

End User Manual for General Practitioners (GPs) using SystmOne for Choose and Book R2.2

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**Welcome to the End User Manual for
GPs using SystmOne
for Choose and Book R2.2**

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1 Contents

1	CONTENTS.....	2
2	BACKGROUND TO CHOOSE AND BOOK	4
3	ACCESSING CHOOSE AND BOOK VIA SYSTMONE USING A SMARTCARD	5
3.1.	Using your Smartcard to Log in to SystmOne.....	5
4	ENTERING CHOOSE AND BOOK VIA A PATIENT CONSULTATION IN SYSTMONE TO SELECT SERVICES OR MAKE AN APPOINTMENT REQUEST	8
4.1.	Selecting a Patient	8
4.2.	Searching for services by Specialty, Clinic Type and Priority	8
4.3.	Searching for services by Named Clinician	10
4.4.	Searching for services by Keyword.....	11
4.5.	Selecting Appropriate Services for your Patient's Needs	12
4.6.	Directly and Indirectly Bookable Services	12
5	MAKING AN APPOINTMENT REQUEST WHEN A PATIENT WISHES TO MAKE A BOOKING LATER AND PRINTING A SUMMARY	14
5.1.	Completing an Appointment Request and Printing a Summary for your Patient	14
6	MAKING AN APPOINTMENT BOOKING.....	17
7	ACCESSING THE CHOOSE AND BOOK HOME PAGE.....	19
7.1.	If you have a Choose and Book icon on your desktop.....	19
7.2.	If you do NOT have a Choose and Book icon on your desktop:	19
8	SEARCHING FOR A PATIENT IN CHOOSE AND BOOK.....	21
8.1.	Selecting a Patient	21
8.2.	Logging out of and Closing Choose and Book.....	22
9	ADVICE AND GUIDANCE REQUESTS.....	23
9.1.	How to Request Advice and Guidance	23
10	HOW TO VIEW ADVICE AND GUIDANCE RESPONSES	25
10.1.	How to Convert an Advice and Guidance Response into a Booking	26
10.2.	How to Remove an Advice and Guidance Response from your Worklist	26
11	HOW TO CREATE AND SEND AN ELECTRONIC REFERRAL LETTER	27

11.1.	To produce a referral letter:	28
11.2.	Send a referral	28
11.3.	Save the referral	28
11.4.	To resume an unfinished referral	28
11.5.	Cancel the referral	28
11.6.	How to Update Your Referral Letter.....	29
12	REVIEWING WORKLISTS.....	31
12.1.	To open a worklist.....	31
12.2.	Activity List.....	31
12.3.	Advice and Guidance Responses.....	32
12.4.	Rejected Referrals	32
12.5.	Outstanding Referral Letters.....	33
13	HOW TO CHANGE OR CANCEL AN APPOINTMENT REQUEST	34
13.1.	How to Cancel an Appointment Request.....	34
13.2.	How to Change or Update an Appointment Request.....	35
14	CHANGING OR CANCELLING AN APPOINTMENT BOOKING	36
14.1.	How to Change an Appointment Booking	36
14.2.	How to Cancel an Appointment Booking	37
15	MANAGE REJECTED REFERRALS	38
15.1.	Finding a Rejected Referral	38
16	BROWSE THE DIRECTORY OF SERVICES (DOS).....	40
17	REVIEW REPORTS AND ENQUIRIES.....	41
17.1.	Reports	41
17.2.	Enquiries.....	41
18	UPDATING PATIENT DETAILS AND THE PATIENT PASSWORD.....	42
18.1.	Accessing the Update Patient Details Section.....	42
18.2.	Updating Patient Details	42

2 Background to Choose and Book

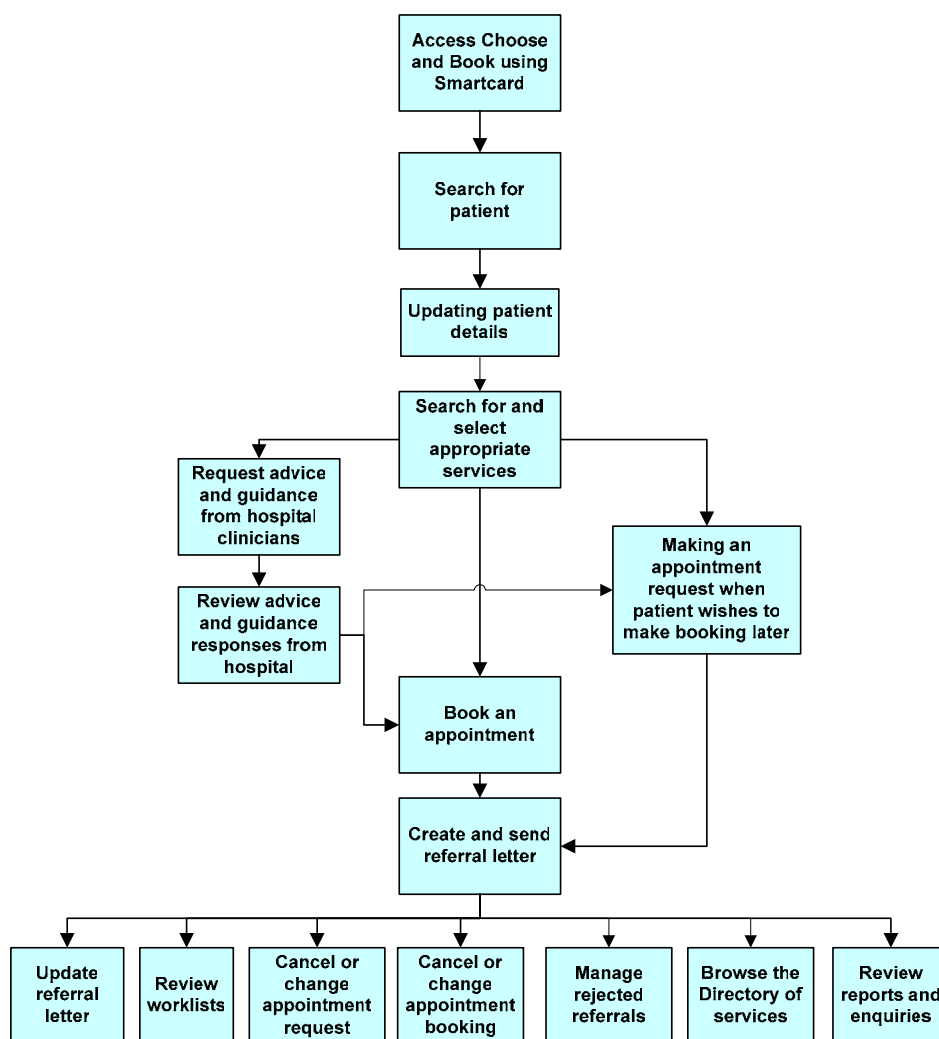
Choose and Book is the nationally commissioned system built by Atos Origin to provide the NHS with an electronic booking and choice tool. Choose and Book first went live in 2004, and is now at release version 2.2 (R2.2), which went live at the end of September 2005.

Choose and Book enables a patient to choose where they wish to attend for an outpatient appointment from those commissioned by their Primary Care Trust (PCT), and make a booking of a date and time of their choice, from those available.

This end user manual sets out the functions that a General Practitioner (GP) or referrer can perform in Choose and Book using SystmOne to access Choose and Book.

Choose and Book enables a GP to refer or book a patient to a service commissioned by their primary care trust (PCT), and to send an electronic referral letter with that referral or booking

The functions that a GP can do in Choose and Book when completing a referral and booking are:

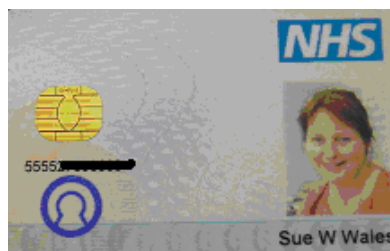


3 Accessing Choose and Book via SystmOne using a Smartcard

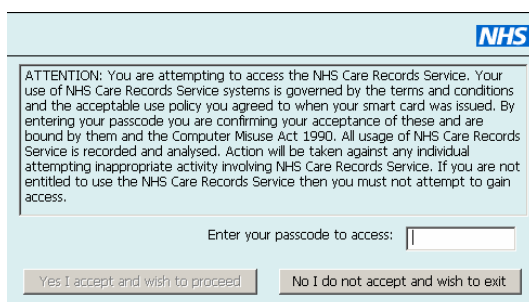
To access Choose and Book via SystmOne, you must first use your Smartcard to connect you to the Spine of the NHS Connecting for Health programme.

3.1. Using your Smartcard to Log in to SystmOne

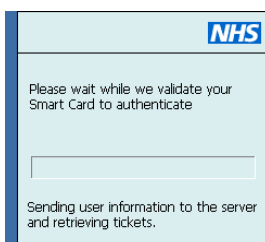
A Smartcard looks much like a credit card, with a picture of the user, together with their Unique Identification number (UID) and a gold chip where all the information is held.



