



NHS South, Central and West (SCW)

Informatics Services

Training and Support Prospectus

TPP SystemOne

2021 – 2022

Welcome

The IT Training and Support team is an integral part of SCW Informatics Services, providing clinical and business IT training and support to GP/PCN, corporate and other healthcare customers.

We are working hard to adapt our training to meet the needs of our customers, in an increasingly fast-changing healthcare landscape, by offering a high quality, value-for-money training and support service for new members of staff in GP practice/PCNs and CCGs; as well as providing refresher training for existing staff members.

Currently our training and support is offered 'on-demand' to our customers and delivered online, in accordance with ongoing COVID-19 NHS and national guidance. We hope to be able to offer face-to-face and group training once these restrictions have been lifted and the guidelines indicate that it is safe for us to do so.

In exceptional circumstances, and with the appropriate precautions in place, on-site support can be arranged e.g., where floorwalking support is required for system migrations, or where connectivity is a major issue.

Where a more bespoke approach is required, especially with new and additional roles, we will work closely with our customers to develop and deliver the appropriate training and support.

Among our trainers are subject matter experts across a range of clinical systems and business (office) applications, who can provide advice and guidance to support optimising system functionality, data quality, interoperability, and the interdependencies of GP IT Futures systems and services. All our trainers are skilled practitioners, who can adapt their delivery to the individual needs of their delegates and the customers they are supporting.

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

Visit our website.....	5
How to book an IT training session	6
Training Delivery	6
How to request IT training support.....	7
Getting ready for your Online Training Session	8
Core Clinical System Programme	10
New Starter training for Receptionists	10
New Starter training for non-clinical staff	11
New Starter training for clinical staff.....	12
Patient Record Management - additional items.....	13
Clinical Reporting	14
Clinical Templates	15
Protocols	16
Registrations	17
EDI Links	18
Letter Templates.....	19
Appointment Ledger	20
Appointment Rota Configuration	21
Prescribing.....	22
Consultations	23
Dispensing.....	24
Scanning and Document Management	25
System Configuration.....	26
SystemOnline	27
Data Quality Programme	28
Introduction to Medical Terminology Part 1 – Bodies, Bones and Basic Terms.....	28
Introduction to Medical Terminology Part 2 – Decoding the Doctor’s Dictionary	29
Introduction to Clinical Coding training.....	30

Introduction to Notes Summarising training	31
System Optimisation Programme	32
SystemOne Housekeeping	33
Optimising SystemOne Functionality	34
National Programmes.....	35
Managing eRS Worklists	36
GP2GP Record Transfer.....	37
Electronic Prescribing Service (EPS)	38
Repeat Dispensing.....	39
Electronic Referral Service (eRS).....	40
Microsoft Office and MS Teams Training	41
Microsoft Teams Getting Started.....	42
Microsoft Teams Meetings	43
Microsoft Teams Collaborative working	44
IT Skills Pathway.....	45
Microsoft Office one-off Webinars via MS Teams.....	45

Visit our website

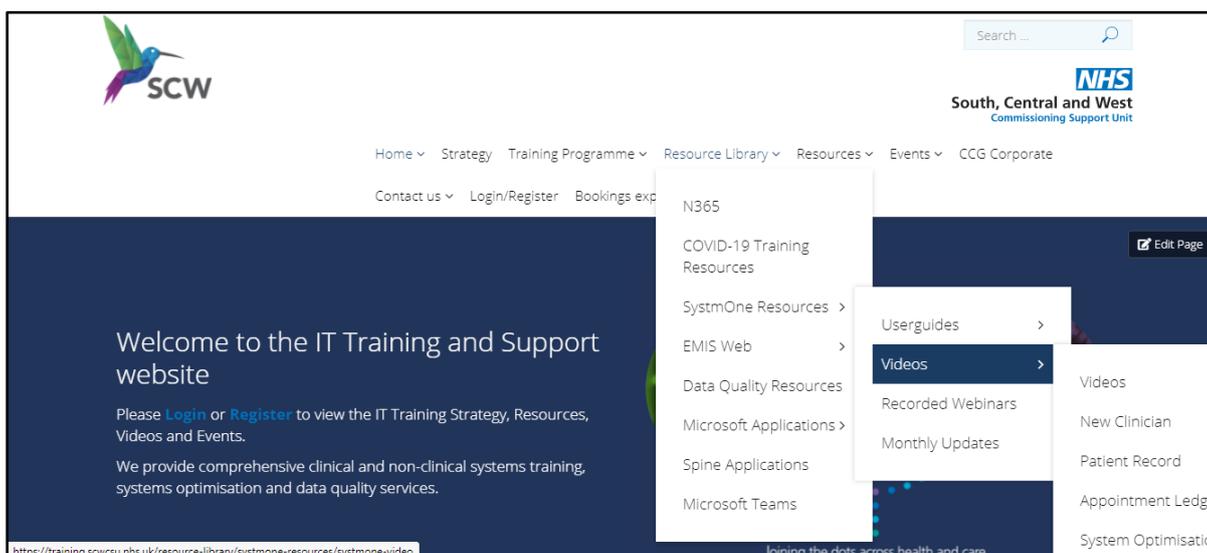
Find out more about who we are and what we do by visiting <https://training.scwcsu.nhs.uk/>

