

# Clinical Systems Training Prospectus

2021/22



# About Us

The Clinical Systems Training and Data Quality Team consists of subject matter experts; many have worked in previous roles within the NHS and Primary Care and have a passion for training and development and are able to adapt to individual needs.

We aim to provide CCGs and Primary Care GP Practices with high quality training for new and existing members of staff as well as day to day support and optimisation training to help improve patient care through IT systems.

We provide support directly to the CCG which can include a variety of projects as well providing resources to practices such as user guides, video guides, clinical templates, reports and document templates to help improve data quality.

We also support with the implementation of national services such as GP to GP, EPSR2/4, GP Connect and SCR.

**\*\*Please note: Due to the current COVID-19 pandemic all our training is currently undertaken remotely via MS Teams.**



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# How to Book Training

For more information or to book any of the training outlined in this prospectus, please contact the team via email or through the local support desk.

 [agcsu.gpsystemstraining@nhs.net](mailto:agcsu.gpsystemstraining@nhs.net)

For Lincolnshire and Essex Customers

 <https://ardengem.saasiteu.com>

For Hampshire, Southampton and Isle of Wight Customers

 [Cherwell Browser Client \(healthcarecomputing.co.uk\)](http://Cherwell Browser Client (healthcarecomputing.co.uk))

When booking training sessions, our team will be able to advise you and provide a selection of available dates. Once you have confirmed the date/s you require, your training session will be confirmed, and a MS Teams invite will be sent via email to the attendee/s.

Telephone support for bookings is available Monday to Friday between 09:00 – 17:00 on

 **01277 695003**



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# Preparing for Your Remote Training Session

Please ensure that staff are familiar with the use of Microsoft Teams prior to attending the training session.

For the training to be as effective as possible ideally the staff member will need to be in an isolated room, using a computer with a microphone, speakers/headphones and (if possible) a camera. Please let us know if this is not possible, and we can send dial in options within the MS Teams invite so they can participate with the trainer during their training.

On the day of the training we recommend that attendees join the session via the link provided in the invitation, a few minutes prior to the start time in case there are any issues joining the session, this will ensure that the training can start promptly.

## A few tips to help you prior to your training.

1. Check your laptop/PC has a working internet connection (if required)
2. Accept the calendar appointment for the booking which contains the MS Teams link and check that you can open your Outlook/NHS Mail portal on the PC/laptop you are using for the training
3. Ensure that you will be able to access MS Teams audio - ideally via a speaker or headphones connected to your PC/laptop, OR you could use a desk phone to call the number in the calendar invite
4. Make sure you have somewhere quiet and undisturbed for the training if possible
5. Then, on the day of training, preferably a few minutes before, go into your calendar and click the link and if required dial in.



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# New Starter Courses



The new starter sessions provide a basic introduction which are suitable for new staff or those that need a refresher, they may also need to attend some of our other short session courses to cover additional training that may be required depending on their job role.

We recommend that new staff members have received their GP Practice induction and are familiar with their job role prior to attending the course as local processes will not be covered during the training session.

## New Starter Session for Admin: 3 Hours

This course is suitable for new Receptionists, Administrators, and Dispensing Staff

- Introduction to SystemOne
  - Logging in/Home Screen Navigation/Logging off
  - Tasks/Notifications/Instant Messaging
  - Patient Search and Patient Record Navigation
- Prescribing – Admin
- Update Patient Demographics
- Print from a Patient Record
- Booking/Cancelling/Amending Appointments
- Adding an admin consultation

## New Starter Session for Clinical: 3 Hours

This course is suitable for new GPs, Registrars, Locums, Nurses, Nurse Practitioners, Clinical Pharmacists and Paramedics

- Introduction to SystemOne
  - Logging in/Home Screen Navigation/Logging off
  - Tasks/Notifications/Instant Messaging
  - Patient Search and Patient Record Navigation
- Consultations and Prescribing (Acute and Repeat Prescriptions)
- Using Templates for Data Entry
- Home Visits
- Print from a Patient Record
- Book/move Appointments
- Tasks/Notifications/Instant Messaging

## New Starter Session for Non-Prescribers: 3 Hours

This course is suitable for new Health Care Assistants, Social Prescribers and Non-Prescribing Nurses

- Introduction to SystemOne
- Logging in/Home Screen Navigation/Logging off
- Tasks/Notifications/Instant Messaging
- Patient Search and Patient Record Navigation
- Booking/Cancelling/Amending Appointments
- Adding a consultation to include Templates and Quick Notes



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# New Starter Courses



The new starter sessions provide a basic introduction which are suitable for new staff and they may also need to attend some of our other short session courses to cover additional training that may be required depending on their job role.