- ⇒ To access Choose and Book, you should already be logged on to your computer, so you see your desktop on your screen
- ⇒ Put your smartcard into the smartcard reader
- ⇒ The Gem Authenticate box appears



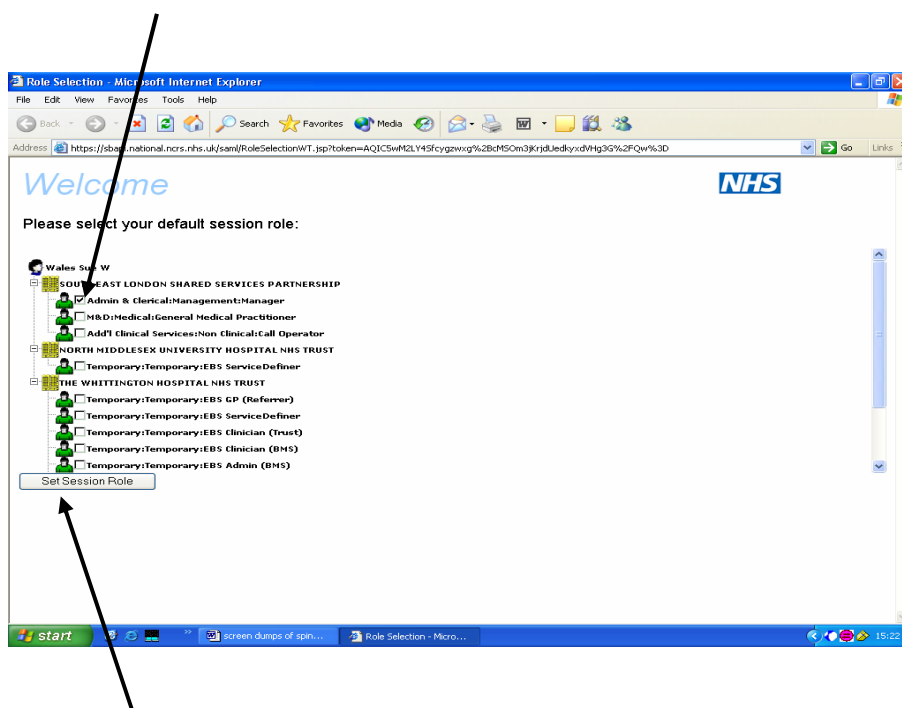
- ⇒ Type in your PIN number (also called Pass Code) and click on  or press return on the keyboard
- ⇒ You will now see a box in the bottom right corner of the screen with a progress bar, detailing the remaining time before the card will be authenticated



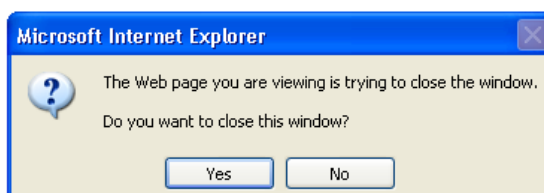
- ⇒ You may (or may not) now see a security alert.



- ⇒ Click to proceed
- ⇒ You may have to wait a few seconds, but you then see a screen saying '**Welcome**' with the role(s) you have been allocated on the Spine.
- ⇒ Click in the box next to the role you wish to use for this session so there is a tick in the box next to that role.



- ⇒ Click on
- ⇒ Now the system asks if you want to close the present window. Click on



- ⇒ You are now returned to your desktop, having successfully logged on to the Spine.

- ⇒ To log into SystmOne using your smartcard double click the SystmOne icon on your desktop then click the card icon on the Login screen

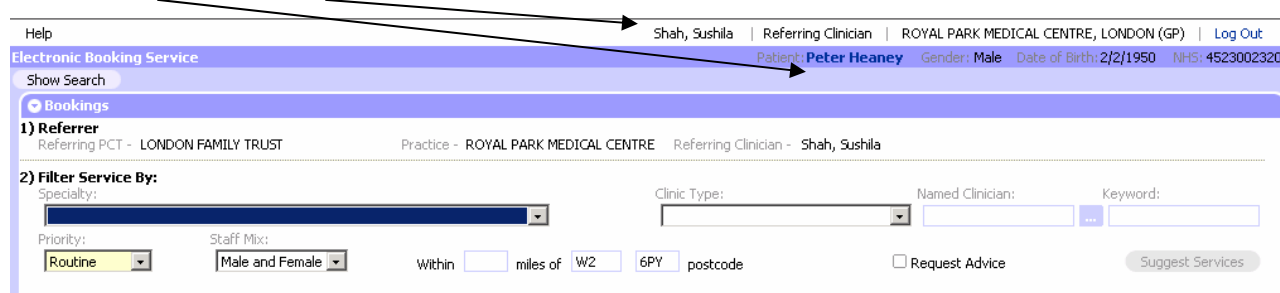


4 Entering Choose and Book via a Patient Consultation in SystmOne to Select Services or make an Appointment Request

If you decide your patient needs a referral to a Service Provider, you can use Choose and Book to initiate a referral and/or make a direct booking

4.1. Selecting a Patient

- ⇒ To make a referral or booking using Choose and Book, you first need to open a patient's record in SystmOne and record your consultation in the normal way
- ⇒ Right-click on the **Communications** node in the Clinical Tree and select **New Choose & Book Referral** or select the **Communications** node from the Clinical Tree and click  in the toolbar.
- ⇒ This action will cause Choose and Book to generate a UBRN (Unique Booking Reference Number). The UBRN is a key piece of data that identifies the booking throughout the lifecycle and ties together the booking and the associated referral letter. If the patient decides to complete a booking later via the Internet or by telephone the UBRN is required in addition to a password.
- ⇒ Choose and Book is now launched and you see the Choose and Book **Bookings Screen** where you can search for services to refer your patient to. At the top of the screen the Patient and Referrer details are displayed.



- ⇒ You now need to enter the criteria against which Choose and Book will search for appropriate services that your PCT has commissioned

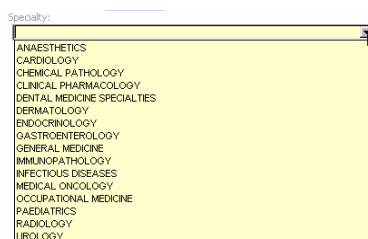
NB: The yellow fields are mandatory to be completed to enable a search for services.

- ⇒ You can search for services by different means:
 - by Specialty, Clinic Type and Priority
 - by Named Clinician
 - by Keyword

NB: The above searches are not mutually exclusive; e.g. you can search by Named Clinician with Specialty or you could search by Keyword and Named Clinician

4.2. Searching for services by Specialty, Clinic Type and Priority

- ⇒ Select a **Specialty** from the pick list



- ⇒ Once you have selected a Specialty, you can use the Service Selection Booking Guidance to help you to decide on the Clinic type and Priority (see section 4.2.1) or you can select Clinic Type and Priority of your choice (see section 4.2.2)

4.2.1 Using Service Selection Booking Guidance

- ⇒ Click on  to get to the **Service Selection Booking Guidance**. This is an algorithm of questions to help you choose the most appropriate **Clinic Type** and **Priority** for your patient
- ⇒ On each page of the guidance algorithm, answer the question and click  to move on to the next page and question
- ⇒ The **Service Selection Booking Guidance** will give you a recommended **Clinic Type** and **Priority** according to the answers you have given to the questions
- ⇒ You can accept or reject the recommendation. If you wish to override the recommendation, click the **Override** box and select an **Override Value** and an **Override Reason** from the pick lists

Guidance Outcome

	Override	Override Value
Sub-Specialty - Sigmoidoscopy		
Priority - Routine	☐	

Override Reason 

- ⇒ Once you have completed this screen, click on  and you are returned to the main booking screen
- ⇒ If you accepted the recommendations, the **Clinic Type** and **Priority** fields will have been automatically populated
- ⇒ If you rejected the guidance recommendations, you should select the most appropriate **Clinic Type** and **Priority** from the pick lists

4.2.2 Selecting Services

- ⇒ If you do not use the Service Selection Booking Guidance, you can select a **Clinic Type** and **Priority** of your choosing
- ⇒ If your patient wishes to be seen in an all female clinic (for example), you can select this as a search criterion from the pick list of **Staff Mix** in the upper right side of the screen
- ⇒ If your patient does not wish to travel far, you can type in their postcode and the maximum number of miles the patient would wish to travel from their home address

Within  miles of   postcode

- ⇒ Once you have completed all the yellow mandatory fields plus any other search criteria your patient wishes, click on [Suggest Services](#)
- ⇒ Choose and Book will search the Directory of services for those services that meet your search criteria that have been commissioned by your PCT.

4.3. Searching for services by Named Clinician

- ⇒ The availability of the named clinician referrals functionality is dependent on whether this functionality has been taken up locally and where directly bookable services are being offered the version of PAS compliance.
- ⇒ **Named Clinician** means that you can search for services that your PCT has commissioned for a particular 'Named Clinician'.

Named Clinician:

...

- ⇒ To search for those services of a particular **Named Clinician**, you will first need to search for your named Clinician. Click on the purple box to the right of the **Named Clinician** field
- ⇒ Enter the **Surname** of the desired Clinician you wish to find, and enter any further details if you wish to limit the search findings (e.g. forename, organisation or location or specialty)
- ⇒ Click on [Search](#)

Clinician Search

Surname

Forename

Service Provider Organisation ...

Service Provider Location ...

Specialty

[Clear](#) [Search](#)

- ⇒ Choose and Book now shows you all the Named Clinicians in the system that meet your search criteria

Specialty

[Clear](#) [Search](#)

Name	Job Role-Location
Cramer, Justin	Consultant - Royal Acute Trust
Cramer, Richard	View Multiple

- ⇒ You are given the full name of the Clinicians and their role and locations that are in the Directory of Services (DOS). You can see in the picture that Justin Cramer is a named Clinician for a service or services only at the Royal Acute Trust
- ⇒ However, Richard Cramer is recorded as [View Multiple](#). This means that Richard Cramer is Named Clinician for more than one service in more than one location
- ⇒ To view the details of a named Clinician, click on their name in blue, and you will see their details. Click on the name in blue again to close the window

Name
Cramer, Justin

Titles: -
Name: Cramer, Justin
Aliases:
Suffixes: -
Addresses: **mailing**
30 Norfolk Square
Paddington
London, England
Phones: **Business** (020) 33219035

⇒ If you click on [View Multiple](#), you will see the variety of services for that named Clinician

[View Multiple](#)

Consultant - London Acute Trust
Specialist Practitioner - London Acute Trust

⇒ To select one of the Clinicians, click on their row to highlight them in orange and click [Done](#)

Name	Job Role-Location
Cramer, Justin	Consultant - Royal Acute Trust
Cramer, Richard	View Multiple

[Done](#)

⇒ You will now see the name of the Named Clinician that you have selected in the **Named Clinician** field in the main screen.

