

2024

SystemOne Communications Annexe

USER GUIDE

PRIMARY CARE SYSTEMS TEAM

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Introduction

This user guide is aimed at providing staff with an understanding of how to use the SystemOne Communications Annexe function to send SMS messages, emails and Airmid notifications to patients.

The Communications Annexe is a single tool allowing you to communicate with patients through available and preferred communication channels – SMS messaging, email and Airmid. (Please see our separate Airmid user guide)

We advise you to consider whether it is appropriate to send a message to your patients, as this does not guarantee when and if the patient will read the message. If the matter is urgent, then it may be better to call the patient directly to ensure that the message is delivered and understood. There is also a risk of a breach of confidentiality if someone else with access to the patient’s device, reads the message.

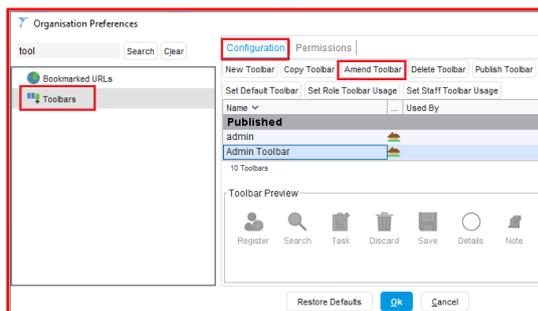
It is a legal responsibility to protect patient confidentiality. The responsibility for safeguarding and using confidential information appropriately rests with each organisation. Staff will still require specific role-based training and this is highly recommended.

Communications Annexe Set up

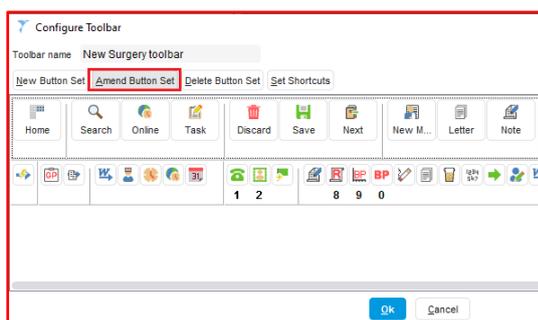
Your practice/organisation will need to have the three communication functions (SMS messages, emails and Airmid) configured appropriately to enable use of the Communications Annexe

To allow you to easily launch the Communications Annexe from within the patient record, a system administrator can add a quick action button to the appropriate toolbar(s)

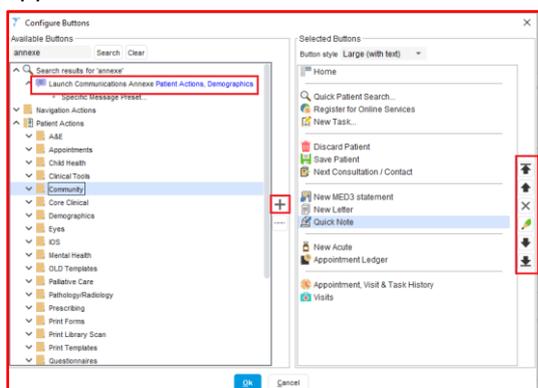
- Navigate to the **Main Menu > Setup > Users & Policy > Organisation Preferences**
- Select **Toolbars > Configuration**



- Highlight the Toolbar and click **Amend Toolbar**
- Select and click **Amend Button Set** and click **OK**



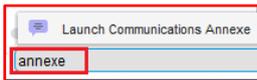
- The **Configure Buttons** window will appear
- Type the word **annexe** in the **Enter text to search field** and click **Search**
- Highlight **Launch Communications Annexe**
- In the left pane showing the existing **Selected Buttons**, highlight the one which you wish the new button to appear next to on the toolbar and Click the **+** to add the new button



Note - The position of any buttons can be changed by highlighting and using the **arrows** to the right of this pane

Using the Communications Annexe within a patient record

- Retrieve the patient record
- Click on the **Communications Annexe quick action button** on the toolbar 
- Alternatively, if you do not have this quick action button, type in the search field at the bottom of your SystemOne screen and the Launch Communications Annexe button will appear here



- The Communications Annexe window will open

Communications Annexe

Mr Ozzie Martin 29 Sep 1978 (45 y) M
13 Bath Road, Hounslow TW3 3EB
Mobile (preferred): 07958 752740 Home: 01234 56789
413 343 2134 GMS, CWHHE Training

