**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. We are aware that there has been a lot of communication around this subject so below is the most current.

**Update – 29th July 2020**

NHS Digital have shared the following update on GP Connect:

**Extension of the 1 appointment per 500 patients**

I’m sure you’ve all seen the comms but just in case please see below the link that details in number 28 that the requirement for practices to make 1 appointment available to NHS 111 and CCAS per 500 patients has been extended until the end of September 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>

**Practice configuration issues**

When we speak to practices to check configuration there are a number of common errors within the setup which are detailed below for your information. As always if anything doesn’t make sense please do get in touch with Jo Smith who is able to support practices directly.

**EMIS Web**

* Ensuring the correct organisations are in the **Organisation Group** – if a practice has one session for both CCAS and NHS 111 then they need to add themselves, all 111 providers (<https://digital.nhs.uk/services/gp-connect/set-up-gp-connect-in-your-gp-practice-clinical-system>) and CCAS. If they’ve got two separate sessions for 111 and CCAS then they’ll need one group with themselves and all 111 providers and one group with themselves and CCAS.
* Ensure that the practice has **subscribed to the Organisation Group**. If they’re not subscribed to it when they search in the filter for the Organisation Group it won’t be displayed.
* **Apply a filter** to the session – this is really important as this is how a practice associates a session with an organisation group (essentially this is where they tell the system who they want to be able to book into the session).
* When applying a filter ensure that in the **field Kind you select Reserve**. If the practice has previously selected Limit they will need to **delete and recreate** the entire session. It does not work when editing an existing session.
* When creating the session in the Session Preview screen ensure that the practice **select the slots** they want to be GP Connect bookable, right-click and select Slot Properties. On this screen they select the slot type they’ve created and also ensure that the GP Connect radio button is selected.
* Make sure the **appointments are spread throughout the day**. If they only set up appointments in the morning then as soon as that time has passed there are no visible appointments to 111 or CCAS for that day. The systems can look at the next day’s appointments but the call handlers will not book into a slot that exceeds the disposition timeframe that the patient has been given.

**TPP - SystmOne**

* When creating a slot type **do not embargo** it – this means that 111 and/or CCAS will not be able to view the slots
* When a practice sets up their appointments in the Appointment Book there are three key pieces of information they’ll need to make a note of:
  + **Staff members** name that is assigned to the rota(s)
  + The **Rota Type** – this is not the Rota Name and one of the key places people get confused. The practice can check the Rota Type by previewing the Rota Template. There is a field called Type – the Rota Type is whatever text is in that field.
  + The **Slot Type**
* Make sure the **appointments are spread throughout the day**. If they only set up appointments in the morning then as soon as that time has passed there are no visible appointments to 111 or CCAS for that day. The systems can look at the next day’s appointments but the call handlers will not book into a slot that exceeds the disposition timeframe that the patient has been given.
* In the GP Connect Provider screen in the Organisation Preferences section is where the three pieces of information (staff member, rota type, slot type) the practice wrote down earlier are critical. This screen is where they tell the system exactly who they want to book into what rotas and slots and only when associated with a particular member of staff with a GP Connect role.
* If they have added slots into existing rotas, i.e. there are multiple slot types in one rota, they will need to associate both the rota type and the slot type with the organisations they want to allow to book in. If they have created a new slot type and rota type and they would not find any other slot types outside that rota type then they can just associate the rota type with the organisations they want to allow to book in.
* When selecting organisations, in the browser, they need to **untick staff members and tick organisations and Trusts, CCGs, Clusters**. This will ensure that they bring up the correct organisations.
* When searching for **YAS do not type in Yorkshire… they need to add the code RX8**. This will provide the practice with the organisation details for the Trust. If they currently have Yorkshire Ambulance Service NHS 111 selected this is incorrect and they will need to delete and search again for RX8.
* All staff members are automatically populated on the left hand side of the GP Connect staff role section. This does not mean they have a GP Connect role. This is indicated by a role in the right hand side of the screen.
* Configuring remote booking has nothing to do with GP Connect.

**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.

**NHS Digital Support**

Jo Smith, Implementation & Business Change Manager – North | GP Connect – Enablement | NHS Digital

Mob: 07825790305 | Email: [josephinesmith@nhs.net](mailto:josephinesmith@nhs.net) **Please note: my working days are**[**Monday to Thursday**](x-apple-data-detectors://2/)

**Previous Summary Document**

This document shows the historical updates if you need to check back:



| **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** | Webinar 1  How are tasks and actions shared now?  2 July 2020 14:00 – 15:00 | <https://crm.digital.nhs.uk/clickdimensions/?clickpage=ypeeakvdeeqoeganooa0ea> |
|  | 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 |  |