Great North Care Record
Bringing the North East and North Cumbria's healthcare together

GP Connect FAQs

Ref	Question	Resolution
FAQ-1: Accessing the Records		
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 reject and don't agree with the demographic differences?	If the end user clicks reject the GP record will not display. If a user does not agree with the demographic differences, they can report them to nuth.servicedesk.gncr@nhs.net for immediate investigation. GNCR also routinely review and action queries in the master patient index (MPI) as part of ongoing maintenance.
FAQ1.3	If I acknowledge the demographic differences, does it change anything?	No. The demographic differences is an acknowledgement only to highlight that there are some differences between the spine demographics and demographics that are stored within the GNCR.
FAQ1.4	If I acknowledge the demographic differences, will I still get the same message if I access the same patient again?	Yes. The demographic differences is an acknowledgement only. GNCR have raised a request to be able to produce a report on those differences highlighted to allow the team to be able to make improvements on data quality.
FAQ1.5	Is there a report available showing details of rejected requests?	There are reports being developed however there are not currently any timescales available of when these will be available.
FAQ1.6	How long does the pop-up screen stay?	The pop up will remain on the user's screen for 20 minutes unless actioned.
FAQ1.7	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'.
FAQ1.8	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.
FAQ1.9	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 nuth.servicedesk.gncr@nhs.net for additional support.
FAQ1.10	If I click and acknowledge 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 nuth.servicedesk.gncr@nhs.net for additional support.

FAQ1.11	Will the pop up ever be removed?	Its unlikely that this will be removed, it's a mandated requirement from NHS England.
FAQ1.12	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. If the patient isn't permanently registered to a GP site on spine then GP Connect calls may not pull data from the temporary registered practice that's correct. If the patient is permanently registered at a practice as well as a temporary registration then the GP Connect calls should still work.
FAQ1.13	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.
FAQ1.14	Do all NENC GPs have GP Connect enabled within their source system?	HTML: Yes. GP Connect have enabled all GPs nationally Structured: Only EMIS and SystmOne have GP Connect structured data enabled. GNCR are working with Medicus to enable GP Connect Structured.
FAQ1.15	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. There will also be an alert in the alerts widget confirming the transition.
FAQ1.16	Are there any filters applied to the data?	No, GNCR did not implement any date filters.
FAQ1.17	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 services.
FAQ1.18	Does Community Data flow via GP Connect?	No. Community data is on the GP Connect roadmap however there are currently no timescales available.
FAQ1.19	How are the patients NHS No and Date of Birth verified?	The patient is matched via the patient demographic Service (PDS).
FAQ1.20	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.
FAQ-2: HTML Reports Overview		

FAQ2.1	What type of data is included within the '**Encounters**' report	An encounter is an interaction between a patient and a health care professional (HCP) that is recorded on the patient record. This can include: • planned encounters - such as pre-arranged appointments with a GP • unplanned encounters - such as at an out of hours clinic and those unrecorded through appointment module(s) • direct encounters - such as a face-to-face session with a GP • indirect encounters - such as a GP reviewing and updating a patient record on receipt of some test results
FAQ2.2	What type of data is included within the '**Clinical Items**' report	Items of information relating to the care, health, or wellbeing of the patient. Examples of this type of information are: • childhood and travel vaccinations • screening information • past medical history. It does not include administrative items such as invitations for health-related information.
FAQ2.3	What type of data is included within the '**Administrative Items**' report	These include tasks such as: • Scheduling and administering clinical care encounters • Clinical communication with other care organisations • Administering and monitoring of critical safety processes such as repeat medication administration and call/recall for care
FAQ2.3a	What does the message **'EMIS doesn't support this data item'** 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 '**Observations**' 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 • Blood pressure measurement • Weight • Height • Temperature measurement
FAQ2.5	What type of data is included within the '**Immunisations**' 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 '**Referrals**' 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 '**Allergies and Adverse Reactions**' 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 **'Historical Allergies & adverse reactions'** 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 '**Medications report**'	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 '**Medications report**' under '**Acute Medication (Last 12 Months)**'	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) however the SCR also includes medications from non-GPs, i.e. Community.
FAQ2.8b	What type of data is included within the '**Medications report**' under '**Current Repeat Medication**'	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 **NOT** 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 '**Medications report**' under '**Discontinued Repeat Medication**'	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. It includes repeat medications discontinued by a clinician action. It does **NOT** include repeat medications expired by system processes, for example, automatically expiring a medication which has not been issued for a given period of time. This is aligned to the Discontinued Repeat Medications section in SCR but is not limited to six months however the SCR also includes medications from non-GPs, i.e. Community.
FAQ2.8d	What type of data is included within the '**Medications report**' under '**All Medication**'	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.

FAQ2.8e	What type of data is included within the '**Medications report**' under '**All Medication Issues**'	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). This is the only subsection to include the individual issues of a repeat medication.
FAQ2.9	What type of data is included within the '**Problems and Issues**' report	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
FAQ2.9a	What type of data is included within the '**Problems and Issues**' report under '**Active Problems and Issues**' section.	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.
FAQ2.9b	What type of data is included within the '**Problems and Issues**' report under '**Major Inactive Problems and Issues**' section.	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.
FAQ2.9c	What type of data is included within the '**Problems and Issues**' report under '**Other inactive problems and issues**' section.	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.
FAQ2.10	What type of data is included within the '**Summary**' report	This includes a summarised view of the pertinent clinical information regarding a patient within a single view. This allows a user to efficiently peruse key information from the patient's clinical record and supports decision making.
FAQ2.10a	What type of data is included within the '**Summary**' report under '**Emergency Codes**' 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 **emergency codes** 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 **emergency codes** 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 relayed codes at some point, however no timeframes have been communicated.
FAQ2.10d	What type of data is included within the '**Summary**' report under '**Last 3 Encounters**' 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 '**Summary**' report under '**Active Problems and Issues**' 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 '**Summary**' report under '**Major Inactive Problems and Issues**' 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 '**Summary**' report under	This section is an exact replica of the Current Allergies and Adverse Reactions subsection, which is the first

