On-call Improved Access – Learning from Experience

1. GP Access To EMIS. There have been a couple of instances where the Improved Access GP has been unable to gain access to EMIS because their account has been locked. If the relevant practice is still open we have been able to contact them, get the password reset and Message our GP with the new log-in details.
2. No EMIS access causes some disruption to the clinics and often the doctor will, as a contingency, revert back to the old Choice+ process and record the consultation on SystmOne. If this happens, you need to be aware of the potential impact upon the patient check-in process. Receptionist staff will need to be advised and revert back to the old text booking appointment check-in i.e. find the patient, create and link the case, then arrive. This will ensure an OOH case is created and consultation notes get back to the surgery. Problems with several clinics at Stow, with EMIS patients being seen using S1 without a case being created and nothing going back to the practice.
3. With no access to patient notes other potential issues are taskings for referrals, tests 2WW etc. Possible indemnity issues for the doctor. The handbooks set out the pathway and some advice on the fall-back procedures for each cluster.
4. EMIS login, if the doctor is having problems, check to see that they are using the correct Organisation code. Cotswold Medical Practice : 4454 Acorn and Walnut: 5692
5. First time EMIS users should follow the instructions below to sync their card before use:

 “Login to EMIS first using your credentials (which will include setting your own password).

Insert your smartcard and enter your PIN then select your role at Walnut Tree/Acorn or Cotswold Medical Practice  – **‘**‘[Emis Web](https://uim.national.ncrs.nhs.uk/urswebapp/viewProfile?uuid=665070812565&viewType=VIEW&operation=&serialNumber=) GP V 12.1 in Lxxxx’’ and look out for yellow bar at top of the screen in EMIS:



Click the yellow bar and re-enter your Smartcard PIN which will pair your account.   Close EMIS, Remove your card & Re-open EMIS (don’t login manually).   Insert your card & PIN, select your role as above and it should log you in automatically with the correct rights within EMIS”

1. Swapping between EMIS and SystmOne. From feedback received, the recommended approach is to first login to EMIS using the smartcard then access SystmOne also on the smartcard. This allows the doctor to swap between systems without having to remove, re-insert the smart card and end the sessions. Not seen so this advice is anecdotal.
2. There have been problems with the setup for prescription printing from EMIS. See below the guide from CSU which provides some basic advice.



1. SystmOne - Doctor/Receptionist locked-out. Often a doctor/receptionist gets their profile locked by SystmOne. Sometimes this is due to changes being applied to their SystmOne profile at a different practice. If they can’t access the systems check if login is enabled:

 Select **Setup** dropdown

* *Select* & left click **Uses & Policy**
* Select & left click **Staff & Organisation Setup**
* Scroll down the list to find the appropriate member of staff
* Check box is ticked in the Logon Enabled column
* If not, then left click to *Select* member of staff
* Right click & Select Enable Logon
* Click Yes to confirm action.