2024

SystmOne 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 SystmOne Communications Annexe function to send SMS messages, emails and Airmid notifications to patients. The Comminications 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 confidentially 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 SystmOne screen and the Launch Communications Annexe button will appear here



• The Communications Annexe window will open

🍸 Communic	ations Anne	ĸe						×	<
			Mr Ozzie Ma 13 Bath Roa Mobile (prefi 413 343 213	artin 29 Se id, Hounsl erred): 079 84 GMS, C	ep 1978 (45 y) low TW3 3EB 958 752740 He CWHHE Trainir	M ome: 01234 5 1g	6789		
Contact Details									
Туре		Details					Verifie	d	Π
Email		phillipmartin@nt	ns.net				8	/	
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Preferred contac	t method SN	IS						8	3
SMS consent	Co	nsent recorded							
Message									
Send SMS								-	2
Preset	ł X								
Add code]×							i	i.
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Send me a ta:	sk after	days to promp	t a review						
			<u>S</u> end	<u>C</u> ancel					

<u>Note</u> - 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 SystmOne 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



<u>Note</u> - 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

Preferred contact method	SMS	2 🖻
SMS consent	Consent recorded	
Message		
Send e-mail		• 2

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



<u>Note</u> - 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.
- <u>Note</u> 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)

<u>Note</u> - 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: nhsnut.com (nhsnut.com (nhsnut.com)

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

Message Pre	eset Details		Message Pre	eset Details
Description	MED3		Description	Blood test appointment
Category	Admin	-	Category	Appointments
Sub category			Sub category	
Sub category		•	Add code	Blood test requested
Add code	MED3 (2010) issued to patient	1	Questionnaire	₽×
Questionnaire				Allow reply
	Allow reply		Subject	Blood test appointment
Subject	MED3		Blood Test:	Dear <title> <forename> <surname>, Please</surname></forename></title>
MED3: Dear	<title> <forename> <surname>, Please</surname></forename></title>		book an app	pointment for a blood test using the link below
access your	MED3 (Fit/Sick note) using the link below.		or by contact	ting our reception team. Regards ber title> <staff_member_forename></staff_member_forename>
<staff_mem< td=""><td>ber_surname> - <organisation_name></organisation_name></td><td></td><td><staff_mem< td=""><td>iber_surname> - <organisation_name></organisation_name></td></staff_mem<></td></staff_mem<>	ber_surname> - <organisation_name></organisation_name>		<staff_mem< td=""><td>iber_surname> - <organisation_name></organisation_name></td></staff_mem<>	iber_surname> - <organisation_name></organisation_name>