While our website is accessible to view independently, we recommend that you register to create an account. Registering for an account is free, simple and gives access to our many training materials and resources, including:

- COVID-19 IT Training and Additional Resources
- Latest SystemOne and National system updates and news
- Subject matter covering SystemOne, MS Teams, N365 (MS Office)
- User Guides SystemOne e.g., Clinical Reporting, Clinical Templates
- Videos covering key SystemOne functionality
- Recorded webinars, e.g., Enable Dispensing Stock control, Managing Clinical Views, etc.
- *(coming soon)* e-learning modules for core clinical and admin functionality in SystemOne



From our homepage click on the [Login/Register](#) 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.



How to book an IT training session

Once you have used this prospectus to help decide what training you would like, you can book a training session with us by doing one of the following:

1. Send an email any time to our Admin team at training.scwcsu@nhs.net with your request
2. Visit our website <http://training.scwcsu.nhs.uk/> and follow the links to make your request from there
3. Call our Admin team on 0300 123 5678, 9am to 5pm, Monday to Friday, with your request

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.

Training Delivery

Live webinar via MS Teams training sessions and webinars

For our Live webinar via MS Teams training we are using MS Teams. Pre-booked Live webinar via MS Teams IT training sessions usually last 2 hours and are interactive (i.e., Q&A, hands-on demos) wherever possible.

We also continue to run live webinar sessions in specific clinical system functionality (e.g., EMIS Workflow management, eRS worklists, etc.), available to all our customers. Live webinar via MS Teams sessions last approximately 45 minutes to 1 hour and attendees have the opportunities to ask questions as part of the demonstrations. Live webinar via MS Teams sessions are recorded and posted on our website (see below).

Videos and E-learning

We have an extensive selection of short Live webinar via MS Teams training videos and recorded live webinars, 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.

How to request IT training support

To request IT training support:

1. Send an email any time to our Admin team at training.scwcsu@nhs.net with your query, providing details of the best way to contact you back
2. Call our Admin team on 0300 123 5678, 9am to 5pm, Monday to Friday, with your query

As well as pre-booked training we also provide direct one-to-one telephone and virtual Live webinar via MS Teams support for ad hoc queries and training needs. This service is available during office hours, 9am to 5pm, Monday to Friday. Your call will be assigned to one of our experienced trainers, who will contact you directly to assist.

Getting ready for your Online Training Session

To ensure that the training can take place and to help make the most of your session, please follow these steps:

1. Open your Outlook or NHS Mail portal and accept the calendar appointment for the booking which contains an MS Teams link:
Join on your computer or mobile app
[Click here to join the meeting](#)
Or call in (audio only)
[+44 20 5678 9012_10123289#](#) United Kingdom, London
Phone Conference ID: 101 232 89#
2. If possible, ensure that you will have somewhere quiet and undisturbed for the training session and check that the PC (or laptop) there has a working internet connection and (if required) access to the clinical system being trained
3. To access MS Teams audio, you will need 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. **In advance of the training**, check that you are correctly logged in to the desktop (App) version of MS Teams (please see below) and make a test call (see next step)
5. Click the ellipsis (...) next to your Profile image/initials (top right-hand corner) and choose Settings > Device > Make a test call

Then, on the day of training, preferably a few minutes before,

[Click here to join the meeting](#)

Making sure you are signed-in to MS Teams Desktop App (NOT Browser)

