

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



Issue 1.0

26th September 2005

End User Manual for GPs using GP Enterprise for Choose and Book R2.2

**Welcome to the End User Manual for
GPs using GP Enterprise
for Choose and Book R2.1**

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Updating Patient Details 44

2 Background to Choose and Book

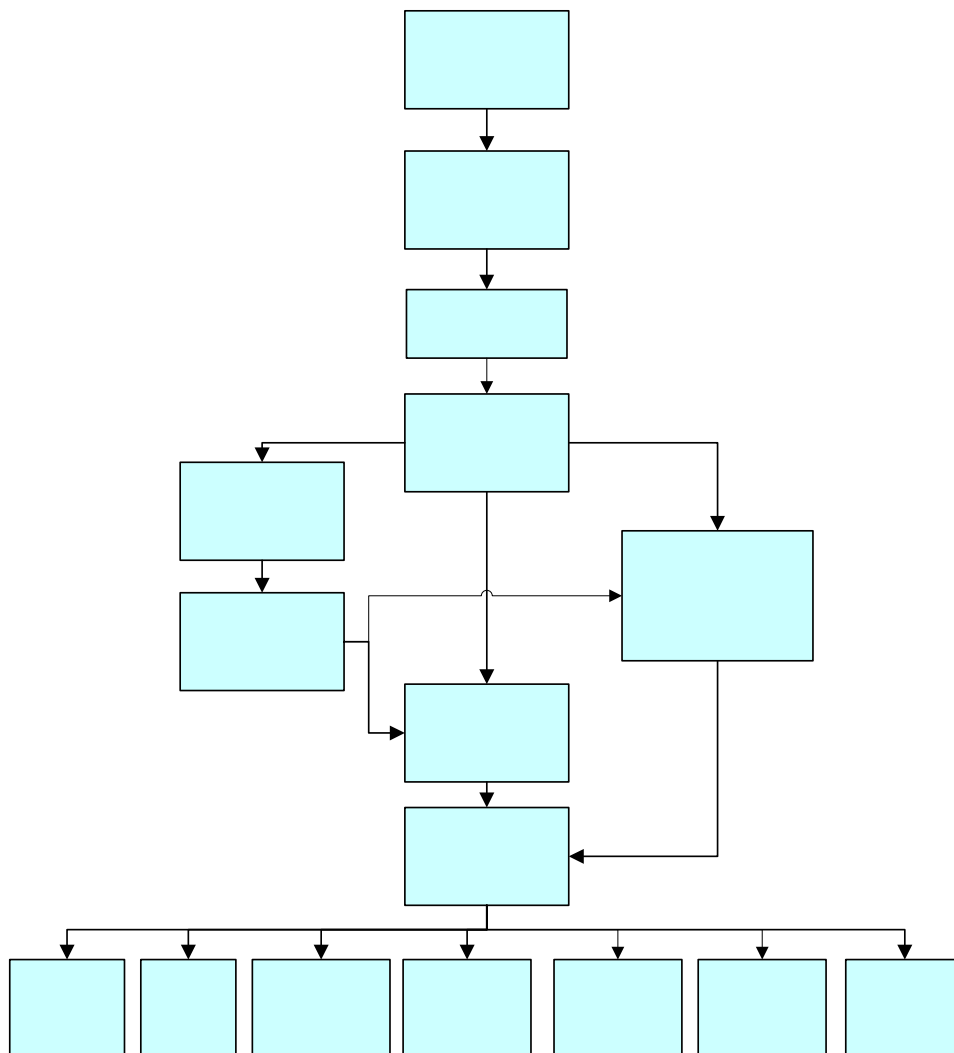
Choose and Book is the nationally commissioned system built by Atos Origin to provide the NHS with an electronic booking and choice tool. Choose and Book first went live in 2004, and is now at release version 2.2 (R2.2), which went live at the end of September 2005.

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 Seetec GP Enterprise 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 GP Enterprise using a Smartcard

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

Using your Smartcard to Log in to VISION

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.



