

Clinical Systems Training Prospectus

2022/23



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.



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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

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 695222**



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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: 2.5 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: 2.5 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
- Summarising



- 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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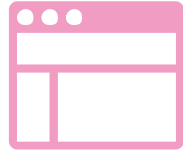


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Data Quality Sessions



Data Entry

This gives you a brief overview of:

- Introduction to Coding
- Why do we Code?
- SNOMED - CT Overview
- Identifying QOF Codes
- Extracting Codes from a clinical letter
- Hints and Tips

The dates scheduled in the training calendar are subject to change according to the availability of a trainer



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

The dates scheduled in the training calendar are subject to change according to the availability of a trainer



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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 2022	3	4 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM EMIS Short Sessions – Full Day Summarizing Guidance – AM/PM	5 EMIS New Starter Admin AM EMIS New Starter Clinical PM Data Entry AM	6 SystemOne Short Sessions - Full Day Data Entry PM	7
	10	11	12 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM SystemOne Short Sessions - Full Day	13 SystemOne New Starter Non-Prescriber AM EMIS New Starter Non-Prescriber AM	14
	17	18	19 EMIS New Starter Admin AM EMIS New Starter Clinical PM	20 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM Summarizing Guidance – AM/PM	21
	24	25 SystemOne New Starter Non-Prescriber PM SystemOne Short Sessions - Full Day EMIS Short Sessions – Full Day Data Entry AM	26 SystemOne New Starter Admin PM Data Entry PM eRS Training PM	27 SystemOne New Starter Admin AM & PM	28
	31				



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
NOVEMBER 2022		1 SystemOne New Starter Clinical AM EMIS New Starter Admin AM EMIS New Starter Clinical PM Summarizing Guidance – AM/PM	2 SystemOne New Starter Admin AM & PM Data Entry AM	3 SystemOne New Starter Non-Prescriber AM EMIS Short Sessions – Full Day Data Entry PM	4
	7	8 SystemOne New Starter Clinical PM	9 SystemOne Short Sessions - Full Day EMIS New Starter Non-Prescriber AM	10 SystemOne New Starter Admin AM & PM Summarizing Guidance – AM/PM	11
	14	15 SystemOne New Starter Admin AM & PM EMIS Short Sessions – Full Day Data Entry AM	16 SystemOne New Starter Non-Prescriber AM EMIS New Starter Admin AM EMIS New Starter Clinical PM	17 SystemOne New Starter Clinical PM Data Entry PM	18
	21	22 eRS Training AM	23 SystemOne New Starter Admin PM	24 SystemOne New Starter Admin AM SystemOne Short Sessions - Full Day EMIS New Starter Non-Prescriber PM Summarizing Guidance – AM/PM	25
	28	29 SystemOne New Starter Clinical AM SystemOne New Starter Non-Prescriber AM	30		



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
DECEMBER 2022				1 EMIS New Starter Admin AM EMIS New Starter Clinical PM EMIS Short Sessions – Full Day	2
	5 SystemOne Registrar/F2 AM	6 SystemOne New Starter Admin AM & PM SystemOne Registrar/F2 PM SystemOne Short Sessions - Full Day Data Entry AM	7	8 SystemOne New Starter Clinical AM SystemOne Registrar/F2 PM SystemOne New Starter Non-Prescriber AM Data Entry PM	9 SystemOne Registrar/F2 AM
	12 SystemOne Registrar/F2 PM	13 SystemOne Registrar/F2 AM EMIS Short Sessions – Full Day Summarizing Guidance – AM/PM	14 EMIS New Starter Admin AM EMIS New Starter Clinical PM EMIS New Starter Non-Prescriber AM	15 SystemOne New Starter Admin AM & PM eRS Training AM	16
	19	20 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM SystemOne New Starter Non-Prescriber AM	21	22 SystemOne Short Sessions - Full Day EMIS New Starter Non-Prescriber AM Data Entry PM	23
	26	27	28	29	30



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
JANUARY 2023	2	3 SystemOne Short Sessions - Full Day EMIS New Starter Admin AM	4 SystemOne New Starter Admin AM & PM EMIS Short Sessions – Full Day EMIS New Starter Non-Prescriber AM	5 SystemOne New Starter Clinical PM SystemOne New Starter Non-Prescriber AM EMIS New Starter Clinical PM Summarizing Guidance – AM/PM	6
	9	10 Data Entry AM	11	12 SystemOne New Starter Admin AM & PM Data Entry PM	13
	16	17 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM Summarizing Guidance – AM/PM	18 SystemOne New Starter Non-Prescriber PM EMIS New Starter Non-Prescriber PM	19 SystemOne Short Sessions - Full Day EMIS New Starter Admin AM EMIS New Starter Clinical PM EMIS Short Sessions – Full Day	20 eRS Training AM
	23	24 Data Entry AM	25	26 SystemOne New Starter Admin AM & PM Data Entry PM	27
	30	31 Summarizing Guidance – AM/PM			



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FEBRUARY 2023			1 SystmOne New Starter Admin AM & PM EMIS New Starter Non-Prescriber AM EMIS Short Sessions – Full Day	2 SystmOne New Starter Clinical AM SystmOne Short Sessions - Full Day EMIS New Starter Admin AM EMIS New Starter Clinical PM	3
	6	7 SystmOne New Starter Non-Prescriber AM Data Entry PM	8	9 SystmOne New Starter Admin AM & PM Data Entry AM	10
	13	14 SystmOne Short Sessions - Full Day EMIS New Starter Admin AM EMIS New Starter Clinical PM EMIS New Starter Non-Prescriber PM	15 SystmOne New Starter Admin PM SystmOne New Starter Clinical PM	16 SystmOne New Starter Admin AM EMIS Short Sessions – Full Day Summarizing Guidance – AM/PM	17
	20	21 SystmOne New Starter Admin AM & PM Data Entry AM eRS Training PM	22 SystmOne New Starter Non-Prescriber AM	23 EMIS New Starter Non-Prescriber AM Data Entry PM	24
	27	28 Summarizing Guidance – AM/PM			



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Month	Monday	Tuesday	Wednesday	Thursday	Friday
MARCH 2023			1 SystemOne New Starter Admin AM & PM SystemOne Short Sessions - Full Day	2 SystemOne New Starter Clinical AM EMIS New Starter Non-Prescriber AM EMIS Short Sessions – Full Day	3
	6	7 SystemOne New Starter Non-Prescriber AM Data Entry AM	8 EMIS New Starter Admin AM EMIS New Starter Clinical PM	9 SystemOne New Starter Admin AM & PM Data Entry PM	10
	13	14 SystemOne New Starter Admin AM & PM SystemOne New Starter Clinical PM	15 EMIS New Starter Non-Prescriber AM	16 SystemOne Short Sessions - Full Day EMIS Short Sessions – Full Day Summarizing Guidance – AM/PM	17
	20	21 Data Entry AM	22 SystemOne New Starter Admin AM & PM	23 SystemOne New Starter Non-Prescriber AM EMIS New Starter Admin AM EMIS New Starter Clinical PM Data Entry PM eRS Training AM	24
	27	28 SystemOne New Starter Admin AM & PM Summarizing Guidance – AM/PM	29	30 SystemOne New Starter Admin AM & PM	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**

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