1. **If you don't have a Teams icon on your desktop, please contact your IT support for installation**
2. If you are already in Teams click your Profile in the top right-hand corner and select **Sign out**
3. Double-click the Teams icon on your desktop if it doesn't auto-start
4. Teams will try to use your Windows account which may look something like this:

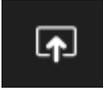
5. Replace it with your NHS Mail (@nhs.net) email address

6. Click Sign in and enter your NHS Mail password
7. If it is requested, enter the 6-digit code sent to you by text or email
8. You will now be correctly signed-in to MS Teams and will be able to use the full functionality

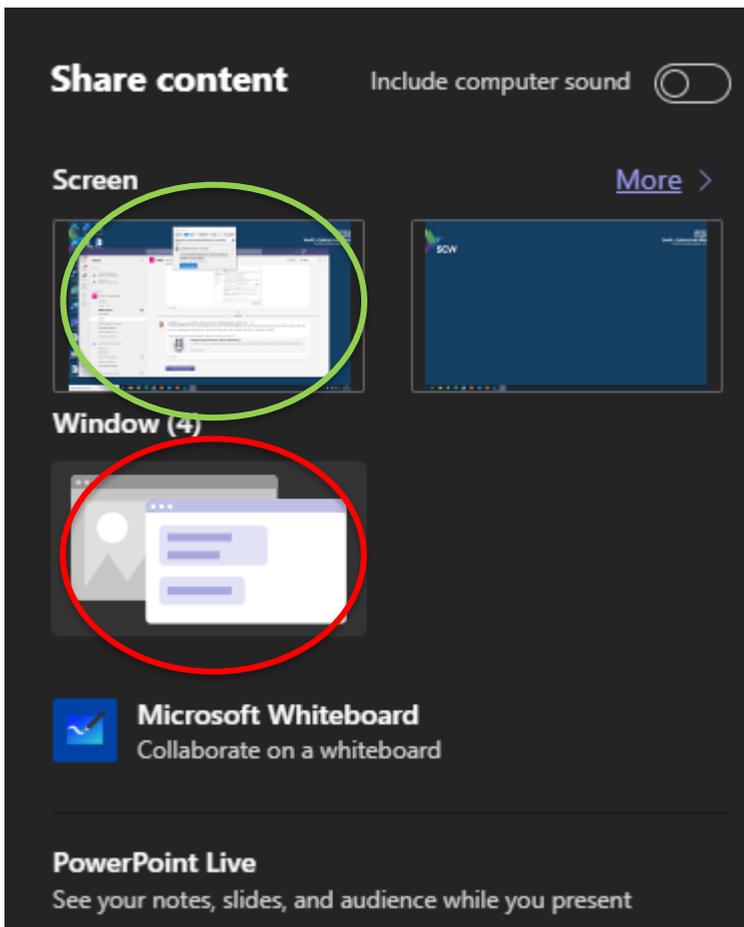
How to share your screen during the training session (where appropriate)

Your Teams toolbar is usually at the top right corner of your Teams screen, but if you have the older version of Teams it will be at the bottom centre of your Teams screen and you might need to 'wiggle' your mouse to view it.

1. Click the Screen Sharing icon in your Teams toolbar



2. Your Teams screen will display your sharing options on the right-hand side



3. Select your **Screen** option (see above, green oval) **NOT** the Window option (red oval)
4. You will now be sharing whatever program you have on that screen (and can move anything across from one screen to another if you have more than one)

Please contact our Admin Team if you have any questions or need any help ahead of training, including the option of a short test call with the duty trainer

Core Clinical System Programme

New Starter training for Receptionists

Method of Delivery

Live webinar via MS Teams (MS Teams)

Duration

Up to 2 ½ hours or by agreement; may require more than one session

Who is this course for?

This course is designed for New Receptionists who have little experience of SystemOne. During this course New Receptionists will not be provided with information on local GP Practice processes so before booking you should ensure that they have received a local induction.

Aim

The aim of this course is to introduce new users to SystemOne functionality, pertinent to their role within the practice

Learning Objectives / Outcomes – during this course you will learn how to:

- Navigate the Home Screen
- Search for Patient Records
- Search for a patient using alternative methods including Patient Locator
- Edit patient demographic details
- Resolve PDS mismatches
- Book, cancel and move an appointment
- Use the Free Slot Search function
- Navigate the clinical and administrative trees
- Print a Quick Glance View
- Access Pathology results
- Administer Repeat Template medication requests (if appropriate)
- View Prescription History
- Update Addresses and contact details
- Send tasks, notifications and instant messages

New Starter training for non-clinical staff

Method of Delivery

Live webinar via MS Teams

Duration

Up to 2 ½ hours or by agreement; may require more than one session

Who is this course for?

