



## Extended Access Training Guides

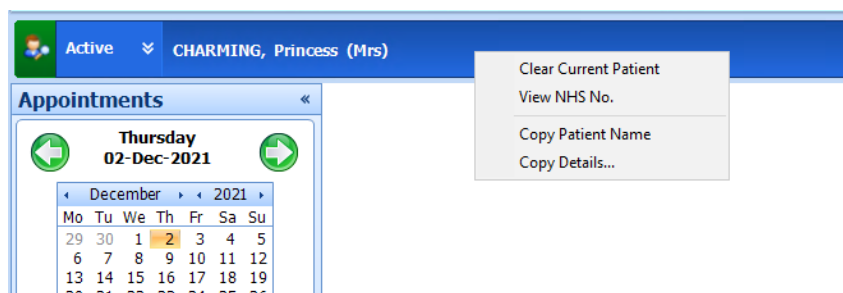
Support: [mbpcc.extendedaccess@nhs.net](mailto:mbpcc.extendedaccess@nhs.net)

### Appointments (cross-organisation booking)

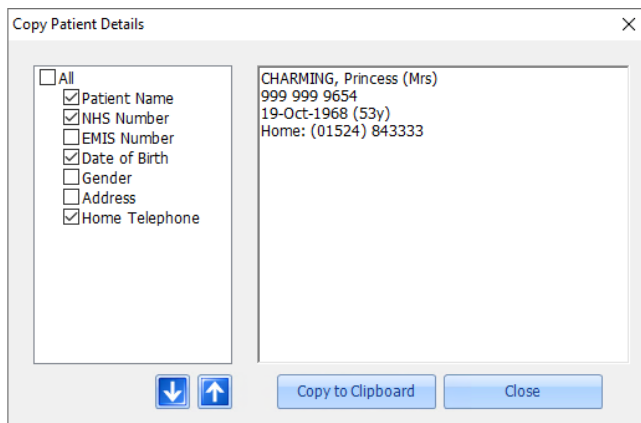
#### Searching and booking

Go to your normal appointment book.

Ensure you have the patient you want to book loaded in your own EMIS system.



Right click on the patient bar and choose *Copy Details* from the menu.



Select Patient Name, NHS Number, Date of Birth and any telephone numbers, then click on *Copy to Clipboard*. These details will be used later.

Click the bottom part of the Find Slot button and then click Find Cross-organisation Slot.



You will be presented with the appointment search dialogue box. Once you have set the correct Organisation options and selected a patient, available appointments should be displayed.



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Find cross-organisational appointments

Patient

Organisation: Morecambe Bay Primary Care Collaborative

Patient: EDITESTPATIENT, Eight

Appointment criteria

Search from: Thu 02-Dec-2021

Urgents: ☒ Include ☐ Exclude ☐ Urgent only

Time of day: Any

Organisation: Morecambe Bay Primary Care Collaborative

Slot type: All slot types

Languages: All Languages

Location:

Available appointments

Date	At	Duration	Session holder(s)	Slot type	Session name	Location
Thu 02-Dec-2021	18:30	15 mins	AKHTAR, Muhammad (Dr), Morecam...	EAS Grange and Lakes...	MBPCC Telephone Con...	Morecambe Bay PCC -...
	18:30	15 mins	WHITAKER, Robbie (Dr), Morecam...	EAS Grange and Lakes...	MBPCC Telephone Con...	Morecambe Bay PCC -...
	18:30	15 mins	FAISAL, Fareeha (Dr), Morecambe ...	EAS Grange and Lakes...	MBPCC Telephone Con...	Morecambe Bay PCC -...
	18:45	15 mins	AKHTAR, Muhammad (Dr), Moreca...	EAS Station House	MBPCC Telephone Con...	Morecambe Bay PCC -...
	18:45	15 mins	FAISAL, Fareeha (Dr), Morecambe ...	EAS Station House	MBPCC Telephone Con...	Morecambe Bay PCC -...
	19:00	15 mins	AKHTAR, Muhammad (Dr), Moreca...	EAS Carnforth and Miln...	MBPCC Telephone Con...	Morecambe Bay PCC -...
	19:00	15 mins	WHITAKER, Robbie (Dr), Morecam...	EAS Carnforth and Miln...	MBPCC Telephone Con...	Morecambe Bay PCC -...
	19:00	15 mins	FAISAL, Fareeha (Dr), Morecambe ...	EAS Carnforth and Miln...	MBPCC Telephone Con...	Morecambe Bay PCC -...

Earlier appointments Later appointments

Clear appointment criteria Book appointment Cancel

The Organisation here determines which database is searched to find the patient. Set the Organisation to Morecambe Bay Primary Care Collaborative. Most patients will not yet be registered on this system.

If patient box is blank, click magnifying glass and see next screenshot for further help.

The Organisation here determines which system is searched for available appointments. Set the Organisation to Morecambe Bay Primary Care Collaborative.

Use Slot type filter to choose your PCN slots.

Try to search for your patient. If not found, click *book as an unregistered patient* and type the details manually.

Patient Trace

Morecambe Bay Primary Care Collaborative

If the patient doesn't exist in this organisation you can [book as an unregistered patient](#)

Enter the patient's details to start tracing.

Trace Criteria

Family Name: Gender: Date Of Birth: dd-MMM-yyyy Find

Given Name: Postcode: NHS Number: Use DOR range

Cross-organisation Patients

Name / Address	Gender	Date of Birth / NHS Number	Status
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Select Patient Cancel

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Pay attention to the Date column as the first available appointment date may not be the same as the Search from date.

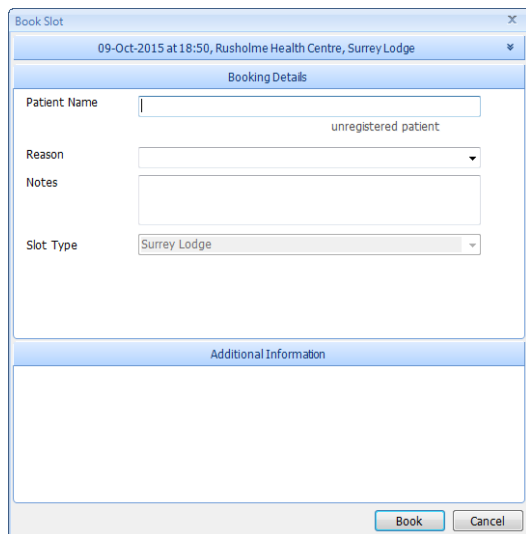
The service is designed to work at local PCN level. Use the Slot Type column to ensure you are booking the patient an appointment within your PCN area. See the table below to identify locations that are available for your practice to book.

To book an appointment, double click on it, or select it and click *Book Appointment*.

You will now get a familiar booking dialogue box. The appointment you have chosen will be shown at the top.

The patient details may be blank. Type the patient name in the box and then paste the information you copied earlier into the Notes field. You can use CTRL+V on the keyboard to do this.

Once you have completed everything then click *Book*.



### Verifying and cancelling

You will not be able to view or cancel appointments once booked. Ensure you pay attention to the details before you book so you can tell the patient. If you need to check or cancel an appointment then please email [mbpcc.extendedaccess@nhs.net](mailto:mbpcc.extendedaccess@nhs.net) with details and we will get back to you.