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											Mrs Golde 1 Troy Ro:	en Phoenix-TestF ad, Horsforth, Lee	Patient 01 Jan 19 eds LS18 5TN	965 (59 y) F	
Other Details Exact date & tim Fri 24 May 2	024 💌 13:21	47 ×									Mobile (pr	eferred): 07985 4	28195 Test Pal	tient	
Changing the	consultation date wil	affect all o	ther data entered.	To avoid th	his, cancel	and pres	s the 'Next' butto	r							
Pharmacy Services Minor Illness Referral C	utcome Guidance	& Resource	es Disclaimer					Contact Det	tails —						
Looking for 'Minor Illness' referral (previously Select the next page in this template!	Community Pharma	cist Consu	Itation Service - C	PCS)?				Type Email Mobile num	iber	gold.phoenix@ 07985428195	hotmail.com			Verified	
Pharmacy First: Signposting to c	community pharmacy		Pharmacy First ser	vice		ø		Airmid		No Airmid acco	unt				
Patients can self-refer or be referred for 7 Cl	inical Pathways (See	'Guidance	and Resources' p	age):				Preferred cor	ntact metho	d SMS				2	8 5
1) Linearmalizated LITE (1) Sara thread 2) Sigur	allia 4) Acuda Olitia M	dia E) Ohio	alaa 6) Impotiaa	7) Infected I	Incost Dito			SMS consent	t	Consent recorded	1				
For more information, visit: NHS England » C	ommunity Pharmac	advanced	I service specific	ation: NHS	Pharmacy	rs y First Ser	rvice	Message							
								Send SMS							-
You can use Preset messages to signpost ;	patients to find a loca	pharmacy	for the following s	services bel	low:			Preset	🖹 🗙	Emergency Contrac	eption from Pl	harmacy			
Pharmacy Services: Signpostir	ng / Self-referral							Add code	İ X	Emergency contrace	ption advice] i
Clinical Pathways (Pharmacy First)	🗯 Clinical Pathway	s: General	🗮 CP: UTIs	🔎 🕞 CF	P: Sore Thro	oat 🔎	CP: Sinusitis	Questionnaire	e 📴 🗙						
	🗯 CP: Earache	🗭 CP: Sh	ingles 👎 CP:	Impetigo	🗯 CP: Inf	fected Inse	ect Bites	Dear stiller	Allon	v reply					10
Blood Pressure Check at Pharmacy 🔲 🖉	🗯 Blood Pressure (BP) Check -	Preset Message					You can get the emergency contraceptive pill from most local pharmacies. Get more information by						ermation by	
Contraceptive Pill from Pharmacy 🛛 🖉	💌 Contraceptive Pil	from Pharm	acy - Preset Messa	ge				https://bit.ly	//3SPI3G2						
Emergency Contraception	💌 Emergency Cont	aception - P	reset Message					If you encor	unter any	issues, please conta	ict us back.				
New Medicine Service	💌 New Medicine Se	rvice - Pres	et Message					Regards <	organisat	ion_name>					
Flu vaccination at Pharmacy:	Plu vaccination a	t Pharmacy -	Preset Message												
Pharmacy Services (General):	Pharmacy Servic	es (General) - Preset Message					Preview Dear Mrs G	olden Pho	enix-TestPatient	-				
Emergency Prescription (Pharmacy First)	Emergency Prescription (Pharmacy First)										pill from most	t local pharmacie	s. Get more info	rmation by visitin	1g:
Covid-19 Lateral Flow Test at Pharmacy:	Covid-19 Lateral	Flow Test -	Preset Message					https://bit.ly/	/3SPI3G2	- , , , , , , , , , , , , , , , , , , ,					
You can also use NHS Service Finder to find	I pharmacies that offe	r particular	services and to f	ind their cor	ntact detail	ls.		If you encou	unter any i	ssues, please conta	ct us back.				
								Recards		Medical Centre					_
	Information	Print	Suspend	Qk Q	Cancel	Show In	complete Fields				Send	Cancel			

▼ NWL Homeless Patients ES 2024/25 Other Details Exact date & tim ■	13:21					Mrs Golden Phoenix-Testi 1 Troy Road, Horsforth, Le Mobile (preferred): 07985 4	Patient 01 Jan 1965 (59 y) F eds LS18 5TN 428195 Test Patient
Changing the consultation	n date will affect all other o	data entered. To av	void this, cance	and press the	Contact Dotails		
Homeless Views Resources Disclaimer					Tune	Details	Varified
Homeless Resources				Nor	Email	cold phoenix@hotmail.com	Vermed
NWL wide Resources:				1101	Mobile number Airmid	07985428195 No Airmid account	
Homeless - NWL ICB webpage Homeles	s - Streetlink	Communicatio	ons Annexe: Stre	eetlink	Preferred contact meth	od SMS	
					SMS consent	Consent recorded	
Borough specific Resources:	Send Foodbank info to p	patients:			Message		
Warran Darawara Darah			Deart		Send SMS		× #
Homeless Resources - Drent		Annexe. Poodbank - I	DIGIL		Preset 📴 🗙	Homeless - Streetlink	
Homeless Resources - Ealing	Communications A	Annexe: Foodbank - I	Ealing]	Add code 🚺 🗙	Signposting to homeless support service	i
Homeless Resources - Hammersmith & Fulham	Communications A	Annexe: Foodbank - I	H&F		Questionnaire 🔛 🗙		
	-			1	Allo	w reply	
Homeless Resources - Harrow	Communications A	Annexe: Foodbank - I	Harrow		Streetlink - Connect	ing people sleeping rough to local services:	4
Homeless Resources - Hillingdon	Communications A	Annexe: Foodbank - I	Hillingdon		https://thestreetlink. If you're struggling to	org.uk/ o submit an alert you can contact enquiries@thestre	eetlink.org.uk for help.
Homeless Resources - Hounslow	Communications A	Annexe: Foodbank - I	Hounslow		Regards <organisa< td=""><td>tion_name></td><td></td></organisa<>	tion_name>	
Homeless Resources - Kensington & Chelsea	Communications A	Annexe: Foodbank - I	K&C				
Homeless Resources - Westminst	Communications A	Annexe: Foodbank - 1	Westminster				
					Preview		
					Streetlink - Connecti	ng people sleeping rough to local services:	
					https://thestreetlink.o	org.uk/	
					ii you're struggiing to	suominari aleit you can contact enquiries@thestre	eurrik.org.uk för help.
					Regards	Medical Centre	
				0			
Into	rmation Print S	uspena <u>Q</u> k	Gancel	Snow incom		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