Anyone who is new to SystemOne and in an administrative function

Aim

The aim of this course is to introduce new users to SystemOne functionality, pertinent to their role within the practice

Learning Objectives / Outcomes – these will depend on the user's role within the practice, and could include, *but are not limited to*:

- Navigate and configure the home screen
- Perform a patient search
- Navigate the patient record
- Search for a patient using alternative methods including Patient Locator
- Edit patient demographic details
- Resolve PDS mismatches
- Enter and edit a consultation
- Record Problems, manage QOF alerts, Smoking status, Drinking status, numeric values, BPs
- Use prescribing functionality for Acute, Repeats and Repeat Dispensing
- Read and file scanned documents
- Send and reply to a notification
- Sending, reading, replying and managing tasklists
- Navigate the Appointment Ledger, using Bookmarks
- Booking telephone/follow up appointments/home visits
- Create and edit letters

New Starter training for clinical staff

Method of Delivery

Live webinar via MS Teams

Duration

Up to 2 ½ hours or by agreement; may require more than one session

Who is this course for?

Anyone who is new to SystemOne in a clinical function

Aim

The aim of this course is to introduce new users to SystemOne functionality, pertinent to their role within the practice

Learning Objectives / Outcomes – these will depend on the user's role within the practice, and could include, *but are not limited to*:

- Navigate and configure the home screen
- Perform a patient search
- Navigate the patient record
- Resolve PDS mismatches
- Enter and edit a consultation
- Use clinical data entry templates
- Manage recalls
- Record Problems, manage QOF alerts, add read codes
- Use prescribing functionality for Acute, Repeats and Repeat Dispensing
- Read and file scanned documents
- Read and file pathology results
- Create and edit letters (eReferrals training upon request)
- Send and reply to a notification
- Sending, reading, replying and managing tasklists
- Navigate the Appointment Ledger, using Bookmarks

Patient Record Management - additional items

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

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

Who is this course for?

Anyone who accesses the Patient Record as part of their job role and wants to improve their knowledge of SystemOne. The items below can be added to other training courses. Please speak to the IT Training Administration team on 0300 123 5678 or email training.scwcsu@nhs.net to discuss your requirements.

Aim

To manage the Patient Record effectively in SystemOne

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

- Problem & Summary management
- Add, amend and view Read Codes in a patient record
- Use Read Code formularies and Synonyms
- Manage and record Special Notes in a patient record
- Create and view patient Reminders
- Manage patient recall status e.g. Seen, Supersede
- Create, view and print Quick Glance Views
- Record Allergy and Drug Sensitivities
- Add vaccination history using the Next button
- Record Cervical Screening and Results
- Create Numeric Result pre-set
- Create and save a letter in a patient record
- View Tabular and Graphical trends for Pathology results
- Action outstanding QOF indicators in a patient record
- Add an attachment to the patient record
- Add, use and copy pre-set Notes
- Send communications and letters via NHS Email
- View, update and add additional items to the patient Summary Care Record

Clinical Reporting

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this course for?

Anyone who is new to creating, amending or running searches and reports in SystemOne as part of their work

Aim

The aim of this course is for the user to develop skills in interrogating and searching the clinical system for reporting purposes

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

- Navigate the reporting functionality in SystemOne – Built in/Target Reports and Clinical reporting
- Understand the Clinical Reporting Tree in order to View existing reports – View existing reports in the Clinical Reporting Tree
- Create a new report and apply search criteria.
- Join simple reports together to make more complex reports
- Run reports and view their results
- Amend search criteria
- Copy existing report
- Import and export a report
- Create Batch reports
- Explain how to use a report in a Protocol/Patient Status Alert
- Create an Ad Hoc Patient List

Clinical Templates

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this course for?

