



Extended Access Training Guides

Support: mbpcc.extendedaccess@nhs.net

Local Consultation Guide (GP, ANP, Nurse)

Local consultation

The extended access service previously used EMIS remote consultation as the system for recording consultation data. This has now changed to recording consultations in the local EMIS system in order to facilitate the use of EPS. This means that all data is now recorded in the MBPCC EMIS system you log into to access the appointments.

The way in which you change appointment status and enter a consultation and prescribing will be familiar to working in a practice EMIS system.

Limitations

The version of EMIS used by MBPCC is not able to support online test requesting.

Appointment Book Processing

There are two different flows depending on whether the appointment is a telephone/video consultation or face to face.

Telephone/video

Press S to mark your call as started.

Start and record your consultation if a new one does not launch automatically.

Once done, save the consultation.

Press T to mark your call as ended.

Face to face

Press A to mark patient arrived.

Press S to send patient in (start consultation).

Start and record your consultation if a new one does not launch automatically.

Once done, save the consultation.

Press L to mark the patient as left.

Viewing Registered Practice Record

See the *Viewing Shared Data* training guide for more information.

Consultation notes

You should record your consultation as normal. The extended access service may carry out quality audits in line with the RCGP audit toolkit. This audits the quality of consultation records in line with eleven criteria. You should have regard to the following when creating consultation notes:



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- Reason for appointment and patient expectations;
- Any emergency or serious situations;
- Appropriate history taking, including social and other relevant history;
- Details of assessments performed with findings, including offer/use/declination of chaperones;
- Differential diagnoses and advice given to patient;
- Involvement of patient in decision making and provision of self-help materials;
- Appropriate management decisions and need for any further investigations;
- Appropriate prescribing, use of generics, adherence to formulary and local guidelines;
- Appropriate safety-netting including follow up where required;
- An indication that safeguarding was considered and further details recorded where relevant.

Video consultations

Our system of choice for video consultation is Accurx. Due to technical hurdles using the installed Accurx applet with remote consultation, we recommend you use the web-based version available at <https://fleming.accurx.com/login>. This will allow you to locate patients and initiate video calls directly on the website without needing any installed software.

Prescribing

When making prescribing decisions you should have regard to national and local guidelines. As you are now working in the MBPCC EMIS system, you will not be able to directly issue or amend the medications available in the shared practice record. You will need to add drugs to your consultation and issue them from there. As long as you are logged in using your smartcard, the prescriptions should be issued via EPS (see *EPS (including any pharmacy)* training guide).

In the event of an EPS failure, you can print to paper.

Referrals

If you make a clinical decision that the patient requires referral for investigations or specialist opinion then you need to include a referral letter as part of your consultation notes. It is not possible for the extended access service to use ERS or create and send referrals directly. All requests for referral need to be documented for action by the registered GP practice.

If you have documented a referral or investigation need then please ensure you send a task to the registered practice alerting them that action is required. Information on how to send cross-organisational tasks is included later in this guide.



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Pathology tests

Due to specimen collection arrangements it is not generally possible to carry out pathology test requests 'on demand'. This means if you make a clinical decision that pathology tests are required you must refer the patient back to their registered practice to arrange a suitable appointment for the sample to be collected. The practice may either arrange an appointment for the patient during core hours or book them into an HCA session at a convenient extended access site.

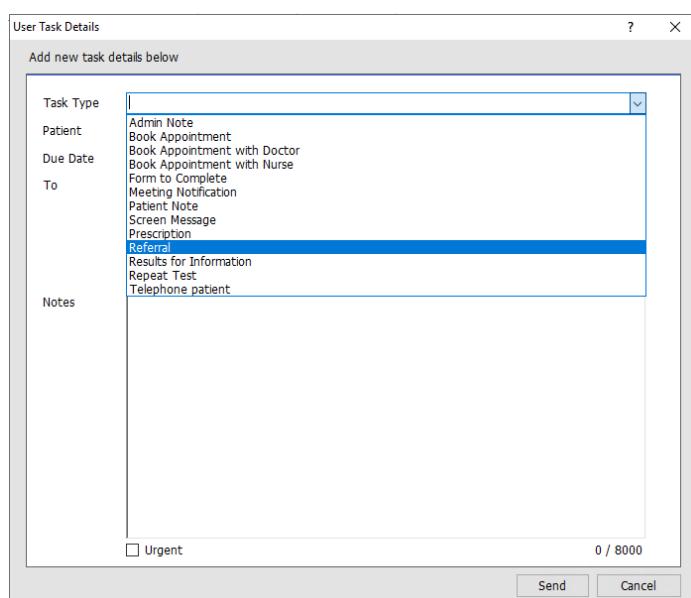
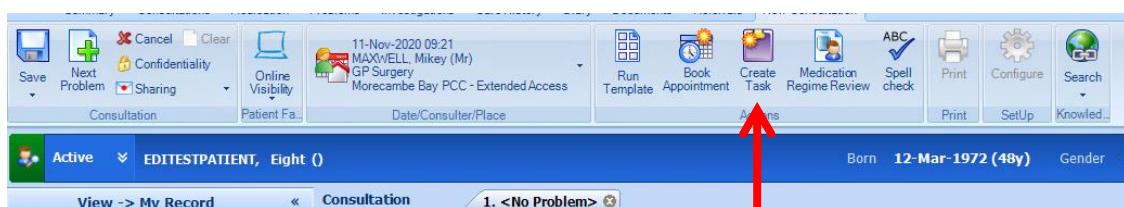
You should stress to the patient the importance that they telephone their registered practice to make arrangements for their tests to be carried out.

Sharing information

The registered practice may not routinely review a patient record until they next make contact with the practice directly. It is therefore not sufficient to only record any concerns in the consultation as this does not guarantee they will be seen in a timely manner. If you feel it appropriate to alert the registered GP to something then you should send a cross-organisational task to ensure your concerns are acted upon.

Sending tasks

You can send tasks directly from within your remote consultation. Click Create Task on the toolbar whilst your consultation is open.



The patient details should already be completed. Fill in the remainder of the task details.

Choose an appropriate task type from the dropdown list.

Click the magnifying glass next to the To box to search for the registered GP.



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For clinical safety reasons, tasks should always be sent to a Team rather than an individual. This helps to avoid any single point of failure for a task not being actioned.

The screenshot shows a software window titled 'Search cross organisations' with a sub-header 'Find teams/users/services or use the hierarchy to browse'. A search bar is at the top left. Below it is a list of 'Shared organisations' under a 'Teams' tab. The list includes: Morecambe Bay – Extended Access, Ash Trees Surgery, Atkinson Health Centre (Wiejak), BAY MEDICAL GROUP, Cartmel Surgery(A82647 Cumbria PCT), Dr Murray & Partners, Duddon Valley Medical Practice, Duke Street Surgery, Haverthwaite Surgery (A82650 Cumbria PCT), LANCASTER MEDICAL PRACTICE, Market Street Medical Practice, Park View Surgery (P81113 Cumbria PCT), QUEEN SQUARE SURGERY, and SEDBERGH HEALTH CENTRE (LUMB). A note '(No data)' is visible in the bottom left of the main pane. At the bottom, there are buttons for 'OK' and 'Cancel'.

You can view the available teams for any practice by clicking the small chevron to the left of their name in the list. Pick the appropriate team by double clicking so it moves to the Selected Items section at the bottom then click OK.

In the Notes pane, type your message to the Team. If appropriate, tick the Urgent box and when you are happy click Send.