Contact Details

Type	Details	Verified
Email	phillipmartin@nhs.net	<input checked="" type="checkbox"/>
Mobile number	07958 752740	<input checked="" type="checkbox"/>
Airmid	Patient has Airmid account	<input type="checkbox"/>

Preferred contact method SMS  

SMS consent Consent recorded

Message

Send SMS 

Preset  X

Add code  X

Questionnaire  X

Allow reply 

Enter message text

Preview

Delay sending until for finishing on

Repeating every days to prompt a review

Send me a task after days to prompt a review

Note - You can leave the Communications Annexe window open and navigate around the patient record. It can either be moved to another screen or it can be minimised and then retrieved by clicking next to the main SystemOne icon on your windows toolbar. You can use the Communications Annexe in Full Screen Mode giving more space to compose your message

Updating Contact Details

The patient contact details are shown in the top pane of the Communications Annexe window

- If any phone or email details are incorrect, you can update them by clicking the **Record new telephone numbers and email button**



- This will open the Telephone Numbers & Email window, where you can capture the up-to-date details
- Click **OK** if you have made any changes

Note - If the patient has their preferred communication method set to SMS or Email, the Annexe will default to sending via the patient's preference

- You can change the message to send via another method by selecting from the drop down arrow

To send the message to an email or mobile number, which is not recorded in the patient's record (e.g. a family member who is helping the patient – check appropriate consents)

- Click the **Alternative SMS/Email Address** button, and type in the mobile number/email address to be used for this message

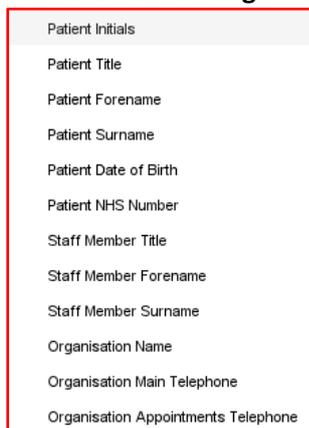


Note - This alternative number/email, will not be saved in the Patient Details or Telephone History. It will appear in the Recipient column of the SMS Messages screen

Creating and sending a message

You can create a one off message or use a pre-set (the next section explains how to create pre-set messages) Your message can contain free-text and merge fields that will pull information about the patient or the sender

- Type your message in the **Enter Message text** field
- Click the **Insert Merge Field** button  to insert merge fields from the selection available

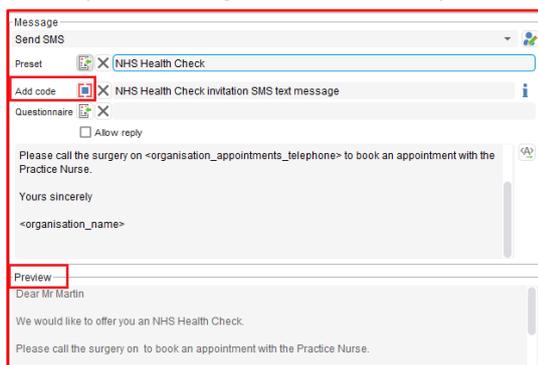


- **Add a code** if required 
- You can also add a website link to your message e.g. a patient information leaflet url
- Check your message in the **Preview** pane before clicking the **Send** button. You cannot amend the message once you have clicked OK.
- Note - if you are sending an email, there will be an additional **Subject** field to complete

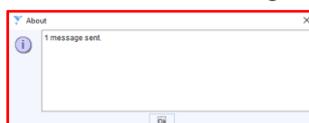
For SMS messages, you are able to delete the message from the SMS Messages node in the Clinical/Admin Tree before you save the record

For Email messages, you are able to mark in error from the Communications & Letters node (outgoing) before you save the record

- Check your message in the **Preview** pane before clicking the **Send** button



- Click the **Save** button on the **Main Menu** when you have finished working in the patient record
- A confirmation message will appear on the screen, click **OK** to clear the message



Configuring preset messages

Preset messages can be configured for the whole practice to use. They can be used to save time when communicating to patients using the three methods (SMS, Email and Airmid)