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

Aim

To create and manage clinical templates effectively through TPP SystemOne

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

- Identify how to access the template functionality (New template maintenance screen)
- Locate system wide, CCG group and organisation templates
- Import and export existing templates
- Demonstrate how to create a new template and design the page layout
- Determine the best options for applying numeric, coded and other data field items to a page
- Identify how to Save and Publish the template
- Illustrate how to amend an existing template
- Copy templates and recognise the benefits and dis-benefits of copying
- Decide how to utilise templates using the variety of methods available (Auto consultation, Patient status alert, protocols etc.)
- Discuss Clinical tree and toolbar configuration to standardise the use of templates
- Demonstrate how to record information using a template in a patient record

Protocols

Method of Delivery

Live webinar via MS Teams

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 as part of their work

Aim

To demonstrate skills in designing and applying Protocols using a range of SystemOne tools

Learning Objectives / Outcomes

- Define the purpose and benefits of a protocol
- Navigate the System Wide protocol resources already available
- Design, publish and apply a new protocol
- Apply manual and automatic protocol triggers
- Review and edit protocols
- Implement housekeeping techniques to manage and maintain your practice protocols

Registrations

Method of Delivery

Live webinar via MS Teams; telephone support

Duration:

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

Who is this course for?

Anyone who manages patient registration as part of their job role. This course is often combined with either GP2GP or EDI Links training.

Aim:

To manage patient registration effectively in SystemOne

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

- Find a patient using PDS trace.
- Register a patient using different registration types e.g. Permanent, Temporary.
- Amend patient registration details.
- Re-register a patient.
- Add/edit family relationships and carers link.
- Deduct patients.
- Deduct and re-register out of area patients.
- Add local and national sharing consent preferences.

EDI Links

Method of Delivery

Live webinar via MS Teams; telephone support

Duration:

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

Who is this course for?

Anyone who manages Electronic Data Interchange as part of their job role. Consider including registration training/refresher when booking this training course.

Aim:

To gain knowledge and skills on how Electronic Data Interchange is used to transfer patient data securely between SystemOne and Health Authority systems, using EDI Links and New Links

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

- Customise the EDI Links Screen and explain screen layout
- Describe the correct processing order for EDI administration
- Describe the purpose of each EDI Administration tab
- Understanding Message Colour Coding
- Process Message Types
- Troubleshoot problems with EDI Links
- Process FP69 Messages
- Use the Filter Options
- Search for EDI Messages
- Process Medical Records In/Out
- Implement Security Controlled Procedures
- Produce Quarterly Certificates
- Apply skills using New Links (New and Improved functionality)
- Review EDI scenarios and process examples

Letter Templates

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this course for?

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

Aim

To show the functionality of Integrated Word and its merged fields in SystemOne

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

- Define what Integrated Word in SystemOne does
- Apply the different merge field sources within Integrated Word
- Identify the different Toolbar Options
- Recognise how to configure the Merge Fields
- Identify how to create Letter Templates from Scratch and also importing an already created letter
- Show how to access a Letter Template to Create a Letter in Communications & Letters

Appointment Ledger

Method of Delivery

Live webinar via MS Teams; telephone support

Duration:

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

Who is this course for?

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

Aim:

To provide an overview of Appointment Booking in SystemOne

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

- Navigate the Appointment Ledger & Overview screen
- Set Appointment View Bookmarks
- Book Appointments
- Move, cancel & re-book appointments
- Search Free Slot appointments
- Recognise Slot Types e.g. routine, telephone clinics
- Insert, Merge appointments and Extend clinics
- Appointment search (patient specific)

Appointment Rota Configuration

Method of Delivery

Live webinar via MS Teams; telephone support

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

The aim of this course is to enable the user to design a Rota Template and apply it to the Appointments Book in SystemOne

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

- Enter & Amend Closed Days
- Enter & Amend Staff Leave
- Create a Room
- Create new Slot types
- Create Rota Types
- Create, amend & apply a Rota Template
- View Applied Rotas
- Create a one-off Rota
- Turn a one-off Rota in to a Rota Template
- Move a Rota to a Different Time/Different Clinician
- Cancel Individual & Multiple Rotas & restore a Cancelled Rota
- Delete a Rota
- Extend a Rota
- Create Appointment Templates
- Configure Free Slot Search for Receptionists

Prescribing

Method of Delivery

Live webinar via MS Teams; telephone support

Duration:

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

Who is this course for?

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

Aim:

To manage prescribing effectively through SystemOne

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

- Add, amend and issue Acute and Repeat Medication prescriptions
- Issue, edit and cancel Repeat Dispensing regime
- Process future dated prescription issues
- View Medication history, Issue history and a summary of all medication
- Convert an Acute prescription into a Repeat prescription
- Cancel or End a single issue or whole repeat prescription
- Record a medication review
- Access detailed drug information e.g. equivalents, side effects
- Create or action a prescription request task for a patient
- Print a list of current repeat medication
- Create a drug formulary entry
- Use the electronic Prescription Tracker and clinical system to identify the status of a script

Consultations

Method of Delivery

Live webinar via MS Teams; Video/YouTube

Duration

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

Who is this course for?