			-						
New	Amend	Delete	Copy	Publish					
Enter text	to search			Search	Description V	Category	Availability		
	-		-		Abdominal aortic aneurysm AAA screening not done	Miscellaneous	NW London ICB		
Search on	Des	criptions	Cate	ponies	Abortion Services	Womens Health	NW London ICB		
Include	Unp	ublished			Age UK	Miscellaneous	NW London ICB		
12.9722	1000				Antihistamines Adults OTC	Medicines Manage	NW London ICB		
a Pi	blished				Asthma Inhaler, Spacer & Peak Flow Meter Guidance	Respiratory	NW London ICB		
p 📢	By Ava	ilability			Asthma Review	Appointments	NW London ICB		
14	By Cate	HOODY			Baby Loss Certificate before 24 weeks	Womens Health	NW London ICB		
0.00	by can	10013			Benign Paroxysmal Positional Vertigo (BPPV)	ENT	NW London ICB		
	• A0	nin			Bereavement Counselling Ealing	Mental Health	NW London ICB		
	 App 	ointments			Bereavement Epilepsy Related Death SUDEP Action	Mental Health	NW London ICB		
5	Can	CET			Bereavement Cruse	Mental Health	NW London ICB		
	+ Dial	etes			Bereavement: Survivors of Bereavement by Suicide	Mental Health	NW London ICB		
	. 110				Best Ose of Medicines in Pregnancy (BOMPS)	womens Hearth	NW London ICB		
					Blood Pressure (BP) Checks at Pharmacy	Pharmacy	New London ICB		
	• E89	19			Brout Cases Cases in a lade. Estado as as an an	Appointments	NW London ICB		
	* Imm	unisations			Bowel Cancel Screening invite - Entening programme	Cancer / Screening	NW London ICB		
0	info	rmation			Bowel Cancer Screening Invite - Exteng programme	Cancer / Screening	NW/London ICB		
	* inve	stipations			Breast Cancer Screening Invite - Exiting programme	Cancer / Screening	NWL ondon ICB		
	1.1.16	abda			Breast Cancer Screening Invite -Extering programme	Cancer / Screening	NWL ondon ICB		
					Breast Cancer Screening Non-responder	Concer / Screening	NW London ICB		
	• MSI	e			Carers Support - Central London / Westminister	Information / Carers	NW London ICB		
	* Mec	ticines Mar	nagement		Carers Support - Faling	Information / Carers	NW London ICB		
	+ Mer	tal Health			Carers Support - Hammersmith & Fulham	Information / Carers	NW London ICB		
	+ 1/is	cellaneous			Carers Support - Hillingdon	Information / Carers	NW London ICB		
					Carers Support - Hounslow	Information / Carers	NW London ICB		
					Carers Support - West London	Information / Carers	NW London ICB		
2	_ One	ne			Cervical Cancer Screening 1st invite	Cancer / Screening	NW London ICB		
	 Pati 	ent Contac	:t		Cervical Cancer Screening 2nd invite	Cancer / Screening	NW London ICB		
	+ Pha	rmacy			Cervical Cancer Screening 3rd invite	Cancer / Screening	NW London ICB		
	+ Rec	al			Charities Free Social Support Ealing	Ealing	NW London ICB		
		1			Citizens Advice	Miscellaneous	NW London ICB		
	· KCA	pratory			Clinical Pathways (Pharmacy First)	Pharmacy	NW London ICB		
	 Sex 	ual Health			Clinical Pathways (Pharmacy First): Earache	Pharmacy	NW London ICB		
	 Tes 	t results			Clinical Pathways (Pharmacy First): Impetigo	Pharmacy	NW London ICB		
	• True	sts and Pro	oviders		Clinical Pathways (Pharmacy First): Insect Bites	Pharmacy	NW London ICB		
	+ Wee	neos Heal	th		Clinical Pathways (Pharmacy First): Shingles	Pharmacy	NW London ICB		
	- the		345		Clinical Pathways (Pharmacy First): Sinusitis	Pharmacy	NW London ICB		
· _ 0	published	2			Clinical Pathways (Pharmacy First): Sore Throat	Pharmacy	NW London ICB		