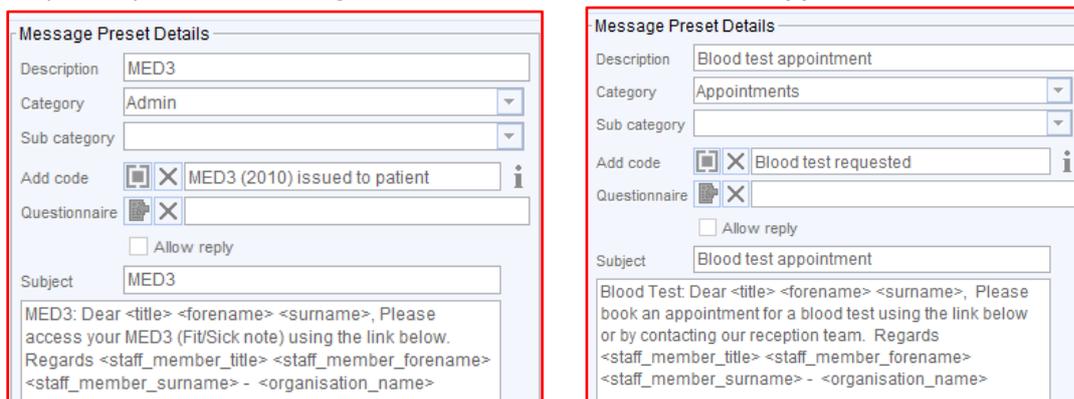
Note - These are not the same as the Organisation/User SMS preset messages which you may already have created. We encourage you to review these to see if you need to replicate any in the Communications Annexe

There is already a range of preset messages published to all NW London ICB practices. Before you create your own, do check first to see if a suitable preset already exists.

The majority of these presets have been created by Dr Shanker Vijayadeva who would be delighted to receive your feedback and work with you to evolve them.

So, if you have any amendments to suggest for any existing NW London ICB wide messages, or if you feel that any messages you create, may be useful to publish across NW London ICB to benefit all practices, please contact us via the NW London IT Service desk: Phone: 0203 350 4050 or Email: nhsnwl.servicedesk@nhs.net

Good examples of published Message Presets are **Med3** and **Blood test appointment**



Specific preset messages have been integrated into some of the NW London Data entry templates to help save you time. Some examples of these are **Pharmacy First Pharmacy Services** and **NWL Homeless Patients ES 2024/25**. (see screen shots on next page).

Again please let us know via the NW London IT Service desk, if you feel that any of the NW London data entry templates should have a specific preset message launch to help workflow.

It is also possible to integrate specific preset messages to protocols. Dr Shanker Vijayadeva is developing these. *Your suggestions for any protocols where you think this would be beneficial, will also be welcome via the NW London IT Service desk.*

Pharmacy First Pharmacy Services

Other Details: Exact date & time: Fri 24 May 2024 13:21

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button

Pharmacy Services | Minor illness Referral | Outcome | Guidance & Resources | Disclaimer

Looking for 'Minor illness' referral (previously Community Pharmacist Consultation Service - CPCS)?
Select the next page in this template!

Pharmacy First: Signposting to community pharmacy Pharmacy First service

Patients can self-refer or be referred for 7 Clinical Pathways (See 'Guidance and Resources' page):

1) Uncomplicated UTI 2) Sore throat 3) Sinusitis 4) Acute Otitis Media 5) Shingles 6) Impetigo 7) Infected Insect Bites
For more information, visit: [NHS England - Community Pharmacy advanced service specification: NHS Pharmacy First Service](#)

You can use Preset messages to signpost patients to find a local pharmacy for the following services below:

Pharmacy Services: Signposting / Self-referral

Clinical Pathways (Pharmacy First)

- Clinical Pathways: General
- CP: UTIs
- CP: Sore Throat
- CP: Sinusitis
- CP: Earache
- CP: Shingles
- CP: Impetigo
- CP: Infected Insect Bites

Blood Pressure Check at Pharmacy Blood Pressure (BP) Check - Preset Message

Contraceptive Pill from Pharmacy Contraceptive Pill from Pharmacy - Preset Message

Emergency Contraception Emergency Contraception - Preset Message

New Medicine Service New Medicine Service - Preset Message

Flu vaccination at Pharmacy: Flu vaccination at Pharmacy - Preset Message

Pharmacy Services (General): Pharmacy Services (General) - Preset Message

Emergency Prescription (Pharmacy First) Emergency Prescription - Preset Message

Covid-19 Lateral Flow Test at Pharmacy: Covid-19 Lateral Flow Test - Preset Message

You can also use [NHS Service Finder](#) to find pharmacies that offer particular services and to find their contact details.