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

Aim

To provide an overview of the Consultation functionality and clinical tools

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

- Start a new Consultation
- Recording two or more problems in a single consultation – New Section
- Adding read codes
- Entering numeric read code values
- Merging complaints
- Creating and entering data using an Auto-consultation
- Recording a medical drawing
- Adding information to the patient summary
- Event details
- Recording Problems
- Linking medication to a problem
- Merging problems
- Using Templates for consistent data entry (eg Smoking status, hypertension, new patient health check)
- Recording numeric values, BPs
- Tabbed Journal, filter, search, mark in error, edit entries (change date)
- Read code journal
- Printing prescriptions, summaries. letters and consultations
- QOF overview (Timeline, alerts & analysis)

Dispensing

Method of Delivery

Live webinar via MS Teams, telephone support

Duration

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

Who is this course for?

Anyone who manages dispensing or dispenses medication at surgeries as part of their job role

Aim

The aim of the session is to enable users to use the Dispensing functionality within SystemOne

Learning Objectives / Outcomes – during this course you will learn how to:

- Enable the dispensing functionality and set preferences for dispensing
- Configure the home screen and specify dispensing settings for users
- Search for Dispensing Jobs
- Dispense Items
- Use Stock Control
- Order Stock
- Record receipt of Stock
- Work with Batch Numbers
- Manage Expiring Stock
- View Stock History Details
- Manage Doctors' Bags and Record Stock Movement
- Print Labels
- Run Dispensing Reports
- Use Audit Trail Reports

Scanning and Document Management

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

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

Who is this course for?

Anyone who scans and files documents and/or codes patient documents in SystemOne

Aim

The aim of the session is to enable users to Scan and Code patient documents and workflow them efficiently

Learning Objectives / Outcomes – during this course you will learn how to:

- Scan documents into SystemOne
- Process scanned documents
- Merge multiple page documents
- Manage batches of scanned documents
- Code scanned documents
- Save the documents to a Patient Record
- Forward a document on to a GP or Coder to view/code
- Delete document updates
- Create Scanning Rules

System Configuration

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this course for?

Anyone who configures SystemOne as part of their job role

Aim

To manage system configuration effectively within TPP SystemOne

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

- Add a new user; edit existing users, archive a user
- Configure Organisation Preferences
- Configure User Preferences
- Use Audit functionality to identify activity in patient records and system activity

SystemOnline

Method of Delivery

Live webinar via MS Teams; telephone support

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 Live webinar via MS Teams Services effectively through SystemOne

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

- Configure SystemOnline
- Register a patient for Live webinar via MS Teams Services
- Generate new username, password and reprint the Live webinar via MS Teams credentials document
- Register a patient for Proxy access to carer or child record
- Monitor Live webinar via MS Teams Services tasks
- Registered Live webinar via MS Teams service user

Data Quality Programme

The following section covers Live webinar via MS Teams 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 Part 1 – Bodies, Bones and Basic Terms

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this training for?

Non-clinical members of staff, including new starters, reception, administrators and notes summarisers who need to understand the terminology used in medical records

Aim

To provide an introduction to medical terminology, including bodies, bones and basic terms.

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

- Identify the main organs of the human body
- Recognise abbreviations and acronyms and describe their dangers when misused or misunderstood
- Recognise common terms used in the language of healthcare in general practice
- Identify the main bones in the human body

Introduction to Medical Terminology Part 2 – Decoding the Doctor’s Dictionary

Method of Delivery

Live webinar via MS Teams

Duration

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

Who is this training for?

Non-clinical members of staff, including new starters, reception, administrators and notes summarisers who need to understand the terminology used in medical records

Aim

To provide an introduction to Medical Terminology and help ‘decode’ some of the terminology commonly used by clinicians in a patient’s record.

