SCW IT Services

Training and Support Prospectus

EMIS Web

August 2020 – March 2021

Welcome

Due to the ongoing COVID-19 pandemic, the SCW IT Services Training and Support team have suspended all face-to-face training until further notice, in line with clinical guidance, NHSE/I national guidance and planning. However, we are adapting our training offering for 2020/21 and this prospectus outlines the changes we have made in order to continue to provide IT training for GP Practices using EMIS as their clinical system. This edition covers the period from August 2020 to March 2021.

The IT training team continue to aspire to provide CCG member Practices with a high quality, value-for-money Training and Support Service; offering training for new and existing members of staff, using the training methods and approaches designed to best suit the learning needs of the individual in the current circumstances.

Our intention is to make learning about how to use GP IT an enjoyable experience that will improve patient care through the more effective use of clinical and office systems.

We will be implementing a Training programme designed to increase knowledge and develop skills on the GP IT clinical systems used by our CCG member Practices. Where a more bespoke approach is required, we will endeavour to work in collaboration with our practice and CCG colleagues to develop and deliver the appropriate training and support.

We will also provide a consultancy service aimed at optimising system functionality, by exploring interoperability and the interdependencies of GP IT (GPSoC) Systems. We provide support on creating clinical system searches, reports and data entry templates to improve data quality.

Our Trainers are subject matter experts across a range of clinical systems and office IT applications; and are skilled training practitioners able to adapt to your individual needs.

Document Control

Whilst this document may be printed, the electronic version is the controlled copy. Any printed copies of this document may have passed out of control and should be checked for accuracy and validity. The content of this document is correct at the time of writing.

Contents

How to book training

For more information and to book any of the training outlined in this prospectus, please visit our website or contact our Admin Team:

🖥 http://training.scwcsu.nhs.uk/

☎ 0300 123 5678

✉ training.scwcsu@nhs.net

Our friendly team will be able to advise you on what training is available and help you identify the training that best suits your requirements.

IT training support

As well as face-to-face training we also provide telephone support for 'one-off' queries and training needs. Call our dedicated Admin team on:

☎ 0300 123 5678

🕐 Available Monday to Friday, 09:00 to 17:00

Our Admin team will assign your call to one of our experienced trainers, who will be able to assist you.

Getting the most from our website

Register for an account and login for access to our training materials

On our website (https://training.scwcsu.nhs.uk/) click on the login link in the top-right (just underneath our logo) and, if you haven't already, register for an account – it only takes a couple of minutes and our Admin team will be able to set you up in no time.

Once you have an account you will be able to login and access the wide variety of training materials we have on offer, including:

- COVID-19 IT Training and Additional Resources
- Subject matter covering EMIS Web, MS Teams, MS Office
- User Guides
- Videos
- Recorded webinars

See what training is available, request a booking or make an enquiry

Despite not being able to provide face-to-face training for most of our customers at the moment, we are still delivering LIVE training online, using MS Teams. This training follows our standard offering, modified to suit the online format.

Please visit our website to see what training is available, make a booking or request for more information:

- On the training homepage go to the Events menu
- Choose Webinar
- Select the training session you wish to attend on the calendar
- Follow the instructions to confirm your attendance
- Our IT Training Administration team will send you the webinar joining instructions closer to the event date.

Training Methods

Face-to-face training is suspended until further notice

Due to the ongoing COVID-19 pandemic, we have suspended all face-to-face training until further notice, in line with clinical guidance, NHSE/I national guidance and planning. We will let you know as soon as we are able to provide this service again.

Remote Training Session / Webinar

We are now delivering our entire training programme, using MS Teams software predominantly, where it is feasible to do so. Please see the section below *'Getting ready for your Remote Session'*.

We will continue to run a programme of live webinar sessions in specific clinical system functionality (e.g. flu protocols, workflow management, eRS worklists, etc.), available to all our customers across the entire SCW geography.

Webinar training sessions are shorter and you will require a computer with a minimum specification (see below) in order to view and interact during the training. Some users may also need to dial in separately, via a landline, in order to fully participate in the training.

Videos and E-learning

We have an extensive selection of short online training videos, available on our website to view at a time convenient to you. Topics are wide-ranging, from searching for a patient to concepts and protocols; and all our videos are accessible from any location.