Information Print Suspend OK Cancel Show Incomplete Fields

Contact Details

Type: Details | Verified

Email: gold.phoenix@hotmail.com

Mobile number: 07985428195

Airmid: No Airmid account

Preferred contact method: SMS

SMS consent: Consent recorded

Message

Send SMS

Preset: Emergency Contraception from Pharmacy

Add code: Emergency contraception advice

Questionnaire:

Allow reply

Dear <{first-name}> <{surname}>:

You can get the emergency contraceptive pill from most local pharmacies. Get more information by visiting: <https://bit.ly/3SP13G2>

If you encounter any issues, please contact us back.

Regards <{organisation-name}>

Preview

Dear Mrs Golden Phoenix-TestPatient,

You can get the emergency contraceptive pill from most local pharmacies. Get more information by visiting: <https://bit.ly/3SP13G2>

If you encounter any issues, please contact us back.

Regards
Medical Centre

Send Cancel

NWL Homeless Patients E5 2024/25

Other Details: Exact date & time: Fri 24 May 2024 13:21

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button

Homeless Views Resources Disclaimer

Homeless Resources

NWL wide Resources:

- Homeless - NWL ICB webpage
- Homeless - Streetlink
- Communications Annex: Streetlink

Borough specific Resources:

Send Foodbank info to patients:

- Homeless Resources - Brent
- Homeless Resources - Ealing
- Homeless Resources - Hammersmith & Fulham
- Homeless Resources - Harrow
- Homeless Resources - Hillingdon
- Homeless Resources - Hounslow
- Homeless Resources - Kensington & Chelsea
- Homeless Resources - Westminster

Communications Annex: Foodbank - Brent

Communications Annex: Foodbank - Ealing

Communications Annex: Foodbank - H & F

Communications Annex: Foodbank - Harrow

Communications Annex: Foodbank - Hillingdon

Communications Annex: Foodbank - Hounslow

Communications Annex: Foodbank - K & C

Communications Annex: Foodbank - Westminster

Information Print Suspend OK Cancel Show Incomplete Fields

Contact Details

Type: Details | Verified

Email: gold.phoenix@hotmail.com

Mobile number: 07985428195

Airmid: No Airmid account

Preferred contact method: SMS

SMS consent: Consent recorded

Message

Send SMS

Preset: Homeless - Streetlink

Add code: Signposting to homeless support service

Questionnaire:

Allow reply

Streetlink - Connecting people sleeping rough to local services:
<https://thestreetlink.org.uk/>
If you're struggling to submit an alert you can contact enquiries@thestreetlink.org.uk for help.

Regards <{organisation-name}>

Preview

Streetlink - Connecting people sleeping rough to local services:
<https://thestreetlink.org.uk/>
If you're struggling to submit an alert you can contact enquiries@thestreetlink.org.uk for help.

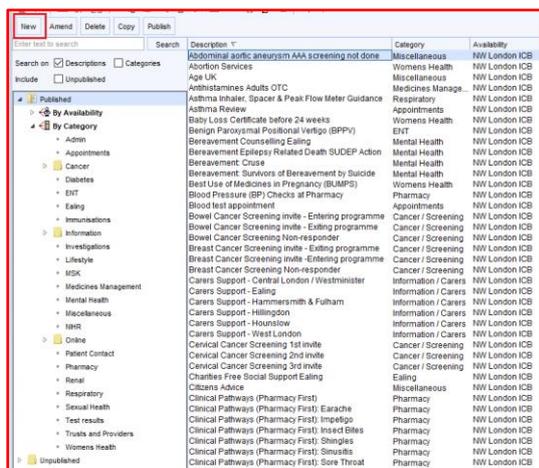
Regards
Medical Centre

Send Cancel

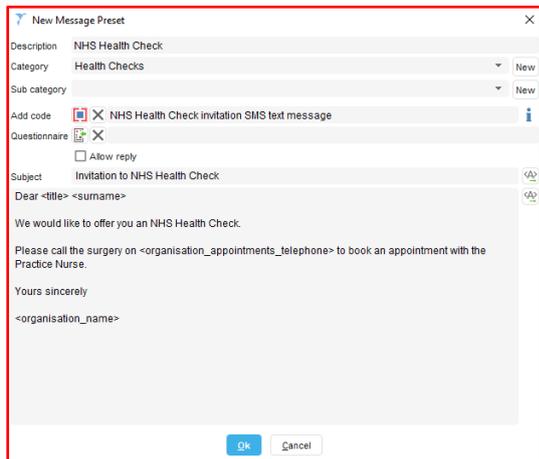
- To create a new preset message, navigate to **Setup > Data Output > Message Preset Maintenance**

The **Message Preset Maintenance** screen will display with a list of folders on the left hand side