Named Clinician:
Cramer, Justin

4.4. Searching for services by Keyword

⇒ You can also search for services by **Keywords** to the right of your screen

Keyword:
ankle pain

⇒ You can type in a full keyword relating to the condition of your patient, or you may enter part of a word

⇒ It is recommended that you select a Specialty as well as entering a keyword, to limit the results to your search

- ⇒ Click **Suggest Services** to see which services your PCT has commissioned that have your keyword in its DOS entry

4.5. Selecting Appropriate Services for your Patient's Needs

- ⇒ You will now see the services available for your patient to choose from

3) Service(s)

Select	Service Name	Directly Bookable	Location	Staff Mix	Appointment Specialty
☐	Amshurst Orthopaedics Clinic	Y	Amhurst Acute Trust	Male and Female	Outpatient: ORTHOPAEDICS
☐	London Lower Limb Orthopaedics Clinic	N	London East Acute Trust	Male and Female	Day case: ORTHOPAEDICS
☐	Oxford Orthopaedics	Y	Royal Acute Trust	Male and Female	Day case: ORTHOPAEDICS
☐	Sloane Services	N	Royal Acute Trust	Male and Female	Outpatient: GENERAL MEDICINE

Due By / /

Suggest for Dates Between

Start Date 23 / 3 / 20

End Date / /

Advanced Criteria

Suggest Appoint

- ⇒ You can get more detailed information about each of the services offered by clicking on the name of a service, and Choose and Book will now display for you the full information that is recorded in the Directory of Services on that service. This is your opportunity to check that the choices you will offer your patient are all fully appropriate to their particular referral need.
- ⇒ Once you have read the service information, you can select either one or several of the services for your patient, by clicking in the box to the left of the service name, to see who has the earliest appointment available between all the appropriate services.

NB: If you only select one option at this stage, your patient will only have that one option available to them if they call the Choose and Book Call Centre to make a booking later on. So, if your patient wants to go home to discuss the options with their family, you should tick all the clinically relevant options at this stage to keep all those choices open to the patient when they contact the Call Centre later.

- ⇒ If, at this stage you decide not to proceed with an appointment request, click **Don't Submit**

4.6. Directly and Indirectly Bookable Services

- ⇒ The columns of services show the **Service Name**, **Directly Bookable** and **Location**.

3) Service(s)

Select	Miles	Service Name	Directly Bookable	Location
☒	198	ENT ENT Suffolk RT6	N	CHILD HEALTH CENTRE

- ⇒ A Y in the Directly Bookable column means that a service is **Directly Bookable** (i.e. you can book your patient for an appointment in the service provider's PAS electronically using Choose and Book).
- ⇒ An N in the Directly Bookable column means that a service is an **Indirectly Bookable Services (IBS)** (i.e. you cannot directly book your patient in for an appointment in that service provider's PAS electronically, but you can Indirectly Book your patient in to their service where the patient calls the IBS call centre).

⇒ Click on the Service Name of an IBS to view the Booking Details

The screenshot shows a web application interface with a table of services and a pop-up window. The table has columns: Select, Miles, Service Name, Directly Bookable, Location, Patient Information, and Appointment Type. Two services are listed: 'ENT ENT Suffolk RT6' and 'IBS Test Service'. An arrow points to the 'ENT ENT Suffolk RT6' service name. A pop-up window titled 'Service Specific Booking Guidance' is open, showing details for 'Service: ENT ENT Suffolk RT6'. It includes a link to click the service name for more information, a section for 'Booking Details' with the booking telephone number '0191910 0101010' and hours of operation 'Mon-Fri 8am-6pm ; not v/e'. At the bottom of the pop-up are 'Print' and 'OK' buttons.

Select	Miles	Service Name	Directly Bookable	Location	Patient Information	Appointment Type
☒	198	ENT ENT Suffolk RT6	N	CHILD HEALTH CENTRE	nhs.uk	First outpatient
☒	198	IBS Test Service	N	CHILD HEALTH CENTRE	nhs.uk	Assessment Service

Compare Services

4) Appointments Please refer to Service Specific Booking Guidance for instruction
No Appointments Available

Service Specific Booking Guidance

Service: ENT ENT Suffolk RT6
Click the Service Name link for additional service information

▼ **Booking Details**
Booking Telephone Number: 0191910 0101010
Hours of Operation: Mon-Fri 8am-6pm ; not v/e

Print OK

⇒ You can print off this information if you wish, by clicking **Print**

⇒ Click **OK** to return to the main bookings screen

⇒ The **Location** column tells you what site or location that service is held at

⇒ You can select a mix of both Directly and Indirectly Bookable Services

5 Making an Appointment Request when a Patient wishes to make a Booking Later and Printing a Summary

The GP does not have to complete a booking at this stage but can instead complete the 'Appointment Request'; if your patient wants to go home and think about where and when they would like to be seen at the hospital and call the Call Centre, or if you wish your Practice Admin staff to complete the booking, you can simply print off an 'Appointment Request Summary' at this stage and give it to the patient.

5.1. Completing an Appointment Request and Printing a Summary for your Patient

- ⇒ Having selected the appropriate service(s) for your patient (see section 4.5), click on **Request** near the bottom right hand corner of your screen to complete an Appointment Request.
- ⇒ You see a summary of the options selected plus the patient's details. You may have either directly or indirectly bookable services selected, or a mixture, and they will all be listed here.

Appointment Request Details

UBRN 2857-7397-9366
Specialty GENERAL MEDICINE
Clinic Type Asthma

Location	Service Name
HIGHGROVE HOSPITAL	Royal West Asthma Clinic
QUEEN MARY'S HOSPITAL	Royal Park South Asthma Clinic

Priority Routine

☒ Referral Letter Outstanding, will add at a later time
☐ Content Sensitive

BMS Follow Up After 7 Days

- ⇒ The **Referral Letter Outstanding** is automatically ticked if the services you are making a request for require a referral letter, and you cannot change this if the service requires a referral letter to review.
- ⇒ You have the option to tick the **Content Sensitive** box. Making an appointment request 'Content Sensitive' restricts who can see any information about this appointment request. This means that in the referring practice, only the referrer in person can view any information at all about this particular appointment request. All staff in the associated workgroups within the service provider you are referring to, will be able to view information about that appointment and referral. The BMS will NOT be able to view any information, so if you make a request Content Sensitive, the patient cannot call the BMS to complete their booking. If you make an appointment request Content Sensitive by ticking the box, you must remember that only you will be able to view anything about that appointment request within your practice, which may not be appropriate if you are not due to be available in the near future within that practice.
- ⇒ In the **BMS Follow Up** field, select the maximum numbers of days by when you want your patient to have been in touch with the BMS call centre or practice or the IBS call centre or the internet to make the booking. (This is useful to make sure your patient does actually make a booking for your referral). If your patient has not made the booking within the number of days you specified, the Choose and Book Appointments Line (CABAL) is notified

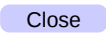
in Choose and Book, so they can send a reminder letter to the patient to complete the booking process.

- ⇒ Click on **Submit** to apply the appointment request
- ⇒ You now see the summary with 3 options: **Update Person**, **Add Referral Letter** or **Print**
- ⇒ Click **Update Person** - You can update your patient's details on the Spine, including changing the automatically set patient password in their record (section 18).
- ⇒ When you are using Choose and Book via SystmOne, you should not use the **Add Referral Letter** button in Choose and Book as you will be adding the referral letter from your GP system.
- ⇒ To print off a summary of the Appointment Request and your patient's password click **Print**. You then have the option to print just the Appointment Request summary, or the Appointment Request Summary and the Patient Password. Click on the option you wish. The Appointment Request printout includes the telephone number of the CABAL, where the patient can complete their booking for the directly bookable services, and the telephone numbers and booking details of each of the indirectly bookable (IBS) services you have selected with the patient.



Appointment Request		4563-8382-8493
Your Reference Number shown above is for this appointment only. You will need this number and your password when you want to book, cancel or change the date or time of your appointment.		
Patient name:	Paget, Errol J	
Consent to call-back:	You agree that the NHS can contact you by telephone.	
Reference number:	4563-8382-8493	
To be seen by:	18 January 2005	
Choice of services:	<i>To book your appointment for any of the services listed below please follow the booking instructions under the service description. If you then need to cancel or change the date or time of your appointment please also follow the instructions under the service description.</i> ▪ Clifton Gastroenterology Clinic, Clifton Royal Infirmary ○ Phone 0845 60 88 88 8 / Textphone 0845 8 50 22 50 ○ Hours of Operation: Mon-Sun 0700 – 2200 ○ Go to www.nhs.uk/healthspace and select "Choose and Book" ▪ Gastroenterology Outpatients, Cheltenham General Hospital ○ Phone 01242 221 662 ○ Hours of Operation: Mon-Fri 0800 – 1800 ▪ Gastroenterology clinic, Gloucester Royal ○ Phone 01452 438 876 ○ Hours of Operation: M, W, F 0800 – 1500	
For more information about any of the services listed above please contact us: Phone: 0845 60 88 88 8 Textphone: 0845 8 50 22 50 Online: Go to www.nhs.uk/healthspace and select "Choose and Book"		

- ⇒ The patient can then either take that printout to your Practice Admin Team, or they can call the IBS Call Centre (for an IBS), or for a DBS they can call the CABAL or they can access the internet at www.nhs.uk/healthspace later to complete their booking.
- ⇒ Once you have printed off the summary, you are returned to the summary screen, where you can again either : **Update Person** (see section 18) or **Add Referral Letter** (do not use this if you are accessing CAB via the GP system) or **Close**

- ⇒ At this stage you can finish your Choose and Book actions by clicking on  and you can then come back later to attach your referral letter
- ⇒ Close Choose and Book by clicking on **Logout**, and then the  at top right of the window
- ⇒ This returns you to the **Create Choose and Book Referral Letter** screen within SystmOne (see section 11).
- ⇒ At this point the GP can either complete the referral letter and send to Choose and Book or decide to create it later.