For more information, please visit the website [http://training.scwcsu.nhs.uk,](http://training.scwcsu.nhs.uk) or contact our Admin team on: 0300 123 5678 or [training.scwcsu@nhs.net.](mailto:training.scwcsu@nhs.net)

Getting ready for your Remote Training Session

Equipment, MS Teams set-up and environment

When a remote training session has been arranged for you via MS Teams software, to help make the most of it here are some things you can do to prepare:

1. Check your laptop/PC has a working internet connection and access to the clinical system being trained (if required)

2. Accept the calendar appointment for the booking which contains an MS Teams link and check that you can open your Outlook/NHS Mail portal on the PC/laptop you are using for the training

   > **Join Microsoft Teams Meeting**
   > +44 20 5555 5555 United Kingdom, London (Toll)
   > Conference ID: 111 111 111#

3. Ensure that you will be able to access MS Teams audio - ideally via a headset (or mobile phone earpiece) connected to your PC/laptop, OR you could use a desk phone to call the number in the calendar appointment:

4. Make sure you have somewhere quiet and undisturbed for the training if possible

5. Check that you are correctly logged in to MS Teams (please see below)

6. Then, on the day of training, preferably a few minutes before, go into your calendar and click the link:

   > **Join Microsoft Teams Meeting**

Making sure you are correctly signed-in to MS Teams

Please check that you are logged into MS Teams correctly ahead of training, using the following steps:

1. Sign out! – click your Profile image/initials in the top right corner of MS Teams and select Sign out

2. Log back in again - MS Teams will try to use your Windows account (even if you didn't create one) which may look something like this:

   > Veronica.Rys@SCWCSU.NHS.UK
   >
   > **Sign in**

3. Replace it with your NHS Mail (@nhs.net) email address

4. Click Sign in and enter your NHS Mail password

5. If it is requested, enter the 6-digit code sent to you by text or email

6. You will now be correctly signed in to MS Teams and will be able to use the full functionality

Please contact our Admin Team (E: training.scwcsu@nhs.net, Tel: 0300 123 5678) if you have any questions or need any help ahead of training

Core Clinical System Programme

The following section covers the webinar training SCW provides for EMIS, that is included specifically in the training programmes and schedule funded by your CCGs; as well as other EMIS training that is available on request.

For more information about what courses are available in your area, and to make a booking, please visit our website http://training.scwcsu.nhs.uk/, or contact our Admin Team on **0300 123 65678**, or email training.scwcsu@nhs.net.

New Starter training for non-clinical staff

Method of Delivery

Webinar

Duration

Normally 2 hours for a webinar session; more than one session may be required to cover all required content

Who is this course for?

New starters at a GP practice (ideally no longer than three months recommended) working in administration, e.g. reception, prescriptions, etc.; or anyone who is new to EMIS Web administrative functions

Aim

The aim of this course is to give users new to the system an introductory overview of EMIS Web

Learning Objectives /Outcomes – at the end of the session learners will be able to:

- Demonstrate the importance of logging into the system with a Smartcard
- Configure the home screen to optimise access to key modules for the user
- Navigate between and recognise various modules in EMIS Web
- Demonstrate an understanding of where to find specific information within a patient Care Record
- Find a patient using a variety of search methods
- Manage appointments using the Appointment Book module
- Edit patient registration details
- Add data to the Care Record
- Manage patient tasks using the Workflow Manager
- Issue and request medication and demonstrate using the drug history option

Basic Searches and Reports

Method of Delivery

Webinar

Duration

Up to 2 hours

Who is this course for?

Anyone who has to create, amend or run searches and reports as part of their work

Aim

The aim of this course is enable the user to manage searches effectively through EMIS Web

Learning Objectives / Outcomes - at the end of the session learners will be able to:

- Use navigation panes, ribbons, and general housekeeping principles to navigate the Population Reporting module
- Build and organise an appropriate folder structure
- Find existing practice, EMIS and CCG Enterprise (if applicable) searches
- Create and edit a search to a given specification using rules, features and criteria
- Create a search using multiple rules and changing rule outcomes
- Create a search based on existing search results
- Apply pre-defined EMIS library rules to a practice built search
- Perform Batch Add, Mail Merge and Print actions to search results
- Use pre-defined reports to display search results

Intermediate Searches and Reports

Method of Delivery

Webinar

Duration

Up to 2 hours

Who is this course for?