- Click the **New** button



- The **New Message Preset** window will appear, complete the fields as required

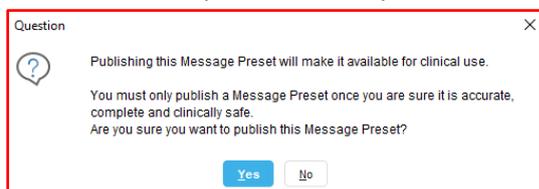


- Type in a **Description** for your message preset
- Select a **Category / Sub category** from the drop-down options or click on **New** to create a new one. This will make it easier to maintain and find as you build a collection of presets
- Click on the  button if you wish to **Add a Code** to the record when the message is sent
- Click on the **Questionnaire** button if you wish to send a questionnaire to the patient with the message (please refer to separate section on questionnaires)
- Type in a **Subject**
- Type your message using the **Insert Merge Field** button as described previously
- Click **OK**

Note - You will need to publish the new message preset before it will be available for use in your practice (organisation)

Publishing preset messages

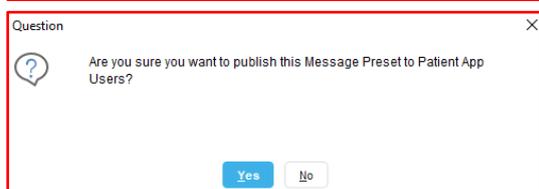
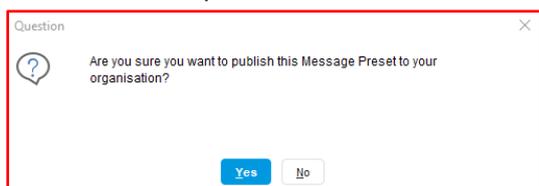
- Navigate to the **Unpublished** folder on the left hand pane of the Message Preset Maintenance screen
- Right click on the message and select **Publish**
- Click **Yes** to the question, once you have checked the message



- Select **Publish locally** (only users at your practice will be able to use)



- Click **OK**
- Click **Yes** to the question



The message can be used for all three methods of communication. Right click also gives the options to amend, delete or copy existing messages

Using preset messages

- Click the **Preset** button  in the Communications Annexe window. You can see and select available preset messages, listed by category. Alternatively,
- Type in the **Search** field for the preset you want to use and you will see a list of available options
- Select the preset message you wish to send and click **OK**

Future dating and recurring messages

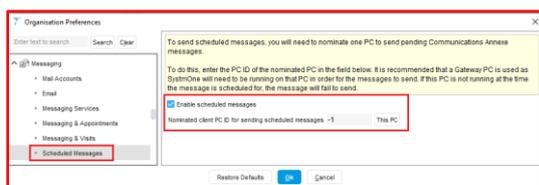
If you do not wish to send the message immediately when you save the patient record, you can choose to delay sending until a future date/time.

Note – NW London ICB recommend that our practices use the Scheduled Messages function with caution as the delayed message is NOT currently visible in the patient record. This has been flagged to TPP who are working on system development to address this.

You will need to configure the organisation preference to enable scheduled messages

We recommend to use the Gateway as SystmOne needs to be running on the nominated PC at the time/date that the message has been scheduled to send

- Log into the Gateway PC
- Navigate to the **Main Menu > Setup > Users & Policy > Organisation Preferences**
- Select **Messaging > Scheduled Messages > Configuration**
- Check the box to **Enable scheduled messages**
- Click the **This PC** button to nominate the client PC for sending scheduled
- Click **OK**

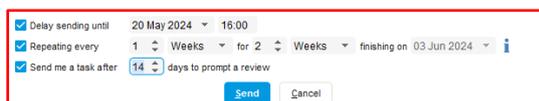


With this feature enabled, you will see this field at the bottom of the Communications Annexe window. The options can be used for all three communication methods

- Select the date and time by ticking the **Delay sending until** check box
- If you wish to send a recurring message, tick the **Repeating every** check box and select as required

You can automatically generate a task to prompt a review after sending a future-dated or recurring message

- Tick the **Send me a task after** check box and select the number of days
- Click on the **i** button to show how many times the message will be sent
- Click the **Send** button



All pending ending messages can be seen on the Communications Annexe Scheduled Messages screen

