**GP Connect and Direct Booking Requirements for 111 and CCAS**

We have collated all the links and information around GP Connect and Direct Booking into this summary document for ease.

**Update – 10th July 2020**

**1/500 Appointments extended until 30th September 2020**

The Second phase of General Practice Response - Update to GP Contracts letter was published on the 9th July 2020 and confirms that the increase to 1 appointment per 500 patients has been extended until the 30th September 2020.

<https://www.england.nhs.uk/coronavirus/publication/preparedness-letters-for-general-practice/>

Extract:

***“A continuation of the temporary increase in the minimum number of appointment slots, that practices must make available for direct booking by 111 to a minimum of 1 slot per 500 patients****.* This is because they remain necessary to support phase 2 of the NHS response, in particular the important role NHS 111 is playing in reducing the face-to-face transmission risk for patients and NHS staff. Under this model, the slots, which will be booked following clinical triage, are not appointments in a traditional sense; instead practices should clinically assess the patients remotely and arrange their ongoing management. This ensures that only those who need further care (in-person or via telephone / video consultation) are presenting to services, and they are managed as appropriate for their clinical condition.“

**Update – 8th July 2020**

**Direct Booking Providers – check you have the RX8 code selected in TPP**

If you have not been receiving bookings either from YAS or CAS, please check the code you have selected in the set up.

* RX8 – Yorkshire Ambulance Service

If you selected YAS via a name search, it is likely that you have used ‘Yorkshire Ambulance Service NHS 111’ – apparently, this is incorrect

TPP have set up a number of providers and whilst the above name would appear to be the logical selection, it is incorrect. Please **delete** this provider name and **re-select using code RX8.**

Any concerns or problems, Jo Smith from NHS Digital will be able to support you.

Implementation & Business Change Manager - North

GP Connect - Enablement

NHS Digital

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**Please note: my working days are**[**Monday to Thursday**](x-apple-data-detectors://2/)**.**

**Update – 30th June 2020**

**Appointments from 1st July 2020 (still no update Nationally as at 8.7.2020)**

No National guidance has been received around the current **daily** requirement of 1/500 appointments up to 30th June 2020. Please do not make any changes to your current arrangement at this present time. The CCG is considering what change if any, practices should make in the absence of National guidance.

**NHS Digital Support for enabling slots and CCAS**

All CCG’s are now being sent utilisation data for slots attempted and slots booked. This has highlighted some instances where there have been a high number of attempts to book slots but very few subsequent appointments booked. This may be due to the time of day or the set up.

[Jo Smith](mailto:josephinesmith@nhs.net) from NHS Digital is supporting practices and may contact you directly to review either the timing of your slots or your set up.

**GP Connect Development**

The GP Connect programme is looking at how we develop our products. We’ve had feedback that sharing tasks and actions between primary care and other settings would be of benefit – especially in the context of Primary Care Networks and Integrated Care Networks.

We are hosting two webinars to present our findings and to seek further input to the following questions:

* How are tasks requested?
* What are the problems areas?

Our objective is to better understand the challenges around how health and care organisations share actions for patient’s health care.

### Webinar 1 - How are tasks and actions shared now? - 2 July 2020 14:00 – 15:00

Our first webinar will share scenarios and personas and how tasks and actions are currently shared between health care settings. We would recommend that if you are planning to join any of these webinars that you start with this one to understand the concepts we will be discussing.

### Webinar 2 - A map of challenges and needs in sharing tasks - 9 July 14:00 – 15:00

The second webinar will discuss a map of challenges and user needs in sharing of tasks and actions between various health care settings that interface with primary care.