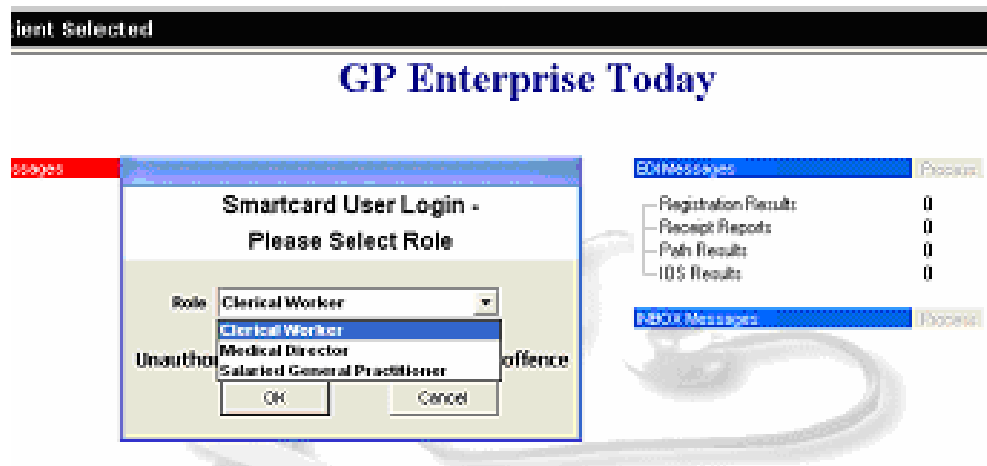
- ⇒ To access Choose and Book using Vision, you should already be logged on to your computer, so you see your desktop on your screen
- ⇒ Put your smartcard into the smartcard reader
- ⇒ The Gem Authenticate box appears



- ⇒ Type in your PIN number (also called Pass Code) and click on or press return on the keyboard
- ⇒ You *may* (or *may not*) now see a security alert.



- ⇒ Click to proceed
- ⇒ GP Enterprise then shows you the roles you have been assigned when you were registered with your smartcard.



⇒ Select the role you wish to use (e.g. Salaried General Practitioner)

⇒ Click 

NB: If your smartcard is valid, but your national user code has not been set up within GP Enterprise, you will not be able to continue and error message will display. Contact your System Administrator set you up properly in GP Enterprise.

Once your session has been accepted, your logged in role is displayed at the top of the screen.



3.1. Changing your Session Role

⇒ If you wish to change the role you have selected without needing to re-enter your smartcard PIN, from the GP Enterprise menu select **File**

⇒ Select **Change Role**

⇒ Select another role

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.

4 Searching for and Selecting Appropriate Services

4.1. Accessing Choose and Book from GP Enterprise

If you decide your patient needs a referral to a Service Provider, you can use Choose and Book to initiate an **Appointment Request** and make a **Booking**

- ⇒ Find your patient in the normal way
- ⇒ Start a New Referral Encounter by clicking on the **New** button
- ⇒ Select the reason **Referrals** from the **All Reasons** pick list
- ⇒ The Referrals screen displays
- ⇒ Add any further information required
- ⇒ Click the **C&B** button at the top left of your GP Enterprise screen



This will generate a UBRN which is displayed at the top of the screen. This UBRN will always be linked to this referral.

- ⇒ 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

⇒ 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.

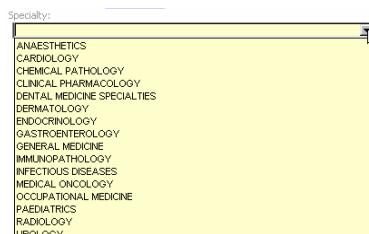
⇒ You can search for services by different means:

- 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

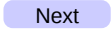
4.2. Searching for services by Specialty, Clinic Type and Priority

⇒ 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 **Done** 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 postcode address (NB: using the postcode will increase the time for a search for services to occur)

Within miles of postcode

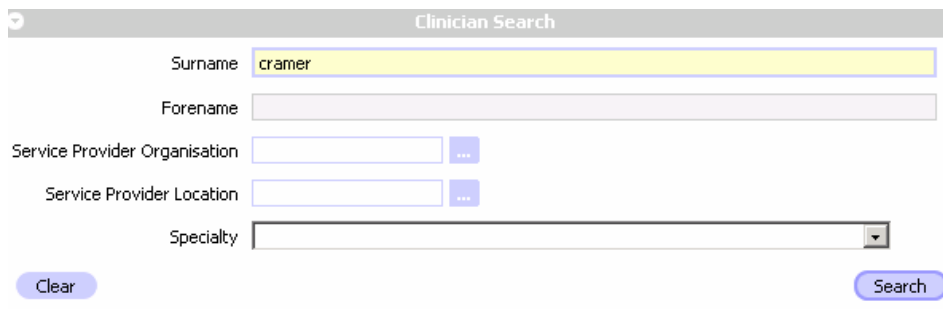
- ⇒ Once you have completed all the yellow mandatory fields plus any other search criteria your patient wishes, click on **Suggest Services**
- ⇒ Choose and Book will search the Directory of Services for those services that meet your search criteria that have been commissioned by your PCT.