6 Making an Appointment Booking

If you and your patient wish, you can immediately complete the booking of when and where the patient is seen, for directly bookable services.

- ⇒ You will have first selected appropriate services for your patient (see section 4.5)
- ⇒ Before asking Choose and Book to find available appointments for the service(s) you have selected, you can limit the search by filling in the date range of when your patient should or wishes to be seen.

- ⇒ The **Due By** date is the latest date by when you want your patient to be seen at the hospital.
- ⇒ The **Start Date** (defaulted to the current date) and **End Date** are the dates within which you want to view available appointment slots for your patient to be seen at the hospital.
- ⇒ Click on **Suggest Appointments** and Choose and Book will display in chronological order all the appointment slots for all your selected services within the date ranges you have specified.

4) Appointments

Select	Appointment Date/Time	Service Name	Location	Lead Professional	Diary View:
☐	08:00 Fri 17/09/2004	Liverpool Service	Royal Aerial Hospital	Harris, Rita	Day Week Month
☐	08:00 Fri 17/09/2004	HP's Hospital	Royal Aerial Hospital	-	
☐	09:00 Fri 17/09/2004	Liverpool Service	Royal Aerial Hospital	Harris, Rita	
☐	09:00 Fri 17/09/2004	HP's Hospital	Royal Aerial Hospital	-	
☐	10:00 Fri 17/09/2004	Liverpool Service	Royal Aerial Hospital	Harris, Rita	
☐	10:00 Fri 17/09/2004	HP's Hospital	Royal Aerial Hospital	-	

- ⇒ You can use the scroll bar to see up to 50 appointments currently available. (You can click the **Next** button to see the next 50, and **Back** to see the previous 50)
- ⇒ You can change the view by clicking on '**Week**' or '**Month**' if you wish
- ⇒ Select one appointment of the patient's choice by clicking on the round radio button to the left of the chosen date and time
- ⇒ Click **Book** (NB: Don't click Request at this point as this will not book the appointment in the selected slot, it will just create an appointment request).
- ⇒ Review the appointment details
- ⇒ If the details are correct, click **Submit** and Choose and Book will check with the PAS real-time to see if that slot is still available. If the communication between Choose and Book and the PAS fails, you will get a message telling you so. Repeat the booking process as above.
- ⇒ If the booking details are not correct, click **Don't Submit** to go back to the previous screen
- ⇒ To print off the Appointment Summary and your patient's password click **Print**. You then have the option to print just the Appointment Summary, or the Appointment Summary and the Patient Password. Click on the option you wish. The Appointment Summary printout includes the telephone number of the CABAL, where the patient can change their appointment.

- ⇒ Click  and select the printer you want to print from
- ⇒ Click 
- ⇒ Click  to close the Print Appointment Confirmation screen
- ⇒ Click  to close the Appointment Summary screen
- ⇒ You have now made a booking for your patient and printed off for them a summary of their appointment made.
- ⇒ Close the Choose and Book service by clicking the  button in the top right hand corner of the screen then click the  at top right of the window
- ⇒ This returns you to the **Create Choose and Book Referral Letter** screen within SystmOne (see section 11). At this point the GP can either complete the referral letter and send to Choose and Book or decide to create it later

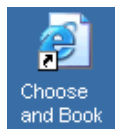
NB: Inform the patient that the Provider will send them a clinic letter to confirm their appointment and to give them more details about how to get to the room where the clinic is being held.

7 Accessing the Choose and Book Home Page

Some tasks within Choose and Book can only be accessed via the Choose and Book Home Page.

7.1. If you have a Choose and Book icon on your desktop

- ⇒ Double-click on the Choose and Book icon on the desktop to launch Choose and Book



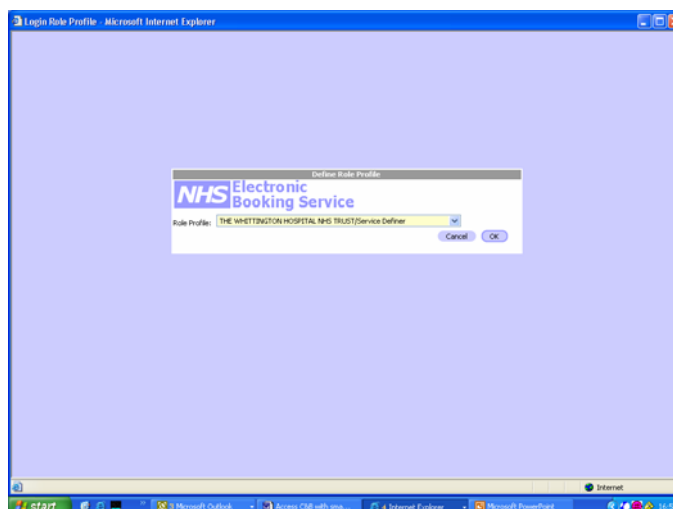
- ⇒ Choose and Book sometimes takes a little while to check your authentication, and then if you have one Choose and Book Business Function the homepage will open; if you have more than one Business Function you will go to the Role Selection screen.
- ⇒ You have now accessed Choose and Book

7.2. If you do NOT have a Choose and Book icon on your desktop:

- ⇒ Open **Internet Explorer** from the icon on your desktop.



- ⇒ In the **Address Box** of the internet screen, type in <https://nwww.ebs.ncrs.nhs.uk/app-ebs>
- ⇒ Choose and Book sometimes takes a little while to check your authentication, and then the Choose and Book Home Page will open showing you the Choose and Book Business Functions available to you
- ⇒ You have now accessed Choose and Book using your smartcard
- ⇒ If you have one Choose and Book Business Function the homepage will open; if you have more than one Business Function you will go to the Role Selection screen.



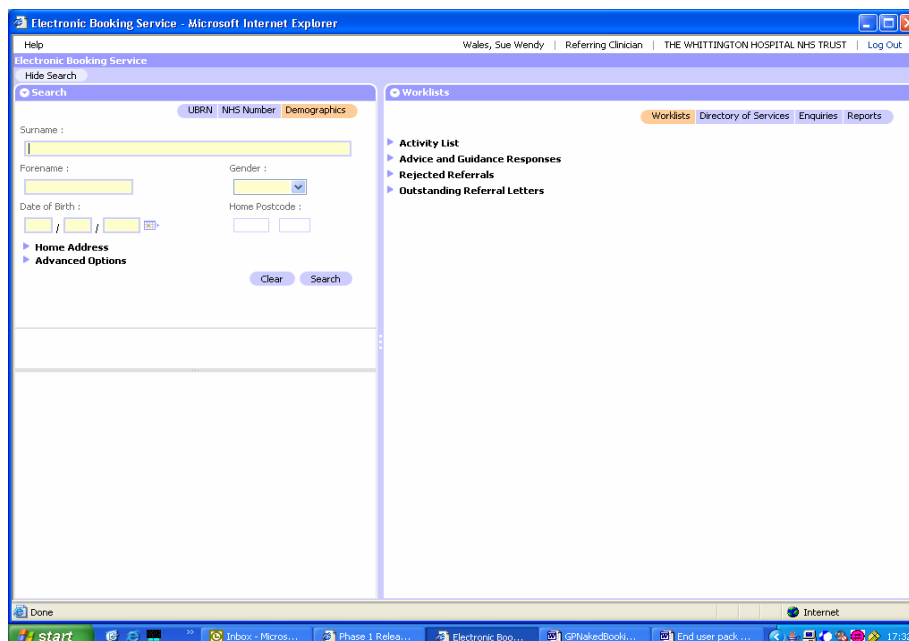
NB: Your Smartcard must remain in the smartcard reader for the whole time that you are using the system. If you pull your Smartcard out of the reader, your session will end.

⇒ As a GP, within Choose and Book, you will have been given the Business Function of **"Referring Clinician"**.

⇒ Select **Referring Clinician** from the pick list and click 



⇒ The Referring Clinician Home Page displays, this has 2 main sections: **Search** (on the left) and **Worklists** (on the right).



⇒ The **Search** section is where you can search for your patient from the Patient Demographic Service (PDS) on the Spine.

⇒ The **Worklists** section gives you the latest information on the patients you have initiated or completed bookings for, and is a useful tool for you to check if you have any outstanding actions.

⇒ You can also browse the Directory of Services by clicking on '**Directory of Services**' (see section 16), or you can access enquiries by clicking on '**Enquiries**' or you can access reports by clicking on '**Reports**'. (See section 17)



8 Searching for a Patient in Choose and Book

If you enter Choose and Book via the Internet rather than via a referral from SystmOne, you will not have already selected a patient.

