

GP2GP implementation process – refresher 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 Primary Care Trust (PCT) our field operations support team will contact you to arrange a refresher training WebEx. In most cases this should be at least two weeks before the scheduled WebEx date.

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

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

Note: Normally training materials are addressed to the practice manager, if you do not receive your GP2GP training materials, please email Field Operations Support at 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:

- Ensure you have a quiet place with a PC and a telephone in order for you to attend the WebEx.
Note: The WebEx can take up to an hour so it may be preferable to use a headset or a telephone with a loud speaker.
- 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.

The training

The GP2GP training session is an hour long refresher WebEx session, that covers the key aspects of the GP2GP module in EMIS Web.

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.
- The day after your training date if you are already live with EMIS Web.

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 for our escalation procedure.

The GP2GP Introduction Pack

You will receive a GP2GP Introduction Pack that consists of an e-learning tool and various training materials to support you in using GP2GP.

The 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.

Please ensure that the PC to be used for training purposes has Flash player version 9 or above for the system simulation to work.

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

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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