	'**Current Allergies and Adverse Reactions'** section	subsection within the Allergies and adverse reactions section.
FAQ2.10h	What type of data is included within the '**Summary**' report under '**Acute Medication (Last 12 Months)'** 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 '**Summary**' report under '**Current Repeat Medication'** section	This section is an exact replica of the Current Repeat Medication subsection, which is the second subsection within the Medications section.
FAQ-3 GP Connect Structured		
FAQ3.1	Why can I see **Medications** that have finished still in the **Medications** section	Medications which do not have an end date will continue to display in the Medications section.
FAQ3.1a	How is the end date populated for the Medication	The end date can be populated two ways 1. If the GP has added the end date to the Medication 2. If the GP System has auto-populated the end date depending on the quantity and supply duration given
FAQ3.2	What does **'Active'** Medication mean	The patient is currently taking the medication
FAQ3.2a	What does **'Completed'** Medication mean	The patient has completed the course of Medication
FAQ3.2b	What does **'Stopped'** Medication mean in the **'Past Medication'** Section	The Medication has intentionally been stopped by the prescriber
FAQ3.2c	What does **'Completed'** Medication mean in the **'Past Medication'** Section	The patient has completed the course of Medication
FAQ3.2d	What does **'Dosages'** mean	Dosages is made up of Dose, Quantity and Supply Duration
FAQ3.2e	What information can appear in the '**Details'** field	Information which can appear in the "Details" field: 1. Medication prescribed elsewhere details 2. Dose 3. Quantity 4. Supply Duration 5. Stopped Reason 6. Stopped Date 7. Prescriptions Issue and Allowed 8. Last Issued Date 9. Expiry Date
FAQ3.3a	Will I still see EMIS GP data	Yes, for a period GNCR will dual run EMIS Structured and GP Connect Structured data
FAQ3.3b	Will I still see SystmOne GP data	Yes, for a period GNCR will dual run SystmOne HTML and GP Connect Structured data
FAQ3.3c	What is de-duplication	GNCR for a period will receive Medications and Allergies from both EMIS Structured and GP Connect Strucured. To ensure data isn't presented twice GNCR have applied de-duplication logic on the widgets to ensure the data only displays once

FAQ3.4a	Can I see **'Hospital'** prescribed medication	Yes, but only if the GP has added them on their system. If the medication has been added as an 'acute' this may display in past medications
FAQ3.4b	Can I see **'prescribed elsewhere'** medication	Yes, but only if the GP has added them on their system. If the medication has been added as an 'acute' this may display in past medications
FAQ3.4a	What type of data is included within '**Acute Medication**'	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) however the SCR also includes medications from non-GPs, i.e. Community.
FAQ3.4b	What type of data is included within '**Current Repeat Medication**'	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 **NOT** 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.
FAQ3.5a	Will the Medication be linked to Problems	No, for Structured data we currently can't link Medications and Problems however, you can still see these links within the HTML reports
FAQ3.6	Why am I seeing the message 'Prior dosages amended may not be available in this record' on certain medications	The message is shown for Medication data from SystmOne where the Dosage (dose, quantity or supply duration) has been amended. **Prior dosages are unable to be shown from SystmOne.**
FAQ-4: GP Connect Reporting		
FAQ3.1	Can I view reports of which practices are actively sharing?	Yes, activity reports can be provided on an ad hoc basis. If you would like a copy of this report, please contact the GNCR service desk at nuth.servicedesk.gncr@nhs.net .
FAQ3.2	Is there a report to inform how many records have been rejected, by the user, due to differences in demographics?	No however, there are reports being developed.
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.
FAQ-5: GP Connect Error Messages		
FAQ4.1	GP Connect has failed to load and there is an 'F' on the organisation loading bar. When I hover over 'F' it says: 'ODS not found'	This means that the patient has moved out of England, e.g. Scotland, Ireland

FAQ4.2	GP Connect has failed to load and there is an 'F' on the organisation loading bar. When I hover over 'F' it says: 'Access has been denied to process this request'	This error can be either 1. There is an issue with the local ID (ASID) 2. The GP Practice has not been enabled to share If you see this error, please contact the GNCR helpdesk at nuth.servicedesk.gncr@nhs.net
FAQ4.3	GP Connect has failed to load and there is a 'N/C' on the organisation loading bar. When I hover over 'N/C' it says: 'No Consent'.	This error can be either 1. You may have clicked 'reject' on the secondary demographic check, pop up confirming differences, in the patients' demographics. 2. The secondary demographic check, pop up confirming differences, in the patients' demographics may have timed out, in which case you will need to refresh your screen. 3. The patient may have dissented from sharing their GP record.
FAQ4.4	GP Connect has failed to load and there is a 'N/F' on the organisation loading bar. When I hover over 'N/F' it says: 'Patient not found'.	This means the patient has not been found on the patient demographic spine services. Please check the patients NHS number and ensure the correct demographics are recorded. If you are unsure, please contact the GNCR helpdesk at nuth.servicedesk.gncr@nhs.net