8.1. Selecting a Patient

- ⇒ There are 3 ways that you can search for a patient; by UBRN, NHS Number or by Demographics.
- ⇒ If you know your patient's NHS Number, click on **NHS Number** and then enter the NHS Number in the box and click on **Search**

NB: NHS number is the fastest way of finding your patient

- ⇒ If you know your patients Unique Booking Reference Number (UBRN) you can click on **UBRN** and then enter it in the box (do not enter the hyphens) and click **Search**

NB: The UBRN is a number generated by Choose and Book for your patient's particular appointment request.

- ⇒ If you do not know the NHS Number or UBRN, click on **Demographics** and then enter the patient's **Surname**, **Forename**, **Gender** and **Date of Birth** (Please check the spelling of forename and surname with your patient).

- ⇒ If you know it, you can also add in the patient's **Home Postcode**. Check to ensure that the postcode provided is for their *permanent* address and not that of a temporary address (e.g. temporary resident or on holiday). Check if the patient has recently moved and whether they informed their GP; if they did not inform the GP, ask for their previous address. If the postcode is not known by the patient, do not enter a default like XX99, but use the Advanced Options

NB: Yellow fields in Choose and Book are mandatory.

- ⇒ Click on **Search**
- ⇒ Choose and Book will search for your patient in the PDS on the Spine.
- ⇒ If your patient is not found, a message in red will tell you so, and you can then enter more search criteria by clicking on either **Home Address** or **Advanced Options**. You can then enter more information about your patient, and click on **Search** again.

NB: for your patient to be found on the Spine, they must have an NHS Number. Patients without an NHS Number cannot be booked using Choose and Book.

NB: for CAB to display the patient, the PDS must return a single hit from the PDS, otherwise the user must enter additional search criteria until the PDS returns a single patient.

- ⇒ Once your patient is found, their name and NHS Number will appear at the bottom of your search section in blue

Angela

Female

Date of Birth : 29 / 08 / 1978

Home Postcode :

Home Address

Advanced Options

Clear Search

NHS Number : 4002599406

Gender : Female

Home Address : 1 Horder Rd
London
SW6 5ED

Name : McFay, Angela

Password : Chelsea3

Date of Birth : 29/08/1978

Refer/Advice Update

View: Future Appointments

UBRN Appointment Date/Time Referred By Refer

8.2. Logging out of and Closing Choose and Book

- ⇒ To log out of Choose and Book you click on [Log Out](#) near the top right of the screen
- ⇒ This takes you back to the selecting role screen, so if required, you can select another Choose and Book role, and go back in to the tool from here.
- ⇒ To exit Choose and Book completely, you need to click on the 'X' at the top right corner of the screen.

9 Advice and Guidance Requests

Advice and Guidance is an electronic one-question-one-answer conversation between a Referrer and a Service Provider Clinician that deals with a patient's medical information.

Instead of progressing with an appointment request or booking, you can select a service, and then ask the provider Clinician team from that selected service for advice and guidance about your patient or your possible referral.

9.1. How to Request Advice and Guidance

The procedure for getting in to Choose and Book for this purpose is exactly the same as for a referral. To distinguish between this kind of request and a full referral you should use the Free Text to note the request is for advice and guidance only

- ⇒ Record your consultation in SystmOne as usual
- ⇒ Right-click on the **Communications** node in the Clinical Tree and select **New Choose And Book Referral** or select the **Communications** node from the Clinical Tree and click  in the toolbar.

NB: *If you have not used your smartcard when logging into SystmOne, the online booking functions will not be enabled*

- ⇒ Select a **Specialty**, then **Clinic Type** and **Priority**, or use the **Access Service Selection, Named Clinician** or **Keyword** search to search for appropriate services (see section 4.2).
- ⇒ Click ☒ Request Advice to show that you wish to search for those services willing to respond to your request for advice and guidance
- ⇒ Click
- ⇒ Choose and Book now displays only those services that your PCT has commissioned, meeting your selection criteria *and* that have agreed to respond to advice and guidance requests
- ⇒ Select a single service by clicking the tick box in front of that service

3) Service(s)

Select My Service Name	Directly Bookable	Location	Staff Mix	Appointment Specialty
☐ Amhurst Orthopaedics Clinic	Y	Amhurst Acute Trust	Male and Female	Outpatient: ORTHOPAEDICS
☐ London Lower Limb Orthopaedics Clinic	N	London East Acute Trust	Male and Female	Day case: ORTHOPAEDICS
☐ Oxford Orthopaedics	Y	Royal Acute Trust	Male and Female	Day case: ORTHOPAEDICS
☐ Sloane Service	N	Royal Acute Trust	Male and Female	Outpatient: GENERAL MEDICINE

Due By / /

Suggest for Dates Between

Start Date / /

End Date / /

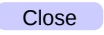
Advanced Criteria

- ⇒ Click
- ⇒ Type your request for advice and guidance in the yellow box

Anne Wakefield is a 59 year old woman who was an inpatient under your care two weeks ago for chest pain and feeling dizzy. I abnormalities. She came to see me in surgery today telling me that you were planning to follow her up with coronary angiograph

Could you please let me know the arrangements for this as she has had two further episodes of chest pain and dizziness and is Thank you.

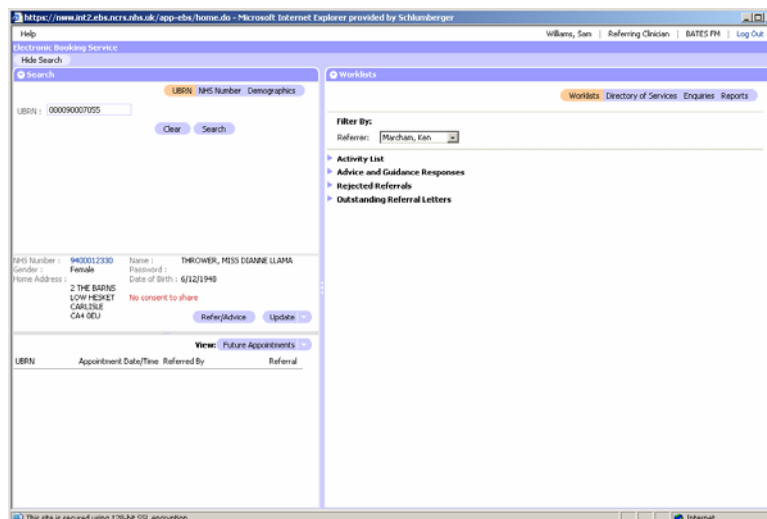
- ⇒ Click

- ⇒ You now have the option to print off your advice and guidance request if you wish, by clicking on  then selecting your printer from your print box.
- ⇒ Click 

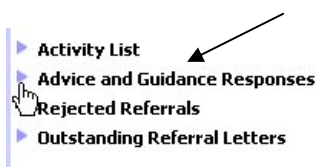
10 How to View Advice and Guidance Responses

You can access the advice and guidance responses that you receive from service provider Clinicians through the worklist screen in Choose & Book.

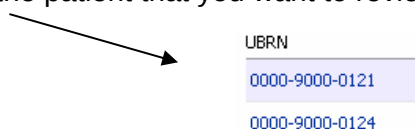
- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ Click on **Worklists** to see your worklists



- ⇒ On your worklist screen, click on **Advice and Guidance Responses**



- ⇒ Click the **UBRN** of the patient that you want to review a response from



- ⇒ Click **Actions** and select **View Advice Request**



- ⇒ Read the response
- ⇒ Click **Close** to return you to VISION

NB: The UBRN will remain in your Advice and Guidance Responses worklist for 6 months, or until you remove it from your worklist (see section 12).

10.1. How to Convert an Advice and Guidance Response into a Booking

- ⇒ From your worklist screen, open the **Advice and Guidance Responses** worklist
- ⇒ Click the **UBRN** of the response you wish to review and progress
- ⇒ Click **Actions** and then **Update Advice Request**
- ⇒ This now takes you to the Booking Screen where you can select more services if you wish, then click on **Request** or **Suggest Appointments** to progress the booking
- ⇒ Complete the appointment request process or booking process (see sections).

10.2. How to Remove an Advice and Guidance Response from your Worklist

- ⇒ From your worklist screen, open the **Advice and Guidance Responses** worklist
- ⇒ Click the **UBRN** of the response you wish to remove from your worklist
- ⇒ Click **Actions** and select **Close Advice Request**
- ⇒ This will remove the response from your worklist

11 How to Create and send an Electronic Referral Letter

- ⇒ Once the booking has been made, either at the time of the consultation or later, the GP needs to go back into SystmOne and complete the referral letter to accompany the booking to Choose and Book.
- ⇒ Local policies will dictate the time frame in which the GP must do this. It should be noted that the referral will not appear to the secondary care Consultant for Rejection or Approval until both the booking has been made and the referral letter sent.
- ⇒ Retrieve the patient record
- ⇒ Select the **Communications** node in the Clinical Tree
- ⇒ On the **Outgoing tab**, right-click on the referral you created earlier and select **Amend**
- ⇒ Choose the **UBRN** for the booking for which the referral letter is to be sent to enter the **Create Choose and Book Referral Letter** window.
- ⇒ The user can specify the type of referral as well as the diagnosis the patient needs (the information specific to the reason for the referral being booked).

The screenshot shows the 'Create Choose and Book Referral Letter' window in SystmOne. The window has a title bar 'SystmOne GP: Michael' and a subtitle 'Create Choose and Book Referral Letter'. It contains several fields and sections:

- Urgency:** A dropdown menu set to 'Routine'.
- Referral type:** A dropdown menu set to 'Unspecified Reason'.
- UBRN:** A text field containing '123450000001'.
- Referral message:** A large text area for entering the referral message.
- Diagnoses:** A section with a table of diagnoses. The table has columns: 'Referral Reason?', 'Date', 'Read Code', and 'N...'. Two rows are visible:

Referral Reason?	Date	Read Code	N...
☒	10 Oct 2002	Brittle asthma (Ua1AX)	
☐	07 Dec 2004	Essential hypertension (XE0Uc)	3 r...
- Attachments:** A section with a table for attachments. The table has columns: 'Attachment', 'Description', 'Date', and 'Size'. It is currently empty.
- Buttons:** 'Add attachments', 'Remove attachments', 'Send referral', 'Save for later', and 'Cancel'.