[Register for these webinars.](https://crm.digital.nhs.uk/clickdimensions/?clickpage=ypeeakvdeeqoeganooa0ea)

**Update - 5th May 2020**

**The main points to note are:**

* 111 Direct booking daily appointments are increased to 1/500 registered patients
  + see *attached* list which gives increased appointment slots per practice to 30-Jun-2020
* GP Connect should be enabled to take direct bookings from CCAS – *see To Action below*
* Practices may flex this provision of appointments between NHS 111 slots and CCAS slots, dependent on demand
  + Both slot types contribute to your overall daily requirement of 1/500.
* NHS 111 Direct Booking appointments are into timed slots
  + All slots released should have been converted into ‘telephone only slots’
  + Patients should be called at the appropriate time for their telephone consultation
  + Adastra has been updated so that text messages to patients, confirm these 111 slots are telephone appointments at a specific time
* CCAS appointments are into an untimed clinical worklist
  + Practices should review this clinical worklist and action as appropriate
  + It is suggested this list is shared between clinical staff but should be monitored regularly for new patients at least every 30 minutes.

*This 30 minute review is a recommendation from the National team and is expected to be confirmed in the new Guidance or SOP due imminently*

* + There is no expectation to call patients at a set time
* HTML Viewer: We would highly recommend that your Caldecott guardians agree to set default permission to share in and out patient data to support data sharing with NHS organisation.
* Any Direct Booking appointments not utilised within 90 minutes may be released back into the practice
* Webinar: Direct Booking into General Practice from NHS 111 & CCAS via GP connect on Tuesday 5th May @ 17:00 hrs

**TO ACTION: Enable GP Connect for CCAS direct bookings**

Practices are required to enable GP Connect so that CCAS can directly book patients into a primary care worklist. This is a separate clinical list to the NHS 111 timed slots.

Webinars have been set up to support practices on how to do this along with user guides and further information is below.

* TPP Thursday 30th April @ 13:00 hrs
* EMIS Friday 1st May @ 12 noon

Practices are required to provide an additional specific clinic list throughout the day to enable capacity for patients who have been triaged by the CCAS and require further action or support from Primary Care. Patients will not be allocated a specific time slot but will be informed that Primary Care will be in touch.

Review the clinical worklist throughout the day with a frequency of 30 minutes.

**Support from Data Quality:**

Should you have any technical queries relating to these actions please contact [Nicola.Arnett@nhs.net](mailto:Nicola.Arnett@nhs.net) Data Quality Specialist Calderdale, Greater Huddersfield, North Kirklees and Wakefield CCGs.

*Please note: this information may be subject to change once further national guidance or a new Standard Operating Procedure is published*.