• 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

<u>Note</u> - 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)

🍸 Publish Message Preset: NHS Health Check	>
Publish locally Patient App Users	Publish Locally
O Publish system-wide	Only users at CWHHE Training will be able to see or use this Message Preset.

- 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.

<u>Note</u> – 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

- organization resources	
Enter text to search Search Clear	To send scheduled messages, you will need to nominate one PC to send pending Communications Annexe messages. To do bits, enter the PC ID of the nominated PC in the field below. It is recommended that is Gateway PC is used as SystemCone will need to be running on that PC in its offer the message is send. If this PC is not nunning at the time the message is includeded to, the message will fail to send.
Messaging Services Messaging & Appointments Messaging & Visits Scheduled Messages	El Drake acheside messages Normande client PC D for sending scheduler messages -1

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

finishing on 03 Jun 2024 🔻 🖠

- 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 may times the message will be sent
- Click the **Send** button

🗹 Delay sending until	20	May	2024 💌	16	6:00								
Repeating every	1	÷	Weeks	٣	for	2	$\dot{\mp}$	Weeks	٠	finishing on	03 Jun 2024	Ŧ	i
🗹 Send me a task after	14	-	days to pro	ompt	a re	view							
					<u>S</u> er	d		<u>C</u> ancel					

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 ❤ 13 May 2024 17:05	Created By Sharon Twydell	Patient Mr Ozzie Martin	Message Dar- tillse - sumanne- We would like to offer you an NHS Health Check. Please call the super on < <rp>regarisation_appointments_telephone> to book an appointment with the Practice Nurse. Yours sinc</rp>	Schedule Repeat every 1 Weeks	Schedule Start 20 May 2024 16:00	Schedule End 03 Jun 2024	Next Due 20 May 2024 16:00	Last Sent	Next Action Send Message
13 May 2024 17:26	Sharon Twydell	Ms Anna Andersor	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

Clinical Administrative -=	Digi	tal Co	omms Audit							
		Туре		*	Date	On			*	There are 2 mess
Patient Details	Type	Messa	SMS Message			Date 15 Ma	r 202	4 11.17	Sent By 1	·
✓ ☐ Hospital Numbers	SMS	Messa	E-mail			04 Ap	r 202	4 08:49		
GP Registration Details	SMS	Messa Messa	Online Questionnaire			21 Fe 14 Fe	b 202 b 202	4 10:26		
Record Sharing	E-ma	ail	SystmConnect Request			26 Ju	n 202	4 14:15	Ms Shar	on Twydell
Groups & Relationships (3)	E-ma	ail	Unmatched Communication			21 Ju	n 202	4 11:33	Ms Shar	on Twydell
Address History (1)	E-ma	ail ail	Unsaved Scheduled Message			21 Ju 21 Ju	n 202 n 202	4 11:33 4 11:14	Ms Shar Ms Shar	on Twydell on Twydell
Medication	E-ma	ail				19 Ju	n 202	4 13:08	Ms Shar	on Twydell
V 🍀 Appointments, Visits & Tasks	E-ma	ail				13 Ma	r 202	4 09:15	Ms Shar	on Twydell
	E-ma	ail				18 De	c 202	23 17:18	Ms Shar	on Twydell
SMS Messages (21)	SMS	Messa	ge			21 Ju	n 202	4 11:45	Sharon	「wydell