The left sidebar shows the 'Clinical' tree with 'Communications' selected. The bottom status bar shows the time as 09:32 and 09:33.

(NB: This picture is missing a 4th button of **Print Patient Letter**)

11.1. To produce a referral letter:

- ⇒ Type the body of your referral letter into the **Referral message** field.
- ⇒ From the list in the left-hand pane of the window, select the **Include** tick-box beside any information types you want to include in the referral from the patient record.
- ⇒ Select the **Referral Reason** tick-box beside the relevant entry or entries in the right-hand pane. You must select at least one referral reason.
- ⇒ If you want to remove any entries that not relevant to this referral, select the entries and click the **Remove** button at the foot of the right-hand pane.
- ⇒ Click **Add Attachment** if you want to attach a file to the referral (you can attach up to four files). The files you have attached are displayed in the **Attachments** field.

11.2. Send a referral

- ⇒ Click the **Send Referral** button
- ⇒ This will send the information to the Choose and Book service via Spine, (see Note 1)

11.3. Save the referral

- ⇒ Click the **Save for later** button
- ⇒ This will save the referral under the **Communications** tab for that patient and will mark the referral as **Unsent**, (see Note 1).

11.4. To resume an unfinished referral

- ⇒ Right-click on the referral on the **Outgoing** tab of the **Communications** screen and select **Amend**.

11.5. Cancel the referral

- ⇒ Click the **Cancel** button
- ⇒ This will discard the referral letter. (See Note 2)

Note 1: The referral is saved on SystmOne and the Communications screen is displayed unless:

- You have not specified a referral reason. You will be prompted to select one from the displayed list before the referral can be sent.
- The referral is not sent successfully. In these circumstances you will remain in the Create Choose And Book Referral Letter dialog box. Save the referral and try sending it again later.

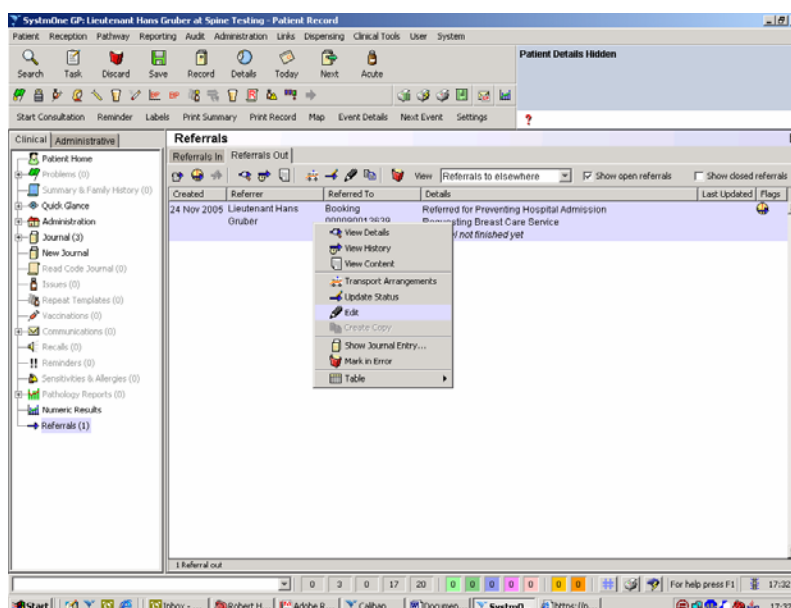
Note 2: If you start a referral and then cancel out of the Create Choose and Book Referral Letter dialog box without saving it, the communication will remain on the patient's record. This is because a UBRN was requested from the Spine for this referral and the number cannot be returned or cancelled. You can however 'mark in error' the referral on the Communications screen and it will be removed to the Deleted node in the Clinical Tree.

- ⇒ Once the referral letter has been sent the Primary Care side of the process is complete. The referral will be reviewed by the Service Provider and rejected or accepted. If the referral is rejected for some reason the GP will be notified and will need to rebook into a more appropriate service.

11.6. How to Update Your Referral Letter

NB: You can update and change the attachments you have sent as referral letters once you have submitted the original for Directly Bookable Services up until the freeze time is reached, and for IBS up until the referral is accepted. Each time you change the referral letter and attachments and resend them, they will appear in the hospital clinician's worklist for them to review once again.

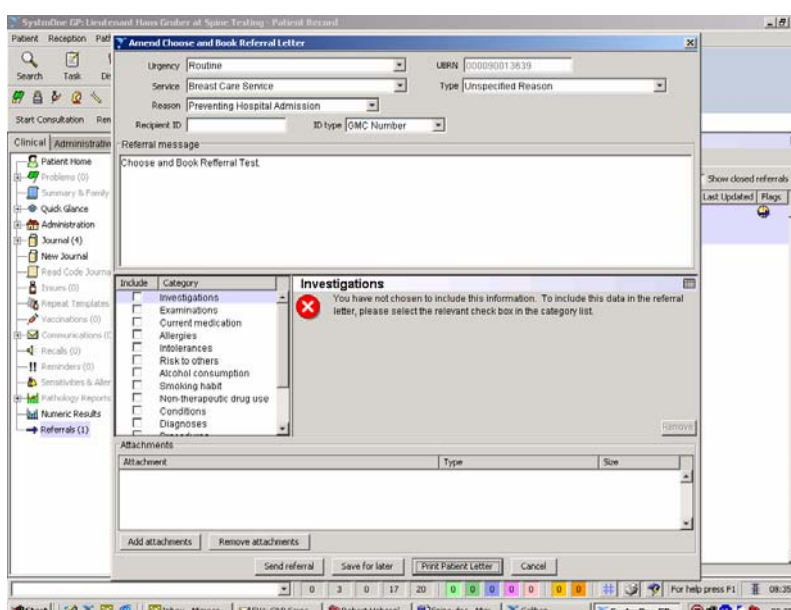
⇒ Access the Choose and Book dialogue box via the right click menu.



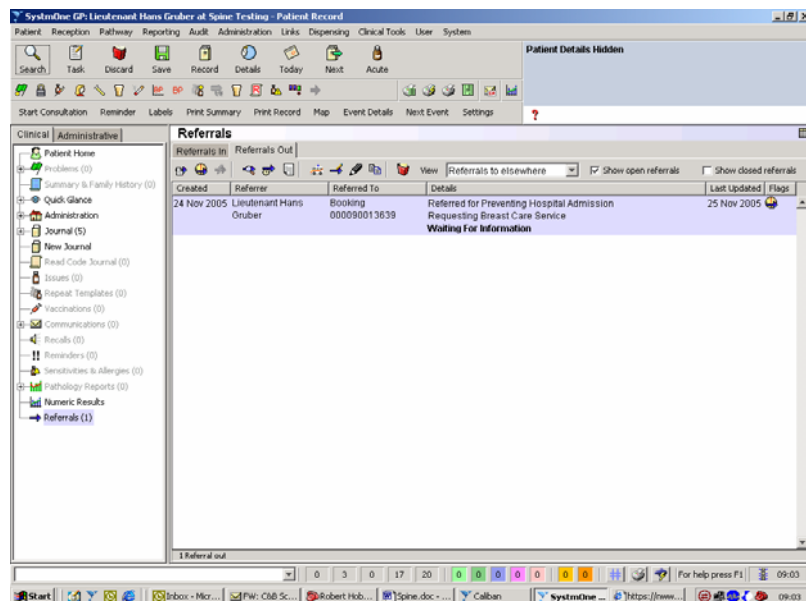
⇒ You now see the referral you have previously sent. Make any amendments to your referral letter as you wish in SystmOne

⇒ You can print the updated referral letter by clicking on **"Print Patient Letter"**

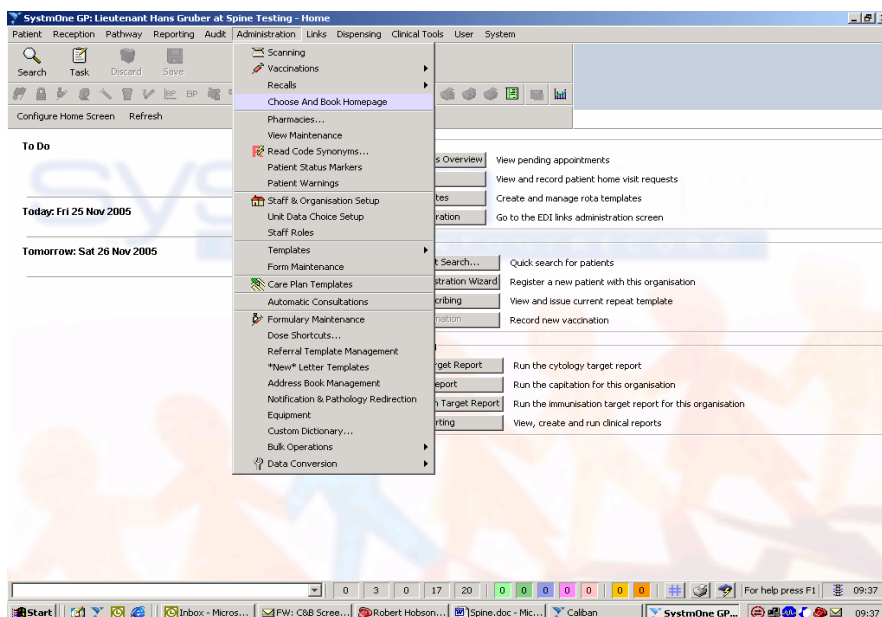
⇒ Click on **Send Referral** to resend your referral information



- ⇒ Sending the revised referral updates the “Last Updated” column in SystmOne and sends the referral to Choose & Book.



