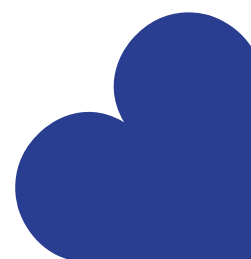




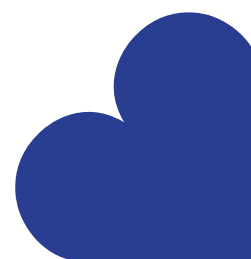
## GP Connect FAQs

Ref	Question	Resolution
<b>FAQ-1: Accessing the Records</b>		
FAQ1.1	What is the purpose of the pop up that shows differences in the patient's demographics?	This provides a secondary demographic check on a patient's record, based on first name, last name, and DOB. It provides additional assurance that the end user is looking at the correct patient. This is a mandated requirement from NHS England.
FAQ1.2	What happens if I click on cancel and don't agree with the demographic differences?	If the end user clicks cancel the GP record will not display. If a user does not agree with the demographic differences, they can report them to <a href="mailto:nuth.servicedesk.gncr@nhs.net">nuth.servicedesk.gncr@nhs.net</a> for immediate investigation. GNCR also routinely review and action queries in the master patient index (MPI) as part of ongoing maintenance.
FAQ1.3	Is there a report available showing details of cancelled requests?	There are reports being developed however these won't be available until Q2 2024.
FAQ1.4	How long does the pop-up screen stay?	The pop up will remain on the user's screen for 5 minutes unless actioned.
FAQ1.5	What happens if I ignore the pop up?	The pop-up will time out and the record will not load. The end user will be presented with a message saying 'N/C' / 'No Consent'.
FAQ1.6	How do I get the pop up back if I have missed it?	The user will need to manually refresh their page, by whichever means in their own local system, or exit the record and try again.
FAQ1.7	If I am unsure if the patient differences are correct, what should I do?	Users can check their own local systems, or they can contact <a href="mailto:nuth.servicedesk.gncr@nhs.net">nuth.servicedesk.gncr@nhs.net</a> for additional support.
FAQ1.8	If I click and confirm the differences but I don't know, what will happen?	The GP record will load and present the information as requested. If there is any doubt, the user can do their own due diligence using their own local systems or they can contact <a href="mailto:nuth.servicedesk.gncr@nhs.net">nuth.servicedesk.gncr@nhs.net</a> for additional support.
FAQ1.9	Will the pop up ever be removed?	Its unlikely that this will be removed, it's a mandated requirement from NHS England.
FAQ1.10	Can I view a record of a patient outside of the North East and North Cumbria area?	Yes, providing the requesting source system has a valid NHS Number and Date of Birth, you will be able to see the patients GP Record information, providing the patient has not dissented from sharing.
FAQ1.11	Can I view patient deceased information from GP Connect?	No. There is new legislation to give authority for Medical Examiners to view shared care records, however this is not Direct Care. The legal direction for GNCR and GP Connect is Direct Care. The Department



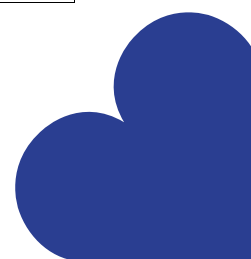


		of Health's legal team have not granted or allowed this access on a nationally level.
FAQ1.12	Do all NENC GPs have GP Connect enabled within their source system?	Yes. GP Connect have enabled all GPs nationally
FAQ1.13	What happens when a patient moves between practices, can I still see their record?	Yes, however there will be a period of transitioning which may result in information being missing. GP Connect will present a banner to the end user advising this is in progress.
FAQ1.14	Are there any filters applied to the data?	No, GNCR did not implement any date filters.
FAQ1.15	What is included within the list of exclusions?	NHS England have published a list of exclusions which includes information related to fertility, gender recognition and sexual health.
FAQ1.16	Does Community Data flow via GP Connect?	No. Community data is on the GP Connect roadmap however there are currently no timescales available.
FAQ1.17	How are the patients NHS No and Date of Birth verified?	The patient is matched via the patient demographic Service (PDS).
FAQ1.18	Is there a national data sharing agreement in place	Yes. Any to any sharing nationally has been in place and has remained in place under the legal basis of 'direct care'. The national sharing agreement has been endorsed by the ICO and national data guardian. The any to any national sharing agreement is protected.
<b>FAQ-2: HTML Reports Overview</b>		
FAQ2.1	What type of data is included within the ' <b>Encounters</b> ' report	<p>An encounter is an interaction between a patient and a health care professional (HCP) that is recorded on the patient record. This can include:</p> <ul style="list-style-type: none"><li>• planned encounters - such as pre-arranged appointments with a GP</li><li>• unplanned encounters - such as at an out of hours clinic and those unrecorded through appointment module(s)</li><li>• direct encounters - such as a face-to-face session with a GP</li><li>• indirect encounters - such as a GP reviewing and updating a patient record on receipt of some test results</li></ul>
FAQ2.2	What type of data is included within the ' <b>Clinical Items</b> ' report	<p>Items of information relating to the care, health, or wellbeing of the patient. Examples of this type of information are:</p> <ul style="list-style-type: none"><li>• childhood and travel vaccinations</li><li>• screening information</li><li>• past medical history.</li></ul> <p>It does not include administrative items such as invitations for health-related information.</p>



