient Services account to view this message*'.

Additional Medication (Acute) Requests

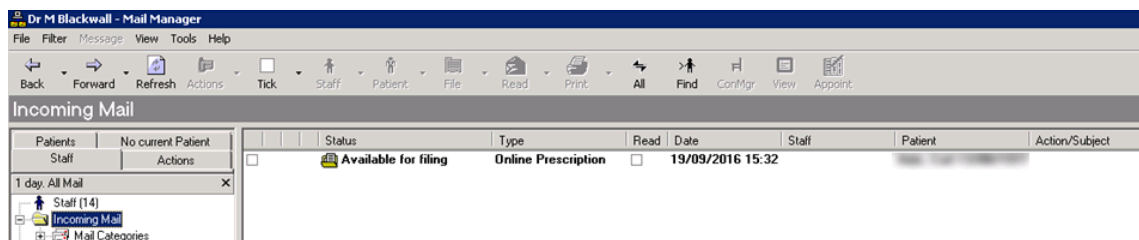
Providing you have enabled your patients to request acute medication via Patient Services (simply tick **Acute** within **Control Panel - Online**) your patients will shortly be able to request medication additional to their repeats.

Receiving and Processing Additional Medication (Acute) Requests

Additional Medication requests are received automatically into Mail Manager:

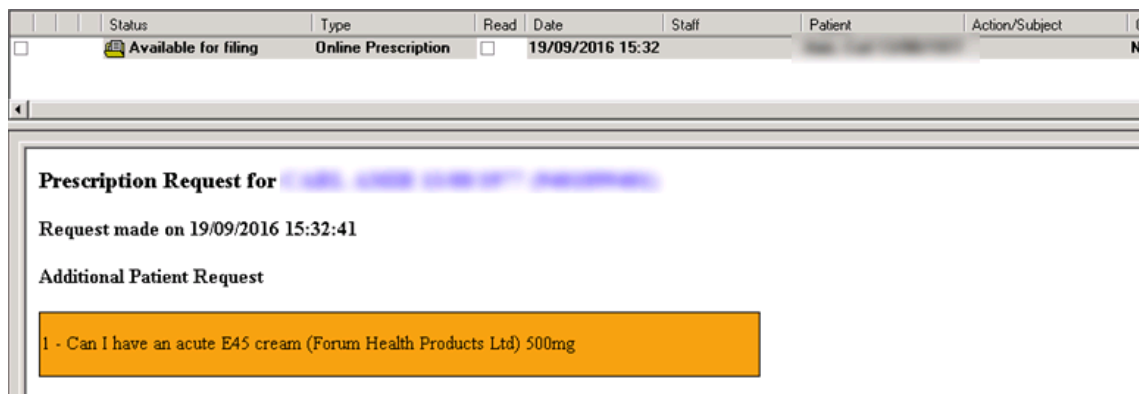


1. From **Mail Manager**, select **Staff - Incoming Mail - Mail Categories - Online Prescription**.
2. Any online prescription requests are displayed:



Mail Manager - Online Prescriptions

3. To view the request, click on the request and the detail is displayed in the bottom half of the screen:



Additional medication request details

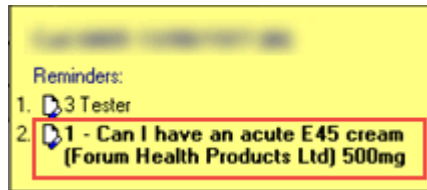
Note - The request completed by your patient is free text.

4. Right click on the message and select **File**.



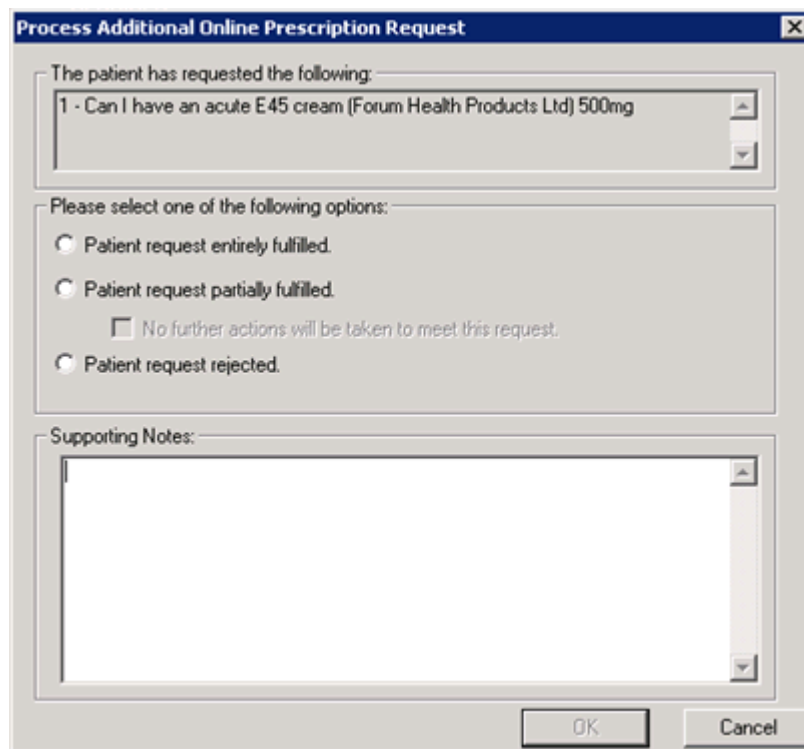
5. Consultation Manager is automatically opened with the correct patient selected and the **Therapy** tab displayed.