Anyone who has to create, amend or run searches and reports as part of their work. Ideally delegates will have attended the *Basic Searches and Reports* course prior to attending this course

Aim

The aim of this course is enable the user to manage searches effectively through EMIS Web

Learning Objectives / Outcomes - at the end of the session learners will be able to:

- Use library rules in a search
- Limit search results to the latest value or code of a given type
- Set a relative run date in order to report on information at a given point in time other than today
- Schedule a search to run automatically
- Build a search based on a count of a specific criterion
- Switch search features from And to Either/Or
- Add columns to a report in order to display additional information about the patients
- Give examples of what information can be batch added and specific caveats about using this feature
- Use mail merge to create a bulk mailing to patients found by a search
- Understand the purpose of an aggregate report

Clinical Templates

Method of Delivery

- Webinar
- Video available via our website

Duration

- 45mins – 2 hours for Webinar

Who is this course for?

Anyone who has to create and amend clinical templates as part of their work

Aim

To manage clinical templates effectively through EMIS Web

Learning Objectives / Outcomes - at the end of the session learners will be able to:

- Identify and select the appropriate Ribbon option in Template Manager and Template Builder for any given task
- Describe the folder structure and how to organise it
- Describe the differences between a Page and a Section
- Differentiate the uses of the various Components
- Apply the appropriate Component Item for a given task
- Explain the difference between a manual and automated launch
- Construct a template to a given specification using the appropriate elements
- Evaluate whether the created template has met the specification

Introduction to Protocols and Concepts

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who is required to create, edit and manage protocols and concepts as part of their work

Aim

To introduce learners to protocols and concepts in EMIS Web

Learning Objectives / Outcomes

- Create protocols to add a code, add medication, generate a document, launch a template, display a free text message and display an alert
- Run protocols manually
- Add triggers so protocols run automatically
- Create simple concepts to search on age, sex, clinical codes or medication
- Use concepts in protocols to generate alerts
- Use concepts to set visibility rules in clinical templates
- Export/import concepts and protocols
- Deactivate/archive protocols and concepts

Appointment Book (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who uses the Appointment Book as part of their job role

Aim

To manage patient appointments effectively through EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Select different views of the appointment book using Session Holder Filters.
- Find available appointment slots using different appointment search criteria.
- Book an appointment using appropriate booking reasons, notes and comments.
- Find existing patient appointments.
- Move and/or Cancel an appointment for a patient.
- Update a slot status as appropriate (Arrive, Seen, Cancel, Walk-Out).
- Amend slot properties (update/amend booking notes, block out slot, embargos)

Appointment Book Configuration (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who configures the Appointment Book as part of their job role

Aim

To manage Appointment Book configuration effectively through EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Add and edit Slot types and Session Categories
- Create and edit Session templates and Week Templates
- Apply week templates to the Appointment Book using the Planner
- Book or cancel organisation closures and staff unavailability
- Manage appointment Organisation Configuration settings (e.g. Session Holder Filters, DNA Management)
- Create ad hoc sessions
- Cancel/Reassign sessions
- View slot and session history
- Build and run appointment reports

Prescribing (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who prescribes or requests medication as part of their job role

Aim

To manage prescribing effectively through EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Add and Edit medication items
- Cancel issue and end medication courses
- Reauthorise medication
- Issue existing medication items using the Add Drug screen and/or Medication tab
- Add, edit and cancel Repeat Dispensing regime
- Add messages to the pharmacy/patient, including using Consultation Synonyms
- Electronically request medication
- Identify progress of electronic request i.e. rejected, signed, awaiting GP signature
- Reprint prescriptions in given time frame (including Right Hand Side)
- Toggle between medication views and group medication items alphabetically, by prescription type, problems or EMIS Drug Group
- View drug history
- Manage Organisation Medication configuration

Document Templates (by request)

Method of Delivery

- Webinar
- Video available via our website

Duration

- 45 mins – 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who creates and amends Document Templates as part of their job role

Aim

To manage Document Templates effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Build and organise an appropriate folder structure
- Search for an existing Document Template
- Create or edit a document template to a given specification using various Mail Merge fields
- Apply relevant form-filling fields e.g. check boxes
- Test merge a Document Template
- Save a new or edited Document Template
- Change the status (Activate, deactivate, etc.) of a Document Template
- Import or export a Document Template

Registration and Registration Workflow (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who manages patient registration as part of their job role

Aim

To manage patient registration effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Find a patient using PDS trace
- Register patients using the different registration types e.g. Regular, Temporary
- Edit patient registration details
- Add and edit Relationship links and Patient Carers
- Add local and national sharing consent preferences
- Re-register a patient
- Manage Registration Workflow tasks following the agreed procedures (e.g. Incomplete Registrations, Duplicate Records, Deductions and Amendments)
- Action Close Quarter notifications
- Reallocate GP patient lists

