

Primary Care Support



To all GP Practices

JB Russell House
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Date: 3rd July 2020
Direct Line: 0141 201 4718

Dear Colleagues,

IT SYSTEM TRAINING DURING COVID PANDEMIC

Following the COVID-19 Lockdown in March, we had to suspend the IT System training that we offer at the LMC Offices in Cowcaddens. Using Microsoft Teams, which NHS Greater Glasgow & Clyde's eHealth department has installed across the GP Estate, we have started offering the training, remotely, initially to the Pharmacy Team members working in the Practices, but would now like to extend that out to all GP Practice staff, which we plan to start in August.

As some of the sessions will require participants to logon to training accounts on NHS GG&Cs training servers, delegates will need to have access to a Health Board linked PCs or laptops running Microsoft Teams, such as the ones in the Practice. Please note that it is not possible to access the training servers from other than a Health Board linked device.

Other requirements for the session include the PC or Laptop having a speaker and microphone, or a headset, to allow the delegates to hear the presentation and also respond to questions. A webcam would be beneficial, but not essential.

As NHS Greater Glasgow and Clyde are currently upgrading their devices to Office 365 all of the Microsoft Office Training will be on Office 2013. The trainer will check at the start of the session if the devices in the surgery are still running Office 2007, and highlight the differences between the two during the session. Due to the remote training being more intensive, rather than offering the Office sessions as full day courses they will be run as two half day, morning sessions in the same week.

Please find below a list of the courses on offer, with a short description, including whom they are for.

The EMIS courses we offer are: -

- Basics for Receptionists – Registration (not GP Links), Producing Repeat Prescriptions, and using the appointment book. For new receptionists
- Medical Records – Data entry by various methods, and a tour of the medical record part of EMIS. For non-clinicians who do data entry
- Appointment Configuration – setting up and managing the appointment book. For those who set up the appointment book
- Searches and reports – Starting with the basics, and learning how to design searches in EMIS, working with the search outputs, and then the different reporting options available. For anyone that needs to search on EMIS

- Consultation Mode for GPs – Going through a typical consultation in EMIS, with an emphasis on prescribing, and also touching on useful parts of the medical record.
- Consultation Mode for Prescribing Nurses – Going through a typical consultation in EMIS, with an emphasis on QOF & LES templates, looking at the prescribing module, and also touching on useful parts of the medical record.
- Consultation Mode for non Prescribing Nurses - Going through a typical consultation in EMIS, with an emphasis on QOF & LES templates, and also touching on useful parts of the medical record.
- Administration – Covering the uses of User Manager, Locations Manager, Security Profile and Audit Trail. For system administrators

The Vision Courses we offer are:-

- Consultation manager – looking at the Consultation Manager Module, and working through a typical appointment, including Therapy.
- Searches – taking the delegates through the basics of Vision Searches, would be suitable for someone with no experience, or with some experience, brushing up on their skills.

Other Vision training can be offered on request.

Office Courses

We offer modular courses for the main Microsoft Office applications; Word, Excel and PowerPoint. We offer 3 levels of training for both Word and Excel, and a single session for PowerPoint. Course descriptors for each of these can be found in a separate, attached document.

We will be advertising the modular courses as we usually do, and if you are on the backup list you will be offered a place on the next Office course. The courses we will be offering are:

- Microsoft Word – Level 1, 2 and 3
- Microsoft Excel – Level 1, 2 and 3
- Microsoft PowerPoint
- Mail Merge

The EMIS and Vision and Mail Merge courses are delivered over a single half day from 9:30 to 12:30. The other Microsoft courses are run on two half days, both 9:30 to 12:30, in the same week.

In order to assess the current demand for the training, so that we can set up the appropriate sessions, can I ask you to submit applications and we will arrange sessions based on that demand. If you would like to book someone on either EMIS or Vision training please email your request to ian.mackie@ggc.scot.nhs.uk. For Microsoft Office please send the request to elaine.mclaren@glasgow-lmc.co.uk. We are not currently using booking forms and the booking details we require are: -

- Course Name
- Your Practice No
- Delegate's Name
- Delegate's email address
- Delegate Contact No (Only for use if we need to contact you on the day)
- Manager's name
- Manager's email address

Once we have your requests we will set up the sessions and confirm the dates with you.

Under the current arrangements training is provided at no cost to GP Practice Staff and others working in General Practice. In the past we have experienced problems from delegates who either cancel their booking at very short notice or fail to attend on the day. In order to make best use of our training budget, we unfortunately, will charge practices, for non-attendance unless at least 3 day's notice is given, or there have been exceptional circumstances. In this event an invoice will be sent to the delegate's Practice Manager, or admin contact for payment.

If you have any questions about the above, please contact me either by email at ian.mackie@ggc.scot.nhs.uk, or by phone at 0141 201 4718.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ian Mackie', written in a cursive style.

IAN MACKIE
PRIMARY CARE TRAINING & DEVELOPMENT MANAGER

Ian Mackie, Primary Care Training & Development Manager
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