

## GP2GP implementation process – full training

The GP2GP functionality for EMIS Web 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 your PCT 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:

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

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

- 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:

- Be able to access EMIS Web on at least one PC.

**Note:** If you are already live with EMIS Web we would expect you to be able to access EMIS Web on all PCs.

- Ensure all appropriate staff members have been issued with, and are using smartcards with the appropriate RBAC roles on them; staff members who register patients will need a smartcard and the correct RBAC roles, for example.
- Ensure the PC that will be used for training purposes has a web browser.
- Ensure the PC that will be used for training purposes has Flash player version 9 or above.

**Note:** There is an opportunity to download Flash player from the e-learning tool.

### 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 user guides.

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

- Enables hands-on experience of GP2GP in a safe environment.
- Improves delegate confidence in learning vital new skills, as there are no concerns over accidentally amending or removing key patient data.

- Can be reviewed at your convenience.
- 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:

- GP2GP will be switched on three days after your GP2GP training date.

## 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:

- For software problems, contact Software Support on 0845 122 2333 followed by #1 for the automated system and 63 for the GP2GP support team.
- For training queries contact Software Support on 0845 122 2333, followed by #1 for the automated system and 28 for the training helpline.
- 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.

■ tel: 0845 122 2333      ■ fax: 0845 125 5523      ■ email: [support@e-mis.com](mailto:support@e-mis.com)      ■ [www.emis-online.com](http://www.emis-online.com)  
EMIS Support • Fulford Grange • Micklefield Lane • Rawdon • Leeds • LS19 6BA