Consultations (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who creates and edits consultations as part of their job role

Aim

To manage patient consultations effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Add, Save and Edit a Consultation using the appropriate elements
- Filter and Search consultation history
- Set and use shortcuts in a consultation (e.g. Quick Picks, Consultation Synonyms)
- Identify appropriate data entry forms and Run Template in a consultation
- Identify appropriate Document Templates in a consultation (e.g. Referral templates, proformas)
- Identify outstanding QOF indicators and action appropriately
- Apply Visibility Rules to a consultation (e.g. change/apply Confidentiality policy and Online Visibility)
- Search and use available external resources e.g. DXS, G-Care, Medicine Management

Patient Record Management (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who accesses the patient Care Record as part of their rob role.

Aim

To manage the patient Care Record effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Find a patient
- Edit patient registration details
- Resolve PDS differences
- Manage patient warnings
- Action outstanding QOF indicators
- Print all or part of a Care Record (e.g. selected items, Print Templates)
- Create, edit and print patient summaries
- Add, edit and display Clinical Views
- Add and edit coded and free-text data to the Care Record
- Search and/or filter existing coded and free-text data
- Manage Problems (e.g. Change the status, Group/Combine/Evolve or link Problems).
- View Tabular and Graphical Trends for Investigations.
- View and manage outstanding Diary entries, test requests and patient tasks
- Launch Data Entry Templates and Document Templates (e.g. letters, forms, clinical templates)
- Manually and automatically launch protocols in a patient record
- Email information in a Care Record
- Attach documents to a patient record (e.g. medical photos)

System Configuration (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who configures EMIS for users as part of their job role

Aim

To manage system configuration effectively within EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Add a new user; edit existing users applying the appropriate information and access
- Deactivate a user
- Configure Organisation settings (Manage teams, Service Users, Organisation details)
- Use Audit Trails in System Tools to identify activity in patient records and system activity
- Configure Test Request access and third-party products

Patient Online Services (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who configures and enables patient record access as part of their job role

Aim

To manage Patient Online Services effectively through EMIS Web.

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Set and amend appropriate global access levels according to the practice policy (e.g. online appointments, repeat prescriptions and patient record access)
- Enable a patient for Patient Facing Services and reprint the Linkage document

Data Quality Programme

The following section covers webinar training SCW provides for Data Quality, specifically in the training programmes and schedule funded by your CCG.

For more information about what courses are available in your area, and to make a booking, please visit our website http://training.scwcsu.nhs.uk/, or contact our Admin Team on **0300 123 65678**, or email training.scwcsu@nhs.net.

Introduction to Medical Terminology training

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who uses medical terminology, or needs an awareness of basic medical terms, as part of their job role

Aim

To introduce the learner to the structure and origin of medical terminology

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Recognise abbreviations and acronyms, and their dangers
- Understand common terms used in the language of health
- Break down medical words into component parts – root words, suffixes and prefixes
- Translate medical terms into everyday language
- Identify body systems and associated words – all day course only

Introduction to Clinical Coding training using SNOMED CT

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

This course is an introductory course aimed at non-clinical staff, who will be viewing and using clinical coding in their day-to-day work

Aim

To familiarise learners with using and interpreting clinical coding, SNOMED CT and data quality in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Understand the principles of clinical coding in EMIS Web
- Develop knowledge of what coded information is used for after being entered into EMIS Web
- Be able to use the course information to adhere to data quality guidelines
- Understand the transition from Read codes to SNOMED CT including key changes and benefits
- Practice clinical coding searching methods using the EMIS Web SNOMED CT code browser
- Understand the coding structure including hierarchy, preferred terms and relationships
- Have knowledge of external resources and how they can further develop understanding of coding and data quality

Introduction to Notes Summarising training

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

This course is aimed at administrative staff who will be taking up summarising work within the practice. It is important to note that this is an introductory course. We recommend that users complete the *Medical Terminology* and *Clinical Coding* courses before taking the Notes Summarising training

Aim

To familiarise learners with the principles of notes summarising in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Identify the reasons for summarising, and the need for accuracy in coding data
- Apply the criteria for selecting information to summarise
- Record information accurately in a medical record, as part of the summarising process
- Handle sensitive and personal information appropriately
- Adhere to the legislation relevant to medical records

System Optimisation Programme

The following section covers the webinar training SCW provides for System Optimisation in EMIS, specifically in the training programmes and schedule funded by your CCG.