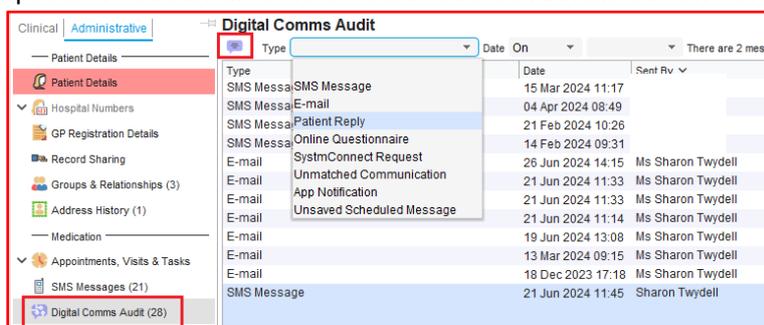
- Navigate to **Reporting > Miscellaneous Reports > Communications Annexe Pending Messages**

Date Created	Created By	Patient	Message	Schedule	Schedule Start	Schedule End	Next Due	Last Sent	Next Action
13 May 2024 17:05	Sharon Twydell	Mr Ozze Martin	Dear <title> <surname> We would like to offer you an NHS Health Check. Please call the surgery on <organisation_appointments_telephone> to book an appointment with the Practice Nurse. Yours sinc...	Repeat every 1 Weeks	20 May 2024 16:00	03 Jun 2024	20 May 2024 16:00		Send Message
13 May 2024 17:26	Sharon Twydell	Ms Anna Anderson	Inhaler recycling Did you know your inhaler can be recycled by your local pharmacy? Don't put it in household waste or recycling. Take it to your local pharmacy for recycling.		17 May 2024 17:00	17 May 2024	17 May 2024 17:00		Send Message

- **Right click** to amend, replace, update the next due date/time or to delete the message, and also to retrieve the patient record from this screen

Digital Comms Audit

We encourage our practices to add this node to the Clinical/Admin Tree and suggest that it is added next to the SMS Messages node. This displays all SMS messages, emails and patient reply tasks, so you can easily see communications with the patient. You can click the Communications Annexe button from here to create a new message



There is also a Show Audit button next to the Preferred contact method in the Communications Annexe window, which launches this screen



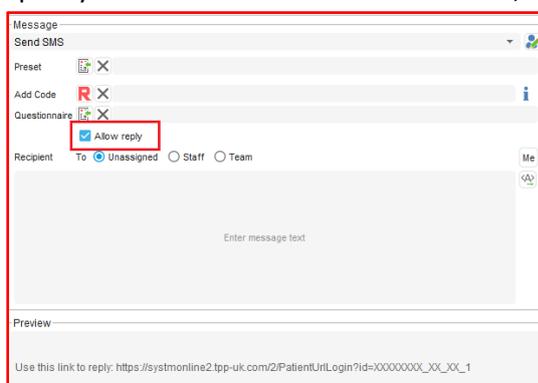
Patient Replies

You can choose whether the patient can reply to a message sent using the Communications Annexe. The reply feature allows the patient to provide a written response and attach an image (e.g. a picture of a rash or a picture of a document). The reply comes into the task inbox and attachments can be added to the patient's record

Choosing to let a patient reply to a message

When creating a message using the Communications Annexe, there is a tick box which gives you the option to let the patient to reply

- Tick the **Allow Reply**. This will add a link to the message that the patient will be able to click on and provide more information
- Specify who the task should be directed to, Unassigned, specific Staff member, or Team



Note - Currently only SMS and Email messages allow the patients to reply. TPP are working on making this available for Airmid notifications

When configuring a message preset, you can select **Allow Reply**, by default. This saves time when applying the template

Patient replies

When the patient receives the message, they can reply by clicking **Use this link to reply**. The link will take them to a dedicated website where they can provide their response

The patient will need to confirm their date of birth to proceed. They will then be taken to a page displaying the original message content which makes it clear what action they need to take. There is a reply box, where the patient can provide more information if applicable. Additionally, the patient can attach a file by clicking on the **Choose File** button

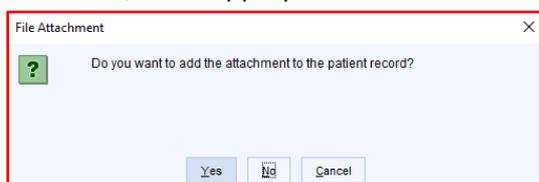
Note - This is currently restricted to one file, TPP are planning to increase this

