

eHealth GP Update

Webcams and Headsets

The accelerated rollout of NHS NearMe (Attend Anywhere) across NHS Grampian and Scotland has resulted in an increased demand for webcams and headsets which in addition to the rollout of Microsoft Teams has brought challenges in the supply of both of these items.

We are prioritising the supply of webcams and headsets to areas where NHSNearMe is being used and any additional stock will be issued for team members participating in Teams calls.

During this time, we would ask colleagues where possible to utilise the personal headsets/in-ear headphones while we source additional stock.

Remote Access

eHealth is currently progressing an alternative remote access solution which will allow remote access using a personal device. Details are limited on this at the moment, but this is being progressed as quickly as possible to help support colleagues with no access to a NHS Grampian laptop. We will endeavour to keep you updated on the progress of this development.

Emergency Care Summary (ECS)

The Scottish Government has informed Health Boards that they should provide access to the Emergency Care Summary (ECS) data set to Optometrists providing emergency care, Dentists providing urgent care and Community Pharmacists as part of their Covid-19 response.

This measure is supported by the Scottish General Practitioners Committee of the British Medical Association.

E-Health are currently in the process of rolling this access out.

Cluster/Buddy GP Practice Access

To allow GP Practice and HSCP Staff to provide additional support to GP Practices during these challenging times, additional measures have been put in place by the three H&SCPs and eHealth.

This includes guidance on how to connect to other GP Practice Clinical systems and new terminal servers now being in place to allow remote access to EMIS Practices.

Connecting to another GP Practice

All GP Practice clinical applications can be accessed through connecting to the appropriate terminal server which is the same process currently used in all of our Vision GP Practices and a limited number of EMIS Practices.

For those EMIS Practices without a Terminal Server, these have now been setup which will allow remote access without the need to connect to a PC located within the Practice.

A guide on how to connect remotely to another GP Practice can be found on the [eHealth Facilitators Intranet Site](#).

To connect to another GP Practice you will require the appropriate login credentials to be setup which is done by the respective GP Practice who will follow the guidelines in the documents detailed below.

Vision and EMIS Login Credentials

Each GP Practice is responsible for the creation and dissemination of username and passwords for their clinical system to their buddy/cluster practices.

These logins must be created as per the advised guidelines which can be found on the ***COVID Clinician Account Setup*** section of the [eHealth Facilitators Intranet Site](#).

Additional considerations should include whether there are any sensitive patients you wish to restrict access to, for example a member of staff from another GP Practice who are now gaining access to your system. This may require specific patients to be restricted to individual GPs/Practice staff which if not already implements can be complex. If this is required, please contact nhs.g.facilitators@nhs.net and support will be provided from the Facilitation Team, a member of the PCIM&T group or EMIS/Vision.

Please also note that this guide includes additional information about the process to follow for nurse prescriber codes.

Trakcare Access

Appropriate GP practice staff should now have login credentials for Trakcare which will allow access to view hospital correspondence and results they could normally see within Docman.

For staff that have not yet received login credentials please contact the GMS Facilitation Team on nhs.g.facilitators@nhs.net to request access.

Please do NOT use Docman access via terminal server connections as this has significant issues relating to the number of Docman licences required at each GP Practice.

Clinical System Basics

If you are supporting a Practice with a differing clinical system from your own, a guide covering the basics of Vision and EMIS are available on the [eHealth Facilitator Intranet Site](#).

Printing Scripts

A guide on how to configure Vision or EMIS is also available at the ***Setting Up Local Printers*** section on the [eHealth Facilitator Intranet Site](#).

These guide you through the configuration of Vision or EMIS to ensure you can print a script locally, rather than the printing at the host practice.

[eHealth Facilitators Intranet Site](#)