

HOW2 VIDEO TRANSCRIPT

EMIS Web – Deducting Patients via GP2GP

This video will cover the process of deducting a patient who has moved to a new practice, where a deduction notification has been received via GP2GP.

Unlike patients who have passed away or have emigrated, the physical notes, and what to send to a new surgery when a patient leaves, depends on whether the new practice allows GP2GP links.

If a patient moves to a practice with GP2GP

First, navigate to the **Registration** option on the small toolbar where Tasks are located.

Click on **Deductions**.

Find the patient in the list. The 'Deduction Reason' will display at the bottom of the screen.

1. Click the **Accept** button on the tool bar at the top of the screen.

By accepting the registration, you are making the patient 'Inactive'. The patient précis bar will turn grey and the patient task will disappear from the deductions folder.

2. Check to see if the patient's record was successfully transferred via GP2GP by clicking on the GP2GP tab. Under "Records Sent" there are three tabs:
 - Unacknowledged
 - Integration Failure and
 - Integration Successful

If the patients name is in the "Integration Successful" file this means their records have successfully been transferred to their new practice via GP2GP. If they are in Integration Failure, or on the FP22 Reminders box only, this will likely mean that the patient's new practice does not have GP2GP or that there has been an issue with the GP2GP transfer. You will need to follow some additional steps to manually deduct the patient:

- a. First you will need to the patient Care Record and print off the patient's record to send to their new practice.
- b. If your practice has had the Lloyd George notes digitised you'll be able to navigate to the 'Documents' or 'Consultations' screen of the patient's record to open the Lloyd George notes. You'll need to go through and check these records to make sure that there is no other patient information inside.
- c. If you have not had the Lloyd George notes digitised you'll need to print the patient records in full, including any Docman documents.

You can print the patient's records by selecting the 'Print' option at the top of the EMIS Web Care Record and selecting the 'Print Summary' option. **The summary MUST contain a list of:**

- Problems
- Immunisations
- Care History
- Allergies

If SOME data has been transferred by GP2GP a message will display advising you to only print out new attachments that have been saved in the patient's file since the transfer was completed.

The 'Patient Summary' will display and can now be printed.

In Docman:

In Docman, select documents to print by clicking next to each document or using the 'Select all' option. Select 'Print' and the documents will be printed.

If everything is in order, put the patient information label sticker on the Lloyd George wallet and place it in the NHS Transit bag along with the printed records.

Place the Transit label on the square box of the NHS Transit Bag and seal.

Once this is complete, navigate back to the 'Registrations' screen in Workflow Manager by selecting the 'Registrations' button.

Return the 'Records Sent' box on EMIS and find the patient's name. You will then need to click 'Complete Task'.

Next, click on 'FP22 Reminders' on the left-hand side, find the patient's name and select 'Send Medical Records'. The paper records can then be sent in full, or just the parts that were missing from the GP2GP transaction.