Receiving replies into the task inbox

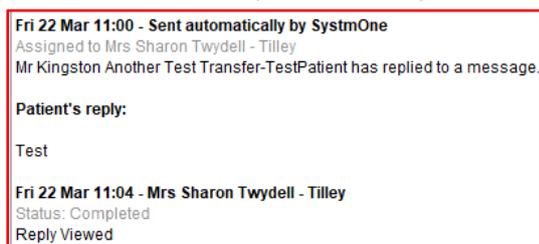
The patient's reply will arrive in the task inbox with a task type of 'Patient Reply'. It will be assigned to the option chosen when you sent the message

Updated	By	For	Patient	Task	Status
22 Mar 2024			Mr Kingston Another Test Transfer-TestPatient	Patient Reply	Not Started

- Right click on the task to view the attachment
- Right click to action the task, you will be asked if you want to add the attachment to the patient record
- Select **Yes/No** as appropriate



- The task status will update to Completed – Reply Viewed



MED3 Statements

Traditionally, MED3 statements are created in SystemOne, printed, signed and the patient receives the paper copy. Using the Communications Annexe, MED3 forms can be digitally signed and sent electronically to the patient

Digitally signing a MED3 statement

When completing a MED3 statement, there is a tick box allowing you to **Send to patient electronically**

The screenshot shows the 'Record MED3 Statement' form. At the bottom, under the 'Print / send' section, the 'Send to patient electronically' checkbox is checked and highlighted with a red box. Other visible options include 'Printed return', 'Altered hours', 'Amended duties', and 'Adaptions'.

- Press the **OK & Print/Send Electronically** button, this will launch the Communications Annexe
- Add your message (either a one off or the NW London ICB preset)

The screenshot shows the 'Message' dialog box. The 'Send SMS' option is selected. Below it, there is a 'Preset' dropdown menu, a 'Link to: Statement of fitness for work' field, and an 'Allow patient to reply' checkbox. At the bottom, there is a text input field labeled 'Enter message text'.

The message will be delivered to the patient along with a URL to download their MED3 statement. The patient will need their Date of Birth and a unique access code which will be sent as part of the message to securely access their Med3 certificate.

The signed MED3 form is saved to the record. Right click on the statement to view, print a duplicate or resend to the patient electronically.

Sending Communications and Letters & Record Attachments

You can send documents from Communications and Letters & Record Attachments in the patient record, directly to the patient via the Communications Annexe

- Find the document that you wish to send, right click and select to **Send via Communications Annexe**

This will send a link to the patient along with an access code which they will need (along with their date of birth) in order to be able to access the document

Linking Questionnaires

You can send questionnaires to patients via the Communications Annexe, either to an individual patient or for a list of patients in bulk

Please note, this guide does not include how to create and amend questionnaires. We will be providing a separate user guide and a new Training course later this year

Considerations/Limitations

There are some questionnaire components that cannot be used when sending questionnaires to patients via the Communication Annexe, these include:

- Tables
- Images
- Multiple choice – drop down
- Preset Answers

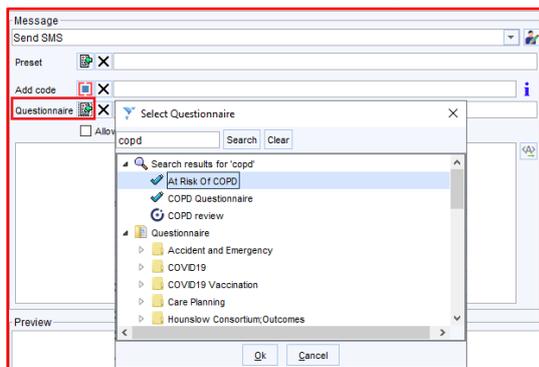
Sending a Questionnaire

- Click the **Questionnaire** button  in the Communications Annexe window

You can see and select available Questionnaires, listed by category

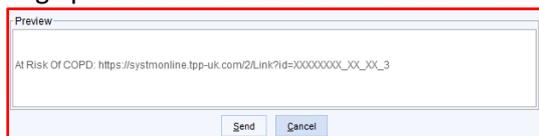
Alternatively

- Type in the **Search** field for the questionnaire you want to use and you will see a list of available options



- Select the questionnaire and click **OK**
- Type any supporting text in the message, this may include instructions to the patient

The message preview will show the link that will be sent to the patient



- Click **Send** when you have completed the message

Note - You can also add a Questionnaire to preset messages, making it quick and easy to select when using the Communications Annexe