For more information about what courses are available in your area, and to make a booking, please visit our website http://training.scwcsu.nhs.uk/, or contact our Admin Team on **0300 123 65678**, or email training.scwcsu@nhs.net.

Creating a Flu Protocol

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour

Who is this course for?

This webinar is designed for users in the practice who are involved with recording flu vaccinations on EMIS Web

Aim

To walk learners through the process of creating a simple Flu Protocol

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Locate the Template manager/Resource Publisher in EMIS Web
- Differentiate between action and decision nodes
- Create and save a basic flu protocol
- Add a protocol to the protocol launcher (F12 key) and run protocol
- Edit protocol to include additional nodes

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Workflow Manager

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour for webinar

Who is this course for?

Anyone who manages and actions tasks within Workflow Manager as part of their job role

Aim

To manage and action tasks within Workflow Manager effectively through EMIS Web

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Add and send a task.
- Manage, complete and archive tasks.
- Change ownership of a task.
- Configure Workflow User Option settings (e.g. select/deselect Task Counts, set up Custom Folders, and update Out of Office settings).
- Configure Workflow Organisation settings (e.g. set Global Viewers, activate/inactivate Task Types, manage Task Escalation settings)
- Monitor outstanding Workflow Manager tasks (e.g. Medicine Management, Lab Reports, Test Requests)
- Add Note to maintain tasks.
- Switch between Workflow Views (e.g. your tasks only, My Tasks + Deputising for, Global Tasks).

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Using Clinical Views in the EMIS Care Record

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour

Who is this course for?

This webinar is designed for anyone in the practice who would like to optimise the effectiveness with which they view clinical information in the patient's Care Record.

Aim

To configure and use Clinical Views in the patient Care Record Summary, at a personal and organisational level

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Access the Care Record configuration and view existing Clinical Views
- Create and save a basic Clinical View using the New Clinical View dialog
- Activate, Deactivate and Archive Clinical Views
- View Available Clinical Views and Select for personal use
- Mark a Clinical View as Default

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Managing Diary Entries

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour

Who is this course for?

This webinar is designed for anyone in the practice tasked with setting up and monitoring diary events for patients

Aim

To create and monitor Diary entries for individuals and to optimise the application of Diary entries across the entire practice population

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Understand the different types of Diary entry
- Recognise and use appropriate Diary Ribbon Options
- Add a Diary entry via the Patient Record
- Add a Diary entry via a Protocol
- Action and Edit different types of diary entry
- View and filter completed diary items
- Manage Diary Entries using the "Recall Scheduler"
- Search on Diary entries

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Smart Consultations

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour

Who is this course for?

This webinar is designed for anyone who is responsible for using and/or configuring consultations in EMIS

Aim

To optimise the use of consultations in the practice

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Configure and use Consultation Styles to enhance data entry in consultations
- Use and configure synonyms for individual and organizational use in consultations
- Configure and use Quick Picks ('zap key', lightning bolt) to data in consultations
- Configure and use templates to enhance data entry in consultations

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

National Programmes

The following section covers the webinar training SCW provides for National Programmes, e.g. electronic referrals (eRS), prescriptions (EPS), etc., specifically in the training programmes and schedule funded by your CCG.

For more information about what courses are available in your area, and to make a booking, please visit our website http://training.scwcsu.nhs.uk/, or contact our Admin Team on **0300 123 65678**, or email training.scwcsu@nhs.net.

Managing eRS Worklists

Method of Delivery

Live Webinar – please see our website for details or contact our Admin team for more information

Duration

45 minutes to 1 hour

Who is this webinar for?

This webinar would benefit anyone who is involved managing Worklists in the ERS Portal

Aim

To provide clear and unambiguous guidance to the latest advice, guidance and developments regarding the management of Worklists in the ERS Portal

Learning Objectives / Outcomes – as a result of participating in this webinar, learners will be able to:

- Referrer Action Required, Awaiting Booking/ Acceptance, Outstanding Referral Letters, Advice & Guidance
- Troubleshooting - Editing/Amending/Expediting E-Referrals
- Referral Assessment Service (RAS) E-Referrals
- Checking Status of a 2 week wait referral

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

GP2GP Record Transfer

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who processes and manages GP2GP transactions as part of their job role

Aim To manage GP2GP transactions effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- File incoming electronic records for new patients.
- File incoming electronic records for returning patients.
- Action degraded and medication items.
- Check for potential transmission errors and deal with them accordingly.
- Manage Requests and Records Sent GP2GP tasks within the Workflow Manager (e.g. Rejections, Integration Failure).

