

## GP2GP implementation process

The new GP2GP function for EMIS LV enables you to send and receive electronic patient records securely between practices. Using GP2GP to transfer records to and from your practice, you do not have to wait for paper records to be sent by post, or spend time inputting patient data.

This information sheet explains the processes followed by EMIS to ensure the implementation of GP2GP at your practice runs as smoothly as possible.

### The booking process

When EMIS receive details of your practice from Connecting for Health our field operations support team will contact you to book a training date. In most cases this should be at least two weeks before the scheduled training date.

One week before your training date, field operations support will:

- n Send you a confirmation letter.
- n Send you a GP2GP introduction pack.

**Note:** It is your responsibility to make sure this pack is available on the training day. Normally training material is addressed to the practice manager, if you do not receive your GP2GP training material, please email Filed Operations Support at [fieldoperations@e-mis.com](mailto:fieldoperations@e-mis.com), or telephone on 0845 123 4455.

- n Make a courtesy telephone call to your practice to ensure you are prepared for your training session and have smartcards available.

### Pre-training requirements

Before the training can take place, you will need to:

- n Have EMIS LV 5.2 frame installed.
- n Ensure all appropriate staff members have been issued with, and are using smartcards and PINs; staff members who register patients will need a smartcard and PIN, for example.
- n Are Choose and Book enabled.
- n Have a Java-enabled browser, compatible with Choose and Book, on at least one PC; if you are running Choose and Book this will normally already be set up.

**Note:** EMIS will contact you to complete a deployment verification test of the GP2GP software.

## The training

The GP2GP training session is a full day (six hour) session, that covers the various aspects and subsidiary effects of the GP2GP module. Training is delivered to a maximum of four delegates per session and is complemented with relevant training handouts and course notes.

In addition, a specially designed e-learning tool allows delegates to see and use simulations of the GP2GP software. The tool, built by EMIS:

- n Enables hands-on experience of GP2GP in a safe environment.
- n Improves delegate confidence in learning vital new skills, as there are no concerns over accidentally amending or removing key patient data.
- n Can be reviewed at your convenience.
- n Can be used to train other members of the practice team after the EMIS training day.

## GP2GP software activation

The following process will be followed to activate the GP2GP functionality on your system:

- n During the week prior to the training date you will receive a telephone call from our technical implementation team asking if you would stop registering new patients for a period of one hour whilst we complete the Deployment Verification Testing (DVT). When the DVT has been completed EMIS will contact you to confirm that the work has been completed.
- n GP2GP will be switched on, either on the training date, or immediately if the training date is in the past.

## Ongoing support

EMIS has created and tested a variety of high quality training materials to ensure your use and implementation of this software is as smooth as possible. You will receive a number of training materials plus an interactive e-learning CD, please use these materials intensely, they will answer most, if not all, of your questions.

The following telephone support is also available:

- n For software problems, contact Software Support on 0845 122 2333 followed by #1 for the automated system and 63 for the GP2GP support team.
- n For training queries contact Software Support on 0845 122 2333, followed by #1 for the automated system and 28 for the training helpline.
- n If you feel you are not receiving the required level of support please refer to IF916 available in the common room at [www.emis-online.com](http://www.emis-online.com) for our escalation procedure.

Every effort is made to ensure that your EMIS documentation is up to date, but our commitment to constantly improve our software and systems means that there may have been changes since this document was produced.

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