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

- Define what we mean by ‘medical terminology’
- Look at the different ways medical terms are expressed
- Break down medical words into their component parts
- Translate medical terms into everyday language
- Use techniques to remember what each of these word parts mean

Introduction to Clinical Coding training

Method of Delivery

Live webinar via MS Teams

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 clinical coding, SNOMED CT and data quality in TPP SystemOne

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

- Understand the principles of coding in TPP SystemOne
- Develop knowledge of what coded information is used for after being entered into TPP SystemOne
- Be able to use the course information to adhere to data quality guidelines
- Practice both CTV3 and SNOMED CT searching methods using the TPP SystemOne code browsers
- Understand the coding structure including hierarchy
- Put clinical coding skills into practice in SystemOne using a range of examples

Introduction to Notes Summarising training

Method of Delivery

Live webinar via MS Teams

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 TPP SystemOne

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
- Put note summarising skills into practice in SystemOne using a range of examples

System Optimisation Programme

The following section covers the training SCW provides for System Optimisation in TPP SystemOne, 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 IT Administration Team on **0300 123 5678**, or email training.scwcsu@nhs.net

SystemOne Housekeeping

Housekeeping Workshop (duration 2 hours or by flexible agreement).

This workshop is designed for GP Practices who want to ensure they're fully maintaining the system functionality. During this session we'll provide guidance on how to maintain SystemOne and ensure that Patient Registration and Staff & Organisation setup is accurate and up to date. Below is a sample of the areas we can cover with you at your practice.

For further details or to book a place please contact the IT Training Administration Team on 0300 123 5678 or email training.scwcsu@nhs.net

- *No NHS Number Search* Find patients with no NHS Number, create registration types search and resolve registration issues
- *Resources* Tidy up organisation created resources e.g clinical/document templates, protocols, clinical reports etc, deactivate unused templates, disable duplicate alerts if using Ardens
- *Trees* Tidy up clinical and administrative trees
- *Toolbars* Tidy up toolbars and create role specific toolbars
- *Residential Institute Codes* Ensure practice have clearly defined codes for Nursing and Residential Care Homes
- *Users & Organisation setup* Archive users, setup new users, troubleshoot user access queries
- *Task Workflow* Tidy up tasks, resolve unassigned task issues, configure task types, set up task rules
- *SCR updates* Tidy up SCR updates, resolve SCRs not sent issues
- *Configured lists* Create new letter type and appointment booking list options

Optimising SystemOne Functionality

SystemOne System Optimisation (duration 2 hours or by flexible agreement).

This workshop is designed for GP Practices who want to ensure they're fully optimising the system functionality. During this session we'll provide hints and tips and suggest ways of getting more from your clinical system - below is a sample of the areas we can cover with you at your practice.

Please download the form from our website and select the topics you're interested in - this form can be emailed to the IT Training Administration Team when booking a session training.scwcsu@nhs.net

[SystemOne System Optimisation Booking Form](#)

We also have a number of system optimisation Recorded Webinars and Crib sheets that can be accessed [here](#)

For further details or to book a place please contact the IT Training Administration Team on 0300 123 5678 or email training.scwcsu@nhs.net

- | | |
|---|--|
| • <i>Address Book</i> | Populating address book, using and sharing the Address Book |
| • <i>Appointment Templates</i> | Automate appointment duration, details and pop up messages |
| • <i>Free slot search configuration</i> | Setup to make finding free appointments easier |
| • <i>Restrict appointment viewing</i> | Restrict specific staff viewing full appointment ledger |
| • <i>Appointment ledger configuration</i> | Setup organisation bookmarks, staff leave, appointment URL's |
| • <i>Website Bookmark set up</i> | Setup favourite URL bookmarks and add to the toolbar |
| • <i>Dosage Shortcuts</i> | Create medical dosage shortcuts |
| • <i>Numeric Results Presets</i> | Create Numeric Results Presets to view multiple results |
| • <i>Tabbed Journal Tabs and Filters</i> | Create organisational tabs to make viewing Journal easier |
| • <i>Read Code Formulary/Synonyms</i> | Add codes to a Read Code Formulary and create synonyms |

National Programmes

The following section covers the Live webinar via MS Teams 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 via MS Teams
- Video available on our website – please register

Duration

- 1-2 hours for live webinar training
- 45 mins video available on our website

Who is this training for?

Non-clinical staff who are involved in managing Worklists on 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 – at the of the session learners will be able to:

- Manage Referrer Action Required, Awaiting Booking/ Acceptance, Outstanding Referral Letters, Advice & Guidance worklists
- Troubleshoot, i.e., Editing/Amending/Expediting E-Referrals
- Manage Referral Assessment Service (RAS) E-Referrals
- Check Status of a 2 week wait referral

GP2GP Record Transfer

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

Up to 2 ½ hours or by agreement; may take more than one session

Who is this course for?

