

GPSoC Common Issues and FAQs on the use of the Tracking Database

Common Issues

1. A Service Commencement Date should be set for live services.

If no Service Commencement Date has been entered [within the Service Maintenance Screen] for a service identified as current and active [within the Individual Systems Details Screen] then it is assumed that this service has not gone live. This field needs to be completed to ensure GPSoC are aware that the service has started.

Guidance: Within the GPSoC Schedule A Maintenance Screen, select Services and complete the Service Commencement Date/s. Further details can be found within the Tracking Database Short Guide to GPSoC, page 7, <http://www.connectingforhealth.nhs.uk/systemsandservices/gpsupport/gpsoc/news/downloads>.

NOTE: *When a site is first included in GPSoC, the service commencement date is the date of commencement for the 'GPSoC' service rather than the actual physical commencement date of that service e.g. if site had GP2GP and the Actual Business Go Live was on the 1st April and the practice was then included in GPSoC on 1st May, the service commencement date for Level 3 is on 1st May not 1st April.*

2. On the System Details Screen the Status of the system is set to 'In Progress/Ordered' but a service commencement date has been input within the Service Maintenance area.

This field needs to read either 'Current and Active' within the System Details Screen or the Service commencement date needs to be blank until the system becomes 'Current and Active'.

Guidance: Within the GPSoC 'Schedule A Maintenance Screen', select the relevant practice system details screen and change the Status to 'Current and Active' or within the Services screen remove the Service Commencement Date if this is incorrect.

Note: *GPSoC will fund the notice period for the GPSoC service as long as notice is given at least one month before the planned migration to the new system. This means a full source system can be available, funded by GPSoC for up to 2 months post migration to another supplier.*

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3. **On the Individual Systems Details Screen the practice is set to GPSoC, but the Ready for Schedule A box is unticked.**

The user should identify if the system is GPSoC compliant, if so the Ready for Schedule A box should be ticked. If the system is not GPSoC Level 2, then the status should be set to 'Other' and notification placed into the 'Notes' field within the System Details Screen to confirm.

Guidance: Within the GPSoC System Details screen please tick the Ready for Schedule A box.

4. **On the Individual System Details Screen the practice has a Contract Type of 'Other' or has been left blank.**

Please complete the notes section within the GPSoC Individual System Details screen with the reason for this choice or ensure this is accurate.

Guidance: Within the GPSoC Individual System Details Screen, under Contract Type, select either LSP, GPSoC or Other. If other is selected, please complete the notes section within this screen with the reason for this selection.

5. **On the GPSoC Service Maintenance Screen no 'System Support Service' has been completed, but a core service has been selected.**

If a GPSoC core system has been selected then the 'System Support Service' is also required.

Guidance: Within the GPSoC Service Maintenance screen please complete the fields Anticipated Business Go Live, Actual Business Go Live, Actual Deployment Verification and Service Commencement date for services that are live.

Note: *All fields would need completed if the service has already commenced for both the GPSoC Level x Service as well as the System Support Service. This is not required for services that are currently live.*

6. **If you have practices identified as GPSoC then the following documents must be completed and sent to each GPSoC supplier within the PCT estate:**

- (a) Call Off Agreement with a Contract Signature Sheet
- (b) Schedule A with a Contract Signature Sheet, and
- (c) Schedule A(i)

Note: *For (a) and (b) above, the information must be input onto the Tracking Database to ensure GPSoC are aware this contractual documentation has been completed.*

Guidance: Within the Project Screens at the top of the Tracking Database screen, select GPSoC Contract Signature Sheet, identify the supplier, input the name and date of signature of the Call Off Agreement and Schedule A. Update.

Frequently Asked Questions

Q. Permissions required to enable the maintenance of Schedule A information?

A. Role of GPSoC Lead or GPSoC TDB Facilitator plus "Update Related Organisations".

Q. I can't see any supplier names listed on the Contract Signature Sheet / I can only see 1 supplier but the other supplier names are missing.

A. Until a Schedule A has been "issued" for a supplier (and the Version number shown in the "Ready for Schedule A" column on the Schedule A Maintenance screen), the supplier's name won't be listed on the Contract Signature Sheet. As soon as a Schedule A is issued, the relevant supplier name will then be visible.

Q. I'm ready to print the Contract Signature Sheet but an error message keeps coming up saying "page cannot be displayed". What's wrong?

A. You must be using Internet Explorer version 6, or higher, and Acrobat reader version 8. Also set the Tracking Database up as a "Trusted Site".

Q. I can't find the Schedule A(i) on the Tracking Database.

A. The Tracking Database only holds the Schedule A. You will find the Schedule A(i) by following the below process:

- * Access the GPSoC webpage at: <http://www.connectingforhealth.nhs.uk/gpsoc>
- * Click on News and downloads
- * Click on the downloads section link at the top of the page.
- * Under **Guides & resources**, select the Revised Process Overview document.

This two page document identifies the process for implementation. On the second page is the embedded Schedule A(i) document. Details on the content of Schedule A(i), to be included, can be supplied by the supplier and may be forwarded to you for agreement and signature. You can also create this document using the embedded file as the template.

Q. I've accessed the GPSoC Schedule A Maintenance screen and there are no links to view any Schedule A's. How can I see a Schedule A?

A. No links appear until a system has been ticked as being Ready for Schedule A, with a Contract Type of GPSoC. Via the System Details Amend link for a GP Practice, access the Individual System Details screen and, if applicable, update these fields.

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When you return to the GPSoC Schedule A Maintenance screen you will see that the chosen Practice now has a [View](#) link under Schedule A.

Q. Why aren't all the GP practices listed, with the same Clinical System, when I click on the "Copy GPSoC Additional Services" link?

A. The list only displays practices with the same Clinical System AND a Contract Type of GPSoC. If any practices are missing from the list, user should update system details accordingly.

Q. I've added a new system to a Practice. I can't see both systems listed within the Schedule A Maintenance screen but I know I've not withdrawn the old system yet.

A. Check the "Supplier Filter" selection. If you have previously filtered by one particular supplier and then added a different system to a Practice, you will need to select "All" to view all suppliers' system details.

Q. Why don't I have to record EDI details for a Shared System?

A. The Host practice records the EDI details for the Shared System. Therefore when adding a Shared System, and removing a Local System, user should delete all EDI Details and then withdraw the Local System.

Q. User has lost links back to "GPSoC Schedule A Maintenance" screen.

A. User has "stepped out" of the schedule and reverted to standard GP practice level. This happens when a user accesses a practice via the Schedule A Maintenance screens but then selects another practice in the left-hand hierarchy. To view another practice within the Schedule A Maintenance screens, the user needs to click on the up link of the first practice and select the 2nd practice via the group screen.

Untick the Nav: box in the tool bar. This will temporarily remove the left-hand hierarchy so that practices are not selectable outside of the Schedule A screens.

Q. How can I make the user guidance pane bigger to view documents?

A. Firstly the user can untick "Show Catalogue" which will widen the screen. The actual top of the web page cannot be changed. It is common across all CfH web pages. However, to achieve a bit more height, the user can manually remove some of the toolbars at the top of the screen by clicking on View / Toolbars then temporarily remove Standard buttons, Addresses Bar and Links.