- ⇒ Previously sent Referrals can be tracked for any patient on the Choose & Book home page. This can be accessed through the main Administration menu:



12 Reviewing Worklists

When using Choose and Book, you can review the progress of your patients in the booking process by reviewing your worklists.

There are 4 worklists for a GP:

- Activity List
- Advice and Guidance Responses
- Rejected Referrals
- Outstanding Referral Letters

You can access the advice and guidance responses that you receive from service provider Clinicians through the worklist screen in Choose & Book.

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ Click on  to see your worklists

12.1. To open a worklist

- ⇒ You can now filter the patients you see in your worklists, by selecting your name from the pick list of Clinicians, to view only those patients within your practice that you have referred. If you do not filter your worklists by Clinician, you will see all patients from your practice that has been referred via Choose and Book.
- ⇒ To open one of the worklists, click on the blue triangle next to the worklist you wish to view, or click on the word (e.g. Activity List)



12.2. Activity List

- ⇒ You can see, for those patients referred and/or booked by your practice, where they are in the system.

UBRN	The patient's unique booking reference number
Booked (Y/N)	This tells you if your patient has or has not booked their appointment yet
Referral Status	The status of the referral including the advice and guidance status
Submitted Date	Date the appointment request was submitted
Referrer	The name of the referrer
Named Clinician	Name of the Clinician to whom the patient is being referred
Patient Name	The name of the patient with that UBRN
Last Activity Date	When the last activity was completed on this UBRN by any user

⇒ Click on the Unique Booking Reference Number (**UBRN**) of the patient you wish to review

▼ Activity List
Last Refresh 26/04/2004 11:04

UBRN	Fulfilled (Y/N)	Action R
3922-6710-8349	Y	NR
3922-6710-7516	Y	NR
3922-6710-6823	Y	NR
3922-6710-****	N	-

⇒ Click on **Actions** and select the task you want to perform (e.g. view history or cancel an appointment etc)

Actions
Rebook Appointment
Cancel Appointment
View Appointment
Modify Referral Letter
View Referral Letter
View History

⇒ You then proceed with the action you have selected

12.3. Advice and Guidance Responses

⇒ You can see the responses for any requests for advice and guidance that you have requested from a hospital Clinician team.

UBRN	The patient's unique booking reference number
Priority	Tells you the priority with which your request was sent
Submitted Date	Date the appointment request was submitted
Response Date	The date that the A&G request was responded to by the hospital Clinician
Referrer	The name of the referring Clinician who sent the advice request
Service Name	The name of the service that the advice request was sent to
Specialty	The name of the specialty
Clinic Type	The name of the clinic type
Patient Name	The name of the patient for whom the advice request was sent

⇒ Click on the Unique Booking Reference Number (**UBRN**) of the patient you wish to review the response for.

12.4. Rejected Referrals

⇒ You can see any referrals that have been rejected by the hospital you tried to book your patient in to.

UBRN	The unique booking reference number of the patient whose referral was rejected
NHS	NHS number of the patient whose referral was rejected
Submitted Date	The date the referral was submitted
Service Override	Was the service selection booking guidance recommendation overridden by the referrer for that referral?
Rejection Reason	Reason selected by Provider Clinician for rejection
Location	The location of the service for the referral
Referrer	Name of the referrer
Named Clinician	Name of the Clinician to whom the patient is being referred
Patient name	Name of the patient referred

NB: Any patients in this list will need to be contacted by your practice to inform them that their booking is now cancelled, and they will need to be re-booked or re-referred. The hospital will not be contacting any patients for whom they have rejected the referrals for.

12.5. Outstanding Referral Letters

⇒ You can see if there are any patients that have bookings, for whom you have not written/sent a referral letter.

NB: Until you send a referral letter, the hospital will have no information about your patient to review.

UBRN	The unique booking reference number of the patient whose referral was rejected
NHS	NHS number of the patient whose referral was rejected
Submitted Date	The date the referral was submitted
Service Override	Was the service selection booking guidance recommendation overridden by the referrer for that referral?
Location	The location of the service for the referral
Lead Time	The closing date by when you need to have sent a referral letter
Referrer	Name of the referrer
Named Clinician	Name of the Clinician to whom the patient is being referred
Patient name	Name of the patient referred

⇒ Complete the referral letter as in section 11

13 How to Change or Cancel an Appointment Request

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ You first need to find your patient and their current appointment booking
- ⇒ On your Homepage, there are two ways to find the patient and the appointment booking you are wanting to cancel or change:
 - Either **search** for the patient by their UBRN, NHS Number or demographics (see section 8)
 - Or click on '**Activity**' in the Worklist section

13.1. How to Cancel an Appointment Request

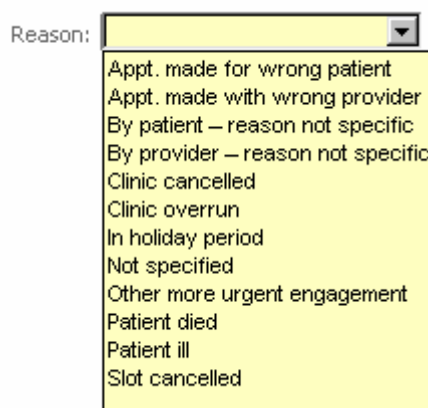
- ⇒ Click the **UBRN** for the appointment request.



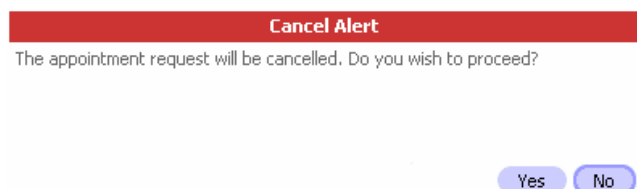
- ⇒ Click **Actions** and select **Cancel Request**



- ⇒ Select a **Cancel Reason**



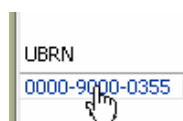
- ⇒ Click **Cancel Request**
- ⇒ The system warns you that you are about to cancel the appointment request.



- ⇒ Click **Yes** if you are sure you wish to cancel the appointment request
- ⇒ Click **Close**

13.2. How to Change or Update an Appointment Request

- ⇒ Click the **UBRN** for the appointment request.



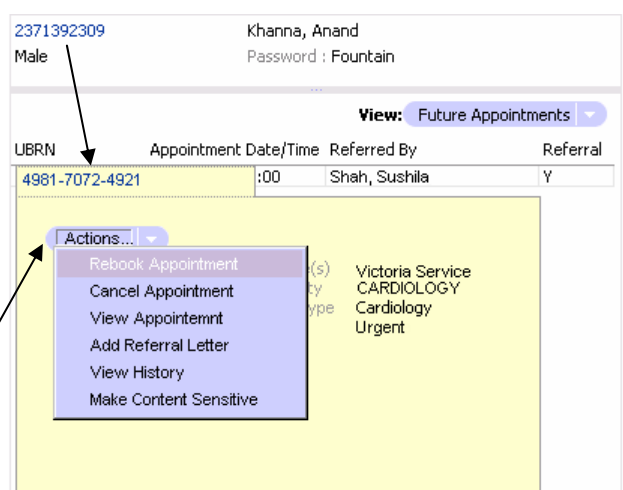
- ⇒ Click **Actions** and select **Update/Book**.
- ⇒ You now see the main booking screen where you can change the criteria of your search for services and search for and select different services that are appropriate to your patient (see section 4.5).
- ⇒ Progress with an appointment request (see section 5).

14 Changing or Cancelling an Appointment Booking

- ⇒ Access Choose and Book via Internet Explorer (see section 6)
- ⇒ The Choose & Book Home Page will display
- ⇒ Search for the patient (see section 8)
- ⇒ Remember that to be able to cancel or change a booking, the appointment must have already been booked as a directly bookable appointment (Any IBS appointments must be cancelled with the IBS call centre).
- ⇒ You first need to find your patient and their current appointment booking.
- ⇒ On your Homepage, there are two ways to find the patient and the appointment booking you are wanting to cancel or change:
 - Either search for the patient by their UBRN, NHS Number or demographics
 - Or click on 'Activity' in the Worklist section

14.1. How to Change an Appointment Booking

- ⇒ Click the patient's **UBRN** for the appointment that you wish to change. You will be effectively cancelling the appointment already made, and rebooking for a new appointment in Choose and Book.



- ⇒ Click **Actions** and select **Rebook Appointment**. Rebook effectively means you are cancelling the old booking and rebooking a new appointment
- ⇒ You now see the services that the patient can rebook in to on the main booking screen. This reveals only those services that you have previously selected when you initiated the original appointment request or booking.
- ⇒ Click **Suggest Appointments**
- ⇒ You now see the appointment slots for you to choose from with the patient. Continue making the new booking as in section 6.
- ⇒ Choose and Book will cancel the old appointment booking automatically when you make the new booking.

14.2. How to Cancel an Appointment Booking

- ⇒ Click the patient's UBRN for the appointment that you wish to cancel
- ⇒ Click **Actions** and select **Cancel Appointment**
- ⇒ Choose and Book shows you the Cancel Appointment screen, which displays the details of the appointment already made.