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

Preferred contact method	Email	53
SMS consent	Consent recorded	

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

Message-			
Send SMS	;	-	
Preset	E ×		
Add Code	R×		i
Questionnai	ire 📑 🗙		
	Allow reply		
Recipient	To 🖲 Unassigned 🔘 Staff 🔘 Team		Me
			<a)< td=""></a)<>
	Enter message text		
Proview			
Use this li	nk to reply: https://systmonline2.tpp-uk.com/2/PatientUrlLogin?id=X0000000X_XX_XX_1		

<u>Note</u> - 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 T	Patient	Task	Status
22 Mar 2024	L .		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 SystmOne, 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



- 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 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 notinclude 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
 Questionnaire

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

<u>Note</u> - 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

Questionnaire Completion date		Alergies - Patient Questionnaire						
		28 Oct2021 Y						
		Show causative questions and answers						
Codes								
Insert	Code	Description V	Numeric Value	Already Late	st Recorded	Recorded By		
~	1D14.	C/O: a rash	N/A	28 0	Dct 2021 12:03	Sent online by I		
~	1886.	Has an itchy eye	N/A	28 0	Dct 2021 12:03	Sent online by I		
~	XE1gy	Patient's condition improved	N/A					
~	XM00h	Rhinomhoea	N/A					
~	1052	Sneezes	N/A					
~	1D72.	Symptom mild	N/A					

• 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 Commnications Annexe Icon on the action toolbar above the list

Showing 38 result(s) (38 patient(s)); All patients over 16 y/o with a Diabetes Type 2 Code (Recalls)							
Default report output							
Page 1 🗘 of 1 🛛 🔶 🕁 🗔	🎩 🔍 🞷 🎚 🕂 🚄	i = i					
NHS number A Title First name	Sumarre Se	iex	Date of bith Age in years Address				
4133432134 Mr Ozzie	Martin Ma	Tale	29 Sep 1978 45 13 Bath Road, Hounslow, Middlesex, TW3 3EB				
Ms Anna	Anderson Fe	emale	01 Feb 1934 90 4 Foyte Drive, South Ockendon, Essex, RM15 5HH				
Mr Gordon	Brown Ma	lale	10 Jan 1923 101 91 Sunnyfield, London, NW7 4RE				
Mr Alan	Brown Ma	fale	01 Jan 1950 74 1 Gloucester Terrace, London, W2 3DA				
Miss Alma	Brown Fe	emale	01 Jan 1950 74 1 Gloucester Terrace, London, W2 3DA				
Miss Brenda	Brown Fe	emale	01 Jan 1950 74 1 Gloucester Terrace, London, W2 3DA				
Mr Brian	Brown Ma	fale	01 Jan 1950 74 1 Gloucester Terrace, London, W2 3DA				

- 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

<u>Note</u> - 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

Preview Dear «tille» «sumame» Preview We would like to offer you an NHS Health Check. Please call the surgery on to book an appointment with the Practice Nurse. Yours sincerely CWHHE Training							
🍸 SMS Infor	mation			×			
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			
		Hardenson					
		Maximum:		177			
		Total:		1052			
		<u>0</u> k					

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: <u>NHS Notify - NHS England Digital</u>

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

<u>Note</u> – 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: nhsnwl.servicedesk@nhs.net