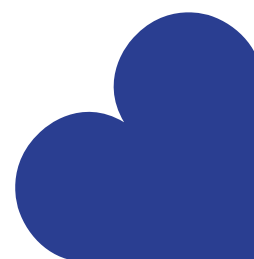


FAQ2.3	What type of data is included within the ' <b>Administrative Items</b> ' report	These include tasks such as: <ul style="list-style-type: none"><li>• Scheduling and administering clinical care encounters</li><li>• Clinical communication with other care organisations</li><li>• Administering and monitoring of critical safety processes such as repeat medication administration and call/recall for care</li></ul>
FAQ2.3a	What does the message ' <b>EMIS doesn't support this data item</b> ' mean that's contained in some reports?	It means that the system the GP practice is using does not support this type of information, therefore it will not be available.
FAQ2.4	What type of data is included within the ' <b>Observations</b> ' report	A clinical observation is a repeatable data element recorded by health professionals in the course of assessment or care of their patients or clients. Examples include <ul style="list-style-type: none"><li>• Blood pressure measurement</li><li>• Weight</li><li>• Height</li><li>• Temperature measurement</li></ul>
FAQ2.5	What type of data is included within the ' <b>Immunisations</b> ' report	The report contains date, the name of the vaccination, part and contents and any free text associated within the details/comments.
FAQ2.6	What type of data is included within the ' <b>Referrals</b> ' report	This is a request for transfer of care or request to provide assessment, treatment, or clinical advice on the care a patient. The purpose of this section is to provide details of any referrals to or from other care providers
FAQ2.7	What type of data is included within the ' <b>Allergies and Adverse Reactions</b> ' report	This includes a list of current and historical allergies, including sensitivities, and adverse reactions to enable safe prescribing and treatment recommendations for a patient.
FAQ2.7a	What does ' <b>Historical Allergies &amp; adverse reactions</b> ' is not supported mean?	It means that the system the GP practice is using does not support this type of information, therefore it will not be available.
FAQ2.8	What type of data is included within the ' <b>Medications report</b> '	It means that the system the GP practice is using does not support this type of information, therefore it will not be available.
FAQ2.8a	What type of data is included within the ' <b>Medications report</b> ' under ' <b>Acute Medication (Last 12 Months)</b> '	A list of acute medicines that are currently being, or have recently been, used to treat or prevent disease for the patient. This is aligned to the Acute Medications section in Summary Care Records (SCR)
FAQ2.8b	What type of data is included within the ' <b>Medications report</b> ' under ' <b>Current Repeat Medication</b> '	A list of repeat drugs or other forms of medicines that are currently being used to treat or prevent disease for the patient. This may also include PRN occasional use medication - for example, EpiPen, antihistamines, monitoring, or continence products. It includes all repeat and repeat dispensed medications (templates/plans/courses <b>NOT</b> individual issues) which have not been discontinued or otherwise ended. Repeat medications (including repeat dispense) which have not been discontinued are considered current where the Effective End Date (the date the cycle of