Cancel Appointment

UBRN	5591-3694-0976
Appointment Date/Time	27/04/2004 08:30
Duration	30 Minutes
Location	ROYAL AERIAL HOSPITAL
Service Name	NOTTING HILL SERVICE
Specialty	GYNAECOLOGY
Clinic Type	Fertility
Priority	Routine
Content Sensitive	No
Appointment Instructions	-

Reason:

☐ Cancel appointment request

- ⇒ Select a reason for you cancelling the appointment from the pick list (NB: this is a yellow field so is mandatory)

Reason:

☐ Cancel

- Clinic Cancelled
- Clinic Overrun
- Not Specified
- On Holiday
- Other More Pressing Engagement
- Other - Patient Cancellation
- Other - Provider Cancellation
- Patient Died
- Patient Ill
- Slot cancelled

- ⇒ You can either cancel just this appointment so that you or the patient can make a new appointment later, or you can also cancel the appointment request at this stage if you want to cancel the whole referral.
- ⇒ If you wish to cancel both the appointment booking and the Appointment Request, click on the box next to **Cancel Appointment Request** to put a tick in the box

Reason: Not Specified

☒ Cancel appointment request

- ⇒ If you wish to just cancel the appointment booking, do not put a tick in the box
- ⇒ Click **Cancel Appointment**
- ⇒ Choose and Book gives you a warning message to confirm the action you are about to take. Click **Yes**

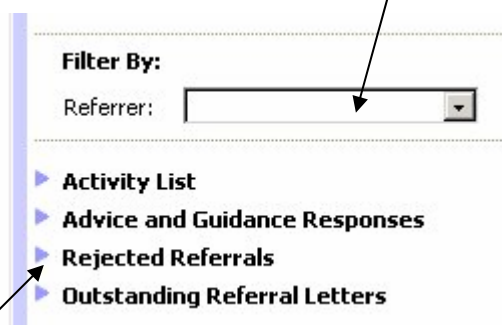
15 Manage Rejected referrals

Once you have sent a referral letter in Choose and Book and the patient has had a booking made, the booking and letter can be reviewed by the Provider. The Provider Clinical Team can review your referral letter and they can then accept or reject your referral. If they accept the referral and booking, you need take no further action.

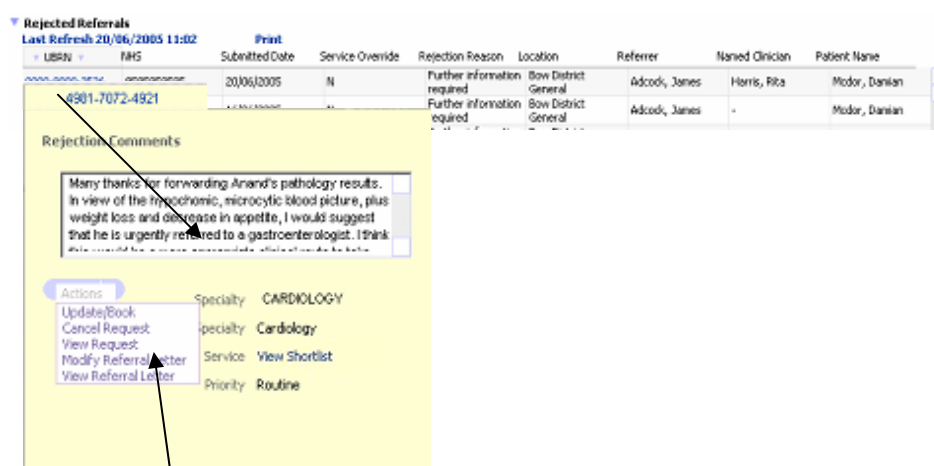
If however, the Provider rejects your referral and booking, you will need to contact the patient to ensure they do not go to the Provider and to progress their care further if required.

15.1. Finding a Rejected Referral

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ Click on **Worklists** to see your worklists
- ⇒ You can select your own name from the pick list of **Referrers**, so you only see those patients you have personally initiated an appointment request for, or who you have made a booking for. Click on the pick list and select your name.



- ⇒ Click on **Rejected Referrals** to reveal your worklist of any referrals that have been rejected
- ⇒ Click on the **UBRN** of the rejected referral and you can read the explanation of why the referral was rejected, from the hospital Clinician



- ⇒ If you click on **Actions**, you can then select whichever action you wish to take with your patient (e.g. to change the appointment request click on **Update/Book**; to cancel the whole referral, click on **Cancel Request**; to update your referral letter, click on **Modify Referral Letter** etc.)

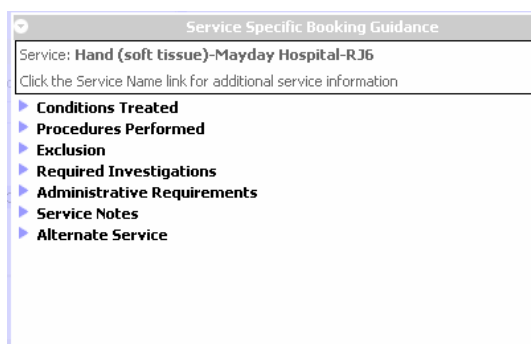


⇒ You can close the worklist by clicking on the **UBRN** and then clicking on **Rejected Referrals**.

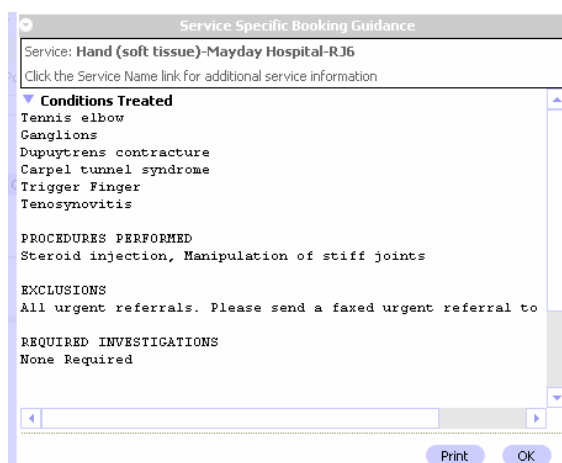
16 Browse the Directory of Services (DOS)

In Choose and Book there is a Directory of Services (DOS) which is a huge repository with detailed information about all services from all Providers in England. You can browse all the services loaded in the DOS without initiating any appointment requests or bookings.

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
 - ⇒ From your Home Page, click **Directory of Services**
- ⇒ You can now select particular search criteria and then ask Choose and Book to search for and show you all services within the DOS that meet your search criteria.
- ⇒ You can search for services by **Specialty**, or **Services** or **Keyword**
- ⇒ Click **Search**
- ⇒ You now see all the services loaded in the DOS that meet your search criteria (not just those your own PCT has commissioned)
- ⇒ Click on the **Service Names** (in blue) to give you the detailed information loaded in the DOS for that service. Use the scroll bars on the right and to the bottom of the view to see all services relevant to your search.



- ⇒ Click on the emboldened subheadings to see the information about this service



- ⇒ You can print the information by clicking on **Print**
- ⇒ Click **OK** to return to the list of DOS services

17 Review Reports and Enquiries

17.1. Reports

There are reports available to the GP that use data collected as patients are booked using Choose and Book. Reports are pre-defined sets of information for a pre-set period of time. The pre-set period of time for reports is a calendar month and they are generated retrospectively.

- Bookings by Priority
- Referral Analysis
- GP Channel Profile
- Practice Summary Report

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ Click on **Reports**
- ⇒ Select the report you wish to view
- ⇒ Click on **Print** to print off the report you are viewing
- ⇒ Click on **Close** to return to your Home Page

17.2. Enquiries

Choose and Book runs enquiries to give you more information. An Enquiry is similar to a report with pre-defined information. You can define your own 28 day time period for an enquiry.

- Cancelled Appointments
- Cancelled UBRN's
- DNA'd Appointments
- Due Date Exceeded
- Two Week Wait

- ⇒ Access Choose and Book via Internet Explorer (see section 7)
- ⇒ The Choose & Book Home Page will display
- ⇒ Click on **Enquiries**
- ⇒ From the pick list of enquiries, select **Enquiry Type** you wish to view



- ⇒ You can print off your enquiry by clicking on **Print**
- ⇒ Click on **Close** to return to your Choose and Book Home Page

18 Updating Patient Details and the Patient Password

Patient Details are held on the Patient Demographic Service (PDS) on the Spine. It is good practice for a GP to check their patient's details held on the PDS each time you use Choose and Book or the GP system, and if required, to update the details with the patient.

18.1. Accessing the Update Patient Details Section

- ⇒ In Choose and Book, you can update specific demographic information about a patient and add a patient password.
- ⇒ You can access this section in 3 ways:
 1. Click **Update**, then click **Update Person**
 2. Search for and select your patient from the Spine (see section 4)
 - Search for patient
 - Click on the NHS number
 - Click **Actions**
 - Select **Update Person**
 3. or Click on **Update Person Details** when processing an appointment request or booking

18.2. Updating Patient Details

- ⇒ You are presented with the **Patient Information and Preferences** screen
- ⇒ Check the patient's details (names, date of birth, GP details, telephone contacts) with the patient
- ⇒ Add or change the patient information and preferences as needed. You can insert or change the consent to call back, patient password, preferred language, home contact, mobile contact, work contact, temporary contact and disabilities

Patient Information and Preferences

Consent to Callback: Yes

Patient Password:

Preferred Language: English

Home Contact: Method: Mailto Value:

Work Contact: Method: Tel Value:

Mobile Contact: Method: Tel Value:

Temporary Contact: Method: Mailto Value:

Disabilities: Available: Sign language, Phone via proxy, No contact via phone, Needs braille, Hearing impaired. Selected:

- ⇒ Click **Submit** and the PDS will be updated