We recommend that new staff members have received their GP Practice induction and are familiarised with their job role prior to attending the course as local processes will not be covered during the training session.

## **New Starter Session for Admin: 2 Hours**

This course is suitable for new Receptionists, Administrators and Dispensing Staff

- Logging in and Home Screen Navigation
- Tasks including Task Workflow Manager/Screen Messages
- Patient Search and Patient Record Navigation
- Booking Appointments
- Issuing Repeat Prescriptions
- Updating Patient Demographics
- Print from a Patient Record

## **New Starter Session for Clinical: 2 Hours**

This course is suitable for new GPs, Registrars, Locums, Nurses, Nurse Practitioners, Clinical Pharmacists and Paramedics

- Logging in and Home Screen Navigation
- Tasks including Task Workflow Manager/Screen Messages
- Patient Search and Patient Record Navigation
- Consultations and Prescribing (Acute and Repeat Prescriptions)
- Using Templates for Data Entry
- Book Appointments
- Print from a Patient Record

## **New Starter Session for Non-Prescribers: 2 Hours**

This course is suitable for new Health Care Assistants, Social Prescribers and Non-Prescribing Nurses

- Logging in and Home Screen Navigation
- Tasks including Task Workflow Manager/Screen Messages
- Patient Search and Patient Record Navigation
- Booking Appointments
- Consultations including using templates
- Print from a Patient Record



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# Short Session Courses

Our short session courses are ideal for members of staff that undertake additional tasks on SystemOne Or EMIS Web as part of their job role or who would just simply like to expand their knowledge of the clinical system. Duration of these courses vary, and you will be advised of times when booking.



- Basic Clinical Reporting and QOF
- Building Protocols
- Registering Patients
- Using Registration Links
- How to create Clinical Templates
- How to create Word Letter Templates
- How to create and use Views
- How to create and use a Questionnaire
- Organisation Preferences and Staff and Organisation Setup
- Managing GP to GP Transfers including degraded entries
- Appointment Rota Template Set Up
- eRS Referrals
- Auto Consultations
- Audit Trails
- Dispensing with/without Stock Control
- Vaccination Templates
- Configured Lists



- Task Workflow
- Patient Registrations
- GP to GP
- Registration Workflow
- Setting up Appointment Sessions
- Creating Document Templates
- Creating Clinical Templates
- Adding New Staff
- Basic Reporting and QOF
- Basic Protocols and Concepts
- Audit Trails



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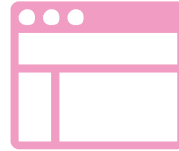
# Data Quality Sessions



## Medical Terminology for Beginners

This gives you a brief overview of:

- Introduction to Medical Terminology
- Identify the main human body organs and bones
- Abbreviations and acronyms
- Common terms used in the language of health



## Coding for Beginners

This gives you a brief overview of:

- Introduction to Coding
- Why do we Code?
- SNOMED - CT Overview
- Identifying QOF Codes
- Hints and Tips



## Summarising Guidance

This gives you a brief overview of:

- Introduction
- Getting Started
- Organising the Notes
- Summarising
- Scanning and Shredding
- Retention of Medical Records
- Maintenance
- Maintenance Check List
- Glossary of Medical Abbreviations
- Signs



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# eRS e-Referral Service

This gives you a brief overview of:

- Referrals
- Worklist - Referring Clinician
- Worklist - Service provider
- Setting up a New Service within eRS



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# Training Calendar - Available Sessions

Month	Monday	Tuesday	Wednesday	Thursday	Friday
OCTOBER 2021					1 EMIS New Starter Clinical AM
	4 SystmOne New Starter Non-Prescriber AM	5 EMIS New Starter Non-Prescriber AM	6 SystmOne New Starter Clinical AM	7 SystmOne New Starter Admin AM  EMIS Reporting AM  Coding for Beginners AM	8
	11	12 SystmOne New Starter Admin AM  SystmOne New Starter Clinical PM	13 EMIS New Starter Admin AM  EMIS New Starter Clinical PM	14 Summarising Guidance AM	15
	18 EMIS New Starter Non-Prescriber PM	19 EMIS Reporting PM	20 SystmOne New Starter Admin PM	21 SystmOne New Starter Non-Prescriber PM	22
	25	26 SystmOne New Starter Admin AM  SystmOne New Starter Clinical PM	27	28	29