		prescriptions is expected to end) is either greater than the current date or is null. It includes those which have been authorised but not yet issued (Last Issued and Number Issued will be null).
FAQ2.8c	What type of data is included within the ' <b>Medications report</b> ' under ' <b>Discontinued Repeat Medication</b> '	<p>A list of discontinued repeat drugs or other forms of medicines. This may also include PRN occasional use medication - for example, EpiPen, antihistamines, monitoring, or continence products.</p> <p>It includes repeat medications discontinued by a clinician action. It does <b>NOT</b> include repeat medications expired by system processes, for example, automatically expiring a medication which has not been issued for a given period of time.</p> <p>This is aligned to the Discontinued Repeat Medications section in SCR but is not limited to six months.</p>
FAQ2.8d	What type of data is included within the ' <b>Medications report</b> ' under ' <b>All Medication</b> '	<p>The purpose of this subsection is to provide a distinct list of all the medications recorded for the patient and to present the list alphabetically to make it easier to view for specific medication items. The list is also presented alphabetically to enable easier identification of changes to a medication over time, for example, change in dosage. Items included in the Recent Acute Medication and Current Repeat Medication are also included within this subsection, as well as past medications.</p>
FAQ2.8e	What type of data is included within the ' <b>Medications report</b> ' under ' <b>All Medication Issues</b> '	<p>The purpose of this section is to provide a historical view of all issues (prescribed elsewhere and repeat dispense are not included as their issues are not recorded on the GP system).</p> <p>This is the only subsection to include the individual issues of a repeat medication.</p>
FAQ2.9	What type of data is included within the ' <b>Problems and Issues</b> ' report	<p>Any issue that is significant to a patient that impacts their health or wellbeing. It includes disease, surgery, and social issues such as bereavement or unemployment</p>
FAQ2.9a	What type of data is included within the ' <b>Problems and Issues</b> ' report under ' <b>Active Problems and Issues</b> ' section.	<p>Any active issue that is significant to a patient and affects their health or wellbeing. It includes disease, surgery, and social issues such as bereavement or unemployment.</p>
FAQ2.9b	What type of data is included within the ' <b>Problems and Issues</b> ' report under ' <b>Major Inactive Problems and Issues</b> ' section.	<p>Any major inactive issue that was significant to a patient and affected their health or wellbeing. It includes disease, surgery, and social issues such as bereavement or unemployment.</p>
FAQ2.9c	What type of data is included within the ' <b>Problems and Issues</b> ' report under ' <b>Other inactive problems and issues</b> ' section.	<p>Any other inactive issue that was significant to a patient and affected their health or wellbeing. It includes disease, surgery, and social issues such as bereavement or unemployment.</p>
FAQ2.10	What type of data is included within the ' <b>Summary</b> ' report	<p>This includes a summarised view of the pertinent clinical information regarding a patient within a single view.</p> <p>This allows a user to efficiently peruse key information from the patient's clinical record and supports decision making.</p>





FAQ2.10a	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Emergency Codes</b> ' section	This section was added to be made visible during a time of emergency. It currently contains information related COVID and also includes special patient notes, treatment escalation plan and emergency health care plan.
FAQ2.10b	Can the list of <b>emergency codes</b> be changed?	GNCR are not able to make changes to these 'emergency codes' they are defined nationally.
FAQ2.10c	Is there a defined list of <b>emergency codes</b> available?	GNCR do not have the defined list of codes, however the GP Connect team have advised they are mostly related to covid. There are 3 that are not - Patient special notes, treatment escalation plan and emergency health care plan. GP Connect will likely remove the covid related codes at some point, however no timeframes have been communicated.
FAQ2.10d	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Last 3 Encounters</b> ' section	This section is an exact replica of the Encounters section with a filter applied to show the three most recent encounters.
FAQ2.10e	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Active Problems and Issues</b> ' section	This section is an exact replica of the Active Problems and Issues subsection, which is the first subsection within the Problems and Issues section.
FAQ2.10f	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Major Inactive Problems and Issues</b> ' section	This section is an exact replica of the Major Inactive Problems and Issues subsection, which is the second subsection within the Problems and Issues section.
FAQ2.10g	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Current Allergies and Adverse Reactions</b> ' section	This section is an exact replica of the Current Allergies and Adverse Reactions subsection, which is the first subsection within the Allergies and adverse reactions section.
FAQ2.10h	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Acute Medication (Last 12 Months)</b> ' section	This section is an exact replica of the Acute Medication (Last 12 Months) subsection, which is the first subsection within the Medications section.
FAQ2.10i	What type of data is included within the ' <b>Summary</b> ' report under ' <b>Current Repeat Medication</b> ' section	This section is an exact replica of the Current Repeat Medication subsection, which is the second subsection within the Medications section.
<b>FAQ-3: GP Connect Reporting</b>		
FAQ3.1	Can I view reports of which practices are actively sharing?	No, however the GP Connect team manage sharing centrally therefore all practices should be actively sharing. If a practice has been identified as not sharing, please report it to <a href="mailto:nuth.servicedesk.gncr@nhs.net">nuth.servicedesk.gncr@nhs.net</a> .
FAQ3.2	Is there a report to inform how many records have been cancelled, by the user, due to differences in demographics?	No however, there are reports being developed which will be made available Q2/Q3 2024.
FAQ3.3	Will accesses and audit reports still be accessible via the GNCR reporting tool?	Yes, the reporting tool includes all audit information for GP Connect.