Completing a Questionnaire

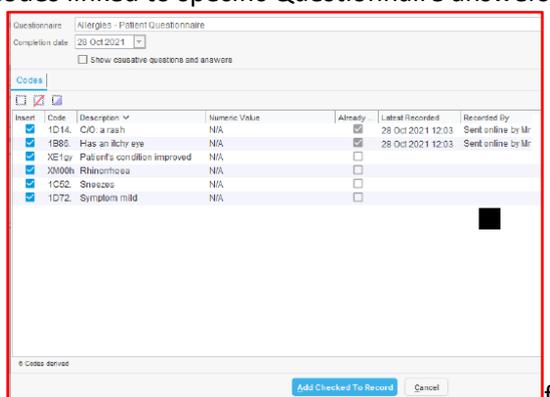
The patient will receive a link to a website. To see the questionnaire, they will need to provide their date of birth

The patient completes and submits the questionnaire. This will send a task type **Online Questionnaire Completed** back to SystmOne

- Action the task to see the Questionnaire responses from the patient

The Code column shows suggested codes, based on the patient's answers. You can select the codes you want to keep and record in the patient record

Note - codes linked to specific Questionnaire answers, are configured as part of the Questionnaire design



- Click **Add Checked To Record**

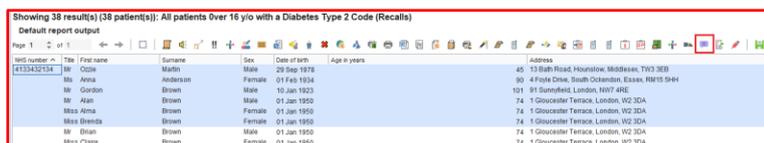
Using the Communications Annexe for a list of patients

In addition to using the Communications Annexe for an individual patient, you can also send messages to multiple patients in one action, for example, a list of patients identified in a clinical report or a list of patients on an appointment

- Highlight and right click on the selected patients from the list
- Click **Actions > Use Communications Annexe**



- You can also click on the Use Communications Annexe Icon on the action toolbar above the list



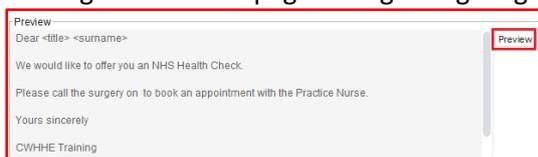
- The Communications Annexe window will open
- Tick **Use preferred contact method**
- Use the available options in the same way as described for an individual patient

Note - There is no clear option to stagger the date that the message is sent. The only suggestion we have for this is to delay sending in batches by highlighting a selection of patients from the list, for example 50/500 and send on separate days, or schedule them to send on different days (with advisory caution for this feature)

Additional features of the list action

The functions available when using the list action are similar to when using for an individual patient. Please note the following differences:

- There is no demographics box with individual patient details, as this action is for multiple patients
- You can decide whether you want to send all patients in the list an SMS, Email or Airmid notification. Alternatively, you may want to tick the option **Use preferred contact method if set, otherwise use the method below**
- Click the **Preview** button to see the list of patients and the number of characters that will be sent per message. This is particularly useful when sending SMS so that you can try and keep within a single SMS message. Please see page 15 regarding longer SMS messages



SMS Information			
NHS Number	Forename	Surname	SMS Length
4133432134	Ozzie	Martin	175
	Anna	Anderson	177
	Gordon	Brown	174
	Alan	Brown	174
	Alma	Brown	176
	Brenda	Brown	176
		Maximum:	177
		Total:	1052

[Coming soon - NHS App interoperability](#)

A new option will be added to the Communications Annexe to send NHS App messages. This will work via NHS Notify, please click the link for more information: [NHS Notify - NHS England Digital](#)

This change will be piloted by a number of sites initially before being rolled out to all GP Practices. TPP will post a further message once this functionality has been enabled.

SMS messages sent via the Communications Annexe use the Practice’s allocated SMS budget. When NHS App messaging arrives, this could assist practices with the cost

Note – TPP has advised its customers that longer text messages can be used in the Communications Annexe. However NW London ICB has not made the changes to activate this feature, so our practices will not be able to amend their organisation settings. The concern is that longer messages may potentially cause frustration and risk to patients because longer messages may be truncated (split) and also this would create additional cost to the practice.

TPP is also developing a feature allowing longer messages to be sent to patients via a URL link, showing the full message. This has been delayed, due to the URL message not being visible in the patient record.

Disclaimer:

To the best of our knowledge and using the available information, this guidance is correct at the time of publishing.

Please do not hesitate to contact us if you have any queries via the IT Service Desk: Phone: 0203 350 4050 or Email: nhsnw.servicedesk@nhs.net