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
NOVEMBER 2021	1	2 SysmOne New Starter Non-Prescriber AM  EMIS New Starter Clinical PM	3 SysmOne New Starter Admin AM  EMIS New Starter Admin PM	4 EMIS New Starter Non-Prescriber AM	5
	8	9 Medical Terminology for Beginners AM	10 EMIS Reporting PM  Coding for Beginners AM	11 SysmOne New Starter Admin AM  EMIS New Starter Admin AM  SysmOne New Starter Clinical PM  EMIS New Starter Clinical PM	12
	15	16 SysmOne New Starter Admin PM	17 SysmOne New Starter Non-Prescriber PM	18	19
	22 EMIS Reporting AM	23 EMIS New Starter Non-Prescriber PM	24 SysmOne New Starter Admin AM  SysmOne New Starter Clinical PM	25	26
	29	30 EMIS New Starter Admin AM			



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
DECEMBER 2021			1 EMIS New Starter Clinical AM	2 SystemOne New Starter Non-Prescriber AM  EMIS Reporting PM	3
	6 SystemOne Registrar / FY2 AM  Summarising Guidance AM	7 SystemOne New Starter Admin AM  SystemOne Registrar / FY2 AM  Coding for Beginners AM	8 SystemOne Registrar / FY2 AM  EMIS New Starter Non-Prescriber AM	9 SystemOne Registrar / FY2 AM	10 SystemOne Registrar / FY2 AM
	13 SystemOne New Starter Non-Prescriber PM	14 SystemOne Registrar / FY2 PM	15 SystemOne New Starter Admin AM  SystemOne New Starter Clinical PM	16 EMIS New Starter Admin AM  EMIS New Starter Clinical PM	17
	20 EMIS Reporting AM	21 EMIS New Starter Non-Prescriber PM	22	23	24
	27	28	29	30	31



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
JANUARY 2022	3	4	5 EMIS New Starter Admin AM EMIS New Starter Clinical PM	6 SystemOne New Starter Admin AM EMIS Reporting AM Coding for Beginners AM SystemOne New Starter Clinical PM	7
	10	11 SystemOne New Starter Non-Prescriber PM	12 EMIS New Starter Non-Prescriber AM	13	14
	17	18 EMIS New Starter Admin AM EMIS New Starter Clinical PM	19 SystemOne New Starter Admin PM SystemOne New Starter Clinical AM EMIS Reporting PM	20	21
	24 EMIS New Starter Non-Prescriber PM	25	26	27 SystemOne New Starter Non-Prescriber AM	28



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FEBRUARY 2022		1 EMIS New Starter Admin AM EMIS New Starter Clinical PM	2 Medical Terminology for Beginners AM EMIS Reporting AM SystemOne New Starter Admin AM SystemOne New Starter Clinical PM	3 Coding for Beginners AM	4
	7	8 EMIS New Starter Non-Prescriber AM	9 SystemOne New Starter Non-Prescriber AM	10 Summarising Guidance AM	11
	14	15	16 EMIS New Starter Admin AM EMIS New Starter Clinical PM	17 EMIS Reporting PM SystemOne New Starter Admin PM SystemOne New Starter Clinical AM	18
	21	22 SystemOne New Starter Non-Prescriber PM	23	24 EMIS New Starter Non-Prescriber PM	25



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
MARCH 2022		1	2	3 EMIS New Starter Admin AM EMIS New Starter Clinical PM	4 EMIS Reporting AM
	7 EMIS New Starter Non-Prescriber AM	8 Coding for Beginners AM SystemOne New Starter Admin AM SystemOne New Starter Clinical PM	9	10 SystemOne New Starter Non-Prescriber AM	11
	14	15 EMIS New Starter Admin AM EMIS New Starter Clinical PM	16 EMIS Reporting PM	17	18
	21	22 SystemOne New Starter Non-Prescriber PM	23 SystemOne New Starter Admin AM SystemOne New Starter Clinical PM	24 EMIS New Starter Non-Prescriber AM	25
	28	29	30	31	



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For more information on courses or bookings, please contact the team via email on:

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If you require telephone support for **urgent** queries, please contact us on:

 **01277 695 222**

 Available Monday to Friday between 09:00 – 17:00