| **Area** | **Information** | **Attachment or link** |
| --- | --- | --- |
| **111 Direct Booking** | NHS Digital GP Connect Home Page | <https://digital.nhs.uk/services/gp-connect> |
|  | GP Preparedness – 27th March 2020  Pages 2-4 | [GP Preparedness letter of 27th March](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/gp-preparedness-update-letter-27-march-2020-.pdf) |
|  | GP Preparedness – 14th April 2020  All practices in England must make available a daily minimum of **1 appointment per 500 registered patients for direct booking from 111** | [GP Preparedness letter of 14th April](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0264-GP-preparedness-letter-14-April-2020.pdf) |
|  | Second phase of GP Response – 9th July 2020  Extension of the **1 appointment per 500 patients until 30th September 2020** for 111 & CAS direct booking | [Second phase of GP Response – 9th July 2020](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0569-Second-phase-of-General-Practice-response-to-COVID-19--update-to-GP-contracts-and-income-protection-a.pdf) |
|  | No of Direct Booking Appointments needed per practice based on 1/500 up to 30-Jun-2020 |  |
|  | EMIS Guidance on enabling direct booking  *For Info only as all practices are enabled* |  |
|  | TPP Guidance on enabling direct booking  *For Info only as all practices are enabled* |  |
|  | Telephone Slots – how to configure |  |
| **CCAS Direct Booking** | NHS Digital  Configure GP Connect to allow electronic transfer of Covid Clinical Assessment Service (CCAS) patients to primary care | <https://digital.nhs.uk/services/gp-connect/set-up-gp-connect-in-your-gp-practice-clinical-system> |
|  | GP Preparedness – 27th March 2020  Page 4 specifically asks practices to enable GP Connect for CCAS to book patients into a worklist | [GP Preparedness letter of 27th March](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/gp-preparedness-update-letter-27-march-2020-.pdf) |
|  | **NEW -** GP SOP v3.3 23rd June 2020  Page 12 makes reference to the referral from CCAS into General Practice | <https://www.england.nhs.uk/coronavirus/publication/managing-coronavirus-covid-19-in-general-practice-sop/> |
|  | EMIS CCAS Guidance v8.0  *How to enable the CCAS directly bookable clinic list/worklist* |  |
|  | TPP CCAS Guidance v2.0  *How to enable the CCAS directly bookable clinic list/worklist* |  |
| **GP Connect & Covid-19** | GP Connect and Covid-19 slide pack |  |
| **HTML Viewer Data Sharing** | Data sharing for direct care is under the control of practices as data controllers. It has always been the case under the Data Protection Act and GDPR 2018 that sharing for direct care is supported without explicit consent and in fact explicit consent may carry difficulties. We are highlighting this now to assist with local responses to COVID-19 but it is true for normal periods as well.  **On this basis we would highly recommend that your Caldecott guardians agree to set default permission to share in and out patient data.**  The government issued COPI (Control of Patient Information) notices to this effect, which can be found here and instructions on how to set default permissions can be found in the CCAS guidance above for your specific clinical system | <https://www.gov.uk/government/publications/coronavirus-covid-19-notification-of-data-controllers-to-share-information> |
| **Issues** | How to feedback any inappropriate direct bookings back to NHS 111 |  |
| **Webinars** | **NEW – Webinar 1**  **How are tasks and actions shared now?**  **2 July 2020 14:00 – 15:00** | <https://crm.digital.nhs.uk/clickdimensions/?clickpage=ypeeakvdeeqoeganooa0ea> |
|  | **NEW – Webinar 2**  **A map of challenges and needs in sharing tasks**  **9 July 14:00 – 15:00** |  |
|  | Digital Primary Care - Direct Booking into General Practice from NHS 111 & CCAS via GP connect  Tuesday 5th May @ 17:00 hrs | <https://www.events.england.nhs.uk/events/digital-primary-care-webinars> |
|  | TPP: Thursday 30th April @ 13:00 hrs | <https://crm.digital.nhs.uk/clickdimensions/?clickpage=lnho3xn5eeqoeqanooa0ea> |
|  | EMIS: Friday 1st May @ 12 noon |  |

**Copy of Key Messages Update 28.04.2020**

**GP Connect to support CCAS (Covid Clinical Assessment Service) Referrals into General Practice**

As you are aware the [GP Preparedness letter of 27th March](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/gp-preparedness-update-letter-27-march-2020-.pdf) made reference to practices enabling GP Connect so that CCAS could remotely book into a GP Practices worklist to review a particular cohort of patients.

Information to support this is available on the NHS Digital website here: <https://digital.nhs.uk/services/gp-connect/set-up-gp-connect-in-your-gp-practice-clinical-system> and 2 webinars are available to book [here](https://crm.digital.nhs.uk/clickdimensions/?clickpage=lnho3xn5eeqoeqanooa0ea) on:

* TPP - Thursday 30th April @ 13:00 hrs
* EMIS - Friday 1st May @ 12 noon

Following a conference call today, we have been advised that the new ask of 1/500 appointments for direct booking from NHS111 includes both the NHS 111 YAS Direct Booking Appointments and the CCAS worklist direct booking appointments.  Unfortunately, due to some technical constraints, NHSD are unable to put these into a single list.  However, we have been reliably informed today that you are able to flex the number of appointments you make available based on the demand.  There is no expectation for these worklists to have timed slots for the practice to call back the patient, it is purely into a worklist for practices to manage at their individual level.  In summary:

* NHS 111 Directly Bookable appointments are timed slots for a telephone consultation with the GP Practice.
  + The text message to the patient has now been revised so that it makes it clear that this is a telephone appointment
* CCAS referrals are into worklist so that the practice can review the referrals but there is no time expectation

We understand that the CCAS Clinicians are the retired GPs who have been recruited to work through the NHS 111 Online requests to support the demand and are currently working from 8am to midnight each day.  These do not currently include the telephone calls to NHS111.

We are expecting further guidance around this but in the meantime the links/webinar above should support you in enabling this service, if you have not already done so.