Development	How will it change?	Why important?
Improved system performance/loading times	The system should look the same, however key crunch points where the system could be slow or crash should now have been improved.	This should improve user experience for all staff across all services. Users should be realistic with expectations here though, the system still handles a lot of data and while improvements have been made some functionality may not be instant.
Ability to record more than one baseline questionnaire for a service user	Users will now see a pop-up appear when they are adding a referral for a service user who already exists on the system. This pop up will contain their previous 'Baseline Questionnaire' date of completion and what 'Course' it related to. For **Oxfordshire and Surrey Users** the system will ensure that you collect a new Baseline questionnaire from that Service User. **Lincolnshire Users** will have the option to create a new Baseline or proceed with the patient's most recent baseline. You should make the decision here based on if the patient is returning to the service after a gap in support or is simply being referred internally from one course to another. A new area in the Service User Record allows TT Users to view multiple baselines attributed to that single patient, as well as a direct option to 'Add' or 'Delete' baselines. This provides coverage in case of any mistakes when responding to the pop-up e.g. A TT User creates a new Baseline for patient when it was not in fact necessary.	This is important when we look to re-engage service users who may want to return to our service after joining it previously, so that we can understand and assess if their health, wellbeing or personal circumstances have changed in that time. It's also vital to report accurately on our service performance and to understand our patient's individual journey through our services. A time-based duration for a Baseline to exist is difficult, every Service User's experience is different; therefore in the integrated services this needs to come down to a selection by a TT User.
Session Number and QDS Number are now visible when prescribing medication	When prescribing medication to a patient, near the patient name; an Advisor should see how many quit attempts a patient has undertaken as week as the numbers of sessions in their current quit date.	Increases user awareness of patient history and important when prescribing related to managing patient/sub-contractor expectations around free NRT/prescription fees etc.

Advisors to add/assign stock themselves	As an Advisor the 'My Stock' section will allow you to select stock from your 'Base', this does require a Super User providing you the permission to do so.	Less pressure on Support Staff time and allows Advisors to act more independently.
Cancel course reasons specific to the intervention	Super Users will be able to add to a list of system wide 'Course Cancellation Reasons' which they can then assign to a specific 'Course' e.g. stop smoking, weight management etc. As an Advisor you will be able to select any of these assigned reasons when you go to 'Cancel Course' of a patient.	We can understand our patient journeys more clearly and provide valid reasons for drop out or cancellation to courses which are not Smoking Cessation.
Create an 'Overdue' area for service user follow ups after they reach a set number of days without an outcome added.	Super Users can amend the number of days 'Overdue' a follow up should be before it appears in this area. As an 'Advisor' you should now see an Overdue area for follow ups at the top of your homepage, this lets you know that they have been awaiting an outcome for a long time and should take priority for follow up.	Follow Ups should be as easy for staff to navigate as possible. It's important than in the little time staff do have to follow up previous patients that these are prioritised by how long the system has been waiting for a patient outcome.
Notification when information is in patient 'Alerts Tab'	If an Advisor or Admin user enters any information to the 'Alerts' tab on the 'Service User Record' it will now appear in red as a way to notify any user that they should review the content of the Alerts Tab.	Staff safety and security, as well as user experience is always a priority for us. This simple changes means that patients needs or risks are clear to the staff involved in their care.
Advisor surnames removed from system SMS messages	When corresponding with a Service User via the 365 SMS system, for example sending a patient an Appointment Reminder; these messages will now only include the Advisor Forename.	A request from Advisors for several months, a change which allows us to maintain staff privacy.