- The free text request from your patient is now displayed on the yellow Reminder:




Reminder with Additional Medication Request

- Add the medication in the usual way following your practice protocols.
- The process should then be completed, double click on the reminder. If you deselect the patient without double clicking the reminder, the **Process Additional Online Prescription Request** is automatically triggered, see below.
- The **Process Additional Online Prescription Request** screen is displayed:

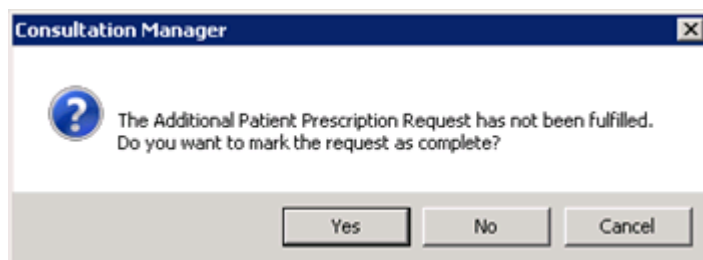


Process Additional Online Prescription Request

- Complete as required:
 - Patient request entirely fulfilled** - Select to record the request has been fulfilled in full.
 - Patient request partially fulfilled** - Select to record the request has only partially fulfilled.
 - No further actions will be taken to meet this request** - If only part of the request has been fulfilled, but the rest is not going to be fulfilled tick to complete the process. If you do not tick this the request remains outstanding on the reminder with a lined icon  in front of the reminder.
 - Patient request rejected** - Select to refuse the request.

- **Supporting Notes** - Comments entered here appear on the patient's My Health Online account, they should inform the patient of action you have taken and reasons if appropriate.

If you click **Cancel**, a 'The Additional Patient Prescription Request has not been fulfilled. Do you want to mark the request as complete?' warning is displayed:



Additional Prescription re not completed message

- Select:
 - **Yes** to complete the request
 - **No** to leave the request outstanding

11. Click **OK**.

12. In Mail Manager, the request is now shown as either:

- **Filed**, if you selected to fulfilled or partially fulfilled the request
- **Rejected**, if you rejected the request

	Filed	Online Prescription	Completed	For completion
<input type="checkbox"/>	Filed	Online Prescription	<input checked="" type="checkbox"/>	19/09/2016 15:40
<input type="checkbox"/>	Available for filing	Online Prescription	<input type="checkbox"/>	20/09/2016 15:56

Example Filed Online Prescription request

CPRD Consent

The way you record patient consent for Clinical Practice Research Datalink (CPRD) has been updated and is now recorded using the following Read codes within the patient's record in Consultation Manager. To dissent from CPRD data collection, any of the following Read codes can be used:

- **9Nu0. Dissent from secondary use of GP patient identifiable**
- **9Nu4. Dissent from disclosure of personal confidential data**
- **9Nd1. No consent for electronic record sharing**

To withdraw dissent (ie to allow after dissenting), any of the following Read codes can be used:

- **9Nu1. Dissent withdrawn second use of GP patient identifiable data**
- **9Nu5. Dissent withdrawn disclosure personal confidential data HSCIC**
- **9Nd7. Consent given for electronic record sharing**

The extraction looks at the latest of these Read codes recorded. As it is possible for a combination of these Read codes to be recorded, the following combinations result in the CPRD extract being dissented:

	9Nu0	9Nu4	9Nd1	9Nu1	9Nu5	9Nd7
Scenario 1	Recorded			Not recorded, or recorded before 9Nu0		
Scenario 2		Recorded	Not Recorded		Not Recorded	
Scenario 3		Recorded before 9Nu5		Not recorded	Recorded	
Scenario 4		Recorded before 9Nu1		Recorded	Not Recorded	
Scenario 5		Recorded before 9Nu1 and 9Nu5		Recorded	Recorded	
Scenario 6			Recorded			Not recorded or recorded before 9Nd1

If none of these Read codes are recorded, consent is assumed and the patient data is included in the CPRD data extraction.

CPRD no longer appears within the Consent tab on the patient Registration screen.

If a patient has a dissent recorded for CPRD within Registration, the installation of Vision update DLM 510 creates a Medical History of **9Nu0. Dissent from secondary use of GP patient identifiable** on their record.

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