Anyone who processes and manages GP2GP transactions as part of their job role. This training course can be combined with New Registration and EDI Links training if appropriate. Please contact the IT Training Administration team to discuss your requirements.

Aim

To introduce GP2GP and equip learners with the skills to Action GP2GP Tasks, Integrate records and manage degraded entries

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

- Understand what triggers GP2GP within Registration
- Understand the different Transfer Types [Transfer in, Transfer out]
- Identify and action GP2GP Transfer Tasks
- Perform a GP2GP Transfer and Integrate patient record
- Cancel a GP2GP transfer
- Identify deduction ended repeats for re-authorisation by appropriate member of staff
- Identify and deal with degraded entries as appropriate to job role
- Understand GP2GP Transfer in screen
- Understand GP2GP Transfer out screen including flags
- Understand how to print a partial record from a GP2GP Transfer Out Task

Electronic Prescribing Service (EPS)

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

Up to 2 ½ hours or by agreement; may take more than one session

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 TPP SystemOne

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 a Token
- Manage EPS script cancellations
- Manage the EPS signing tasks
- Use the electronic Prescription Tracker and clinical system to identify the status of a script

Repeat Dispensing

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

Up to 2 ½ hours or by agreement; may take more than one session

Who is this course for?

This training course is designed for clinicians and prescribing advisors to enable you to maximise the benefits of Repeat Dispensing for your GP Practice.

Aim

The aim of the session is to enable clinicians and prescribing advisors to use the Repeat Dispensing functionality within SystemOne

Learning Objectives / Outcomes – during this course you will learn how to:

- Access NHS Digital resources to help you identify suitable patients for Repeat Dispensing
- Set up a Repeat Template and issue as a batch or Repeat Dispensed prescription
- Amend a Repeat Template
- Adjust a Repeat Dispensing regime
- Stop a Repeat Dispensed medication
- Action EPS cancellation tasks
- Create a report to analyse RD utilisation

Electronic Referral Service (eRS)

Method of Delivery

Live webinar via MS Teams; telephone support

Duration

Up to 2 ½ hours or by agreement; may take 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 TPP SystemOne

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.
- Electronically send referrals
- Add addresses to the SystemOne Address book
- Monitor referrals via Referral Tracking
- Amending document templates
- Create and amend a Clinical View

Microsoft Office and MS Teams Training

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

Method of Delivery

Live webinar via MS Teams

Duration

Up to 2 hours - more than one session may be needed to cover all required content

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

Method of Delivery

Live webinar via MS Teams

Duration

Up to 2 hours - more than one session may be needed to cover all required content

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 Live webinar via MS Teams 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

Method of Delivery

Live webinar via MS Teams

Duration

Up to 2 hours - more than one session may be needed to cover all required content

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 an 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

IT Skills Pathway

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

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

The GP IT Training and Support Admin team at SCW provide an administrative function for the IT Skills Pathway. We can guide you to the course details and provide login details. For more information, please visit <https://www.e-lfh.org.uk/programmes/it-skills-pathway/>. The IT Skills Pathway also includes a Knowledge base for Microsoft Office and Windows queries.

Microsoft Office one-off Webinars via MS Teams

If you would prefer one-to-one Microsoft Office training delivery, we can offer bespoke live webinar training on the following software:

- **Windows 10:**
 - Basic navigation and configuration, settings for display, sound and interaction (Ease of Access), hints, tips and shortcuts
- **Excel:**
 - Introduction – basic navigation, adding and editing data, formatting, basic formula
 - Intermediate – navigation hints and tips, filtering and sorting, pivot tables and charts
 - Advanced – logical and statistical functions, validation, conditional formatting
- **Word:**
 - Introduction – Adding and formatting text, printing, bulleted/numbered lists, reviewing
 - Intermediate – creating and editing tables, inserting graphics/pictures, mail-merge
- **Outlook:**
 - Basic email and inbox management, creating a signature, setting and Out of Office reply
 - Calendar views and sharing, creating calendar appointments / Teams meetings in Outlook
- **PowerPoint:**
 - Creating a slideshow, adding content, transition and animation effects, hints and tips for presenting a slideshow, printing a slides for resources

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 our Admin Team on training.scwcsu@nhs.net or **0300 123 56**