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Electronic Prescribing Service (EPS)

Method of Delivery
Webinar

Duration
Up to 2 hours or by agreement

Who is this course for?
Anyone who requests, issues or signs electronic prescriptions as part of their job role

Aim
To manage EPS effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:
- Add, amend, and remove patient Pharmacy and Appliance Contractor nominations.
- Add and issue electronic prescriptions.
- Convert an EPS request to paper.
- Reprint an eToken.
- Manage EPS script cancellations.
- Manage the EPS signing tasks (e.g. approve items, reject items).
- Use the electronic Prescription Tracker and clinical system to identify the status of a script.

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Electronic Referral Service (eRS)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement; may require more than one session

Who is this course for?

Anyone who creates and amends e-referrals as part of their job role

Aim

To manage eRS effectively in EMIS Web

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Book and request appointments via the e-referral portal following your Practice processes
- Attach document(s) and/or clinical data via the Clinical System to an e-referral.
- Cancel e-referrals following the correct procedures.
- Create, complete and cancel Advice and Guidance request.
- Monitor and process Advice and Guidance response.
- Manage the e-referral worklists.
- Action outstanding tasks for the Referral Management Workflow.
- Electronically send referrals for internal authorisation

For webinar dates and times please see our website http://training.scwcsu.nhs.uk

Microsoft Teams Training Courses

The following section covers webinar training for Microsoft Teams, from getting started using to Teams, to setting up online meetings and collaborating with non-NHS colleagues.

For more information about what courses and support are available in your area, and to make a booking, please visit our website http://training.scwcsu.nhs.uk/, or contact our Admin Team on **0300 123 65678**, or email training.scwcsu@nhs.net.

Microsoft Teams Getting Started (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who wishes to use MS Teams to send messages

Aim

To give users a basic introduction in using Microsoft Teams for the purpose of communicating with NHS colleagues in their own and other NHS organisations

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Login to MS Teams correctly and confirm they have used correct login details
- Understand the benefits of logging in correctly
- Use Profile Status to indicate availability
- Locate, understand and use Settings and other functionality from their Profile
- Understand the difference between Teams and Channels
- Understand the difference between using Chat and Channel reply Posts

Microsoft Teams Meetings (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who wishes to use MS Teams to conduct meetings

Aim

To give users an introduction in using Microsoft Teams for organising, scheduling, running and attending online meeting with NHS and non-NHS colleagues

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Initiate an Ad hoc meeting in MS Teams
- Schedule and invite colleagues to an MS Teams meeting using an invitation from Outlook
- Understand the differences in meeting size (number of attendees) between Ad hoc, Outlook and Live Event meeting formats
- Understand the options available for bypassing the lobby when entering a Teams meeting
- Be familiar with and use functionality within a Teams meetings, e.g. mute, video, live captions, screen sharing, etc. to their best advantage

Microsoft Teams Collaborative working (by request)

Method of Delivery

Webinar

Duration

Up to 2 hours or by agreement

Who is this course for?

Anyone who wishes to invite colleagues from organisations outside of the NHS to attend meetings and access other content in MS Teams

Aim

To give and overview of the collaborative options available for NHS and non-NHS staff in MS Teams

Learning Objectives / Outcomes – at the end of the session learners will be able to:

- Understand the nature of guests and their access to the NHS Teams
- Invite Guests to a meeting via Outlook
- Understand Guest process for Chat, Teams and Channels
- Be familiar with the functionality regarding document sharing in Teams

Microsoft Office Training Courses

IT Skills Pathway

The GP IT Training and Support team at South, Central & West CSU provide an administrative function for IT Skills Pathway.   We can guide you to the course details and provide login details.

IT Skills Pathway is a free NHS on-line learning resource available to all NHS staff. Courses include:

- Windows
- Excel
- Word
- PowerPoint
- Outlook
- OneNote

IT Skills Pathway also includes a Knowledge base for Microsoft Office and Windows queries.

Please contact the GP IT Training Support Desk on **0300 123 5678** or training.scwcsu@nhs.net

Microsoft Office one-off Webinars

If you would prefer a more personalised Microsoft Office training delivery, we can offer webinar learning on the following software:

- Windows
- Excel
- Word
- PowerPoint

Please note that this training is subject to availability - for more details, or if you would like to speak to us about the IT Skills Pathway please contact the GP IT Training Support Desk, using our usual details.