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](#)



The image shows a 'Clinician Search' form. It has a title bar 'Clinician Search' with a back arrow. Below the title bar are input fields for 'Surname' (containing 'cramer'), 'Forename', 'Service Provider Organisation' (with a dropdown arrow), 'Service Provider Location' (with a dropdown arrow), and 'Specialty' (with a dropdown arrow). At the bottom left is a 'Clear' button and at the bottom right is a 'Search' button.

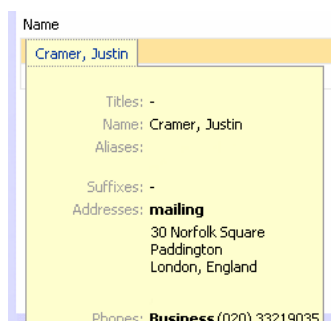
- ⇒ Choose and Book now shows you all the Named Clinicians in the system that meet your search criteria



The image shows a search results table with two columns: 'Name' and 'Job Role-Location'. There are two rows of results. The first row shows 'Cramer, Justin' and 'Consultant - Royal Acute Trust'. The second row shows 'Cramer, Richard' and 'View Multiple'. Above the table are 'Clear' and 'Search' buttons. A 'Specialty' dropdown menu is also visible at the top.

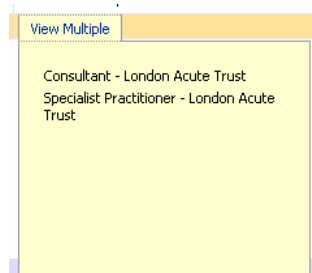
Name	Job Role-Location
Cramer, Justin	Consultant - Royal Acute Trust
Cramer, Richard	View Multiple

- ⇒ 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



The image shows a details window for 'Cramer, Justin'. It has a title bar 'Name' with a back arrow. Below the title bar is a list of details: 'Titles: -', 'Name: Cramer, Justin', 'Aliases:', 'Suffixes: -', 'Addresses: mailing', '30 Norfolk Square', 'Paddington', 'London, England', and 'Phones: Business (020) 33219035'.

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



⇒ To select one of the Clinicians, click on their row to highlight them in orange and click

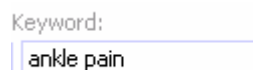


⇒ You will now see the name of the Named Clinician that you have selected in the **Named Clinician** field in the main screen.



4.4. Searching for services by Keyword

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



⇒ 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. Shortlisting 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
☐	- 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 23 / 3 / 20

End Date / /

Advanced Criteria

Suggest Appoin

⇒ 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 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 offer your patient are clinically 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.

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.

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 to view Booking Details

3) Service(s)

Select	Miles	Service Name	Directly Bookable	Location	Patient Informant	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 instructions
No Appointments Available

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 
- ⇒ 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 shortlist and select a mix of both Directly and Indirectly Bookable Services for your patient.

5 Making an Appointment Request When a Patient Wishes to Make 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 **Error! Reference source not found.**), 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.
- ⇒ Click **Add Referral Letter** - You can attach your referral letter in Choose and Book
- ⇒ 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.

NB: If you do not set a password with your patient before they leave the practice, they will not be able to complete or change their booking with the CABAL, or the OBS Call Centre.



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: *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.*

- 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

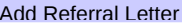
For more information about any of the services listed above please contact us:

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 :  (see section 17) or  (see section 10) or 
- ⇒ 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 (Click the  at top right of the window)
- ⇒ When you close Choose and Book you will return to the GP Enterprise Referral Screen.
- ⇒ Click **Save**  to save the consultation

N.B. *If you do not save, all data will be lost including the UBRN*

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 **Error! Reference source not found.**)
- ⇒ 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.

Due By / /

Suggest for Dates Between:

Start Date / / 2004

End Date / /

[Advanced Criteria](#)

- ⇒ 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 Choose and Book to return to the GP Enterprise Referral Screen.
- ⇒ Click **Save**  to save the consultation

N.B. *If you do not save, all data will be lost including the UBRN*

- ⇒ You have now made a booking for your patient and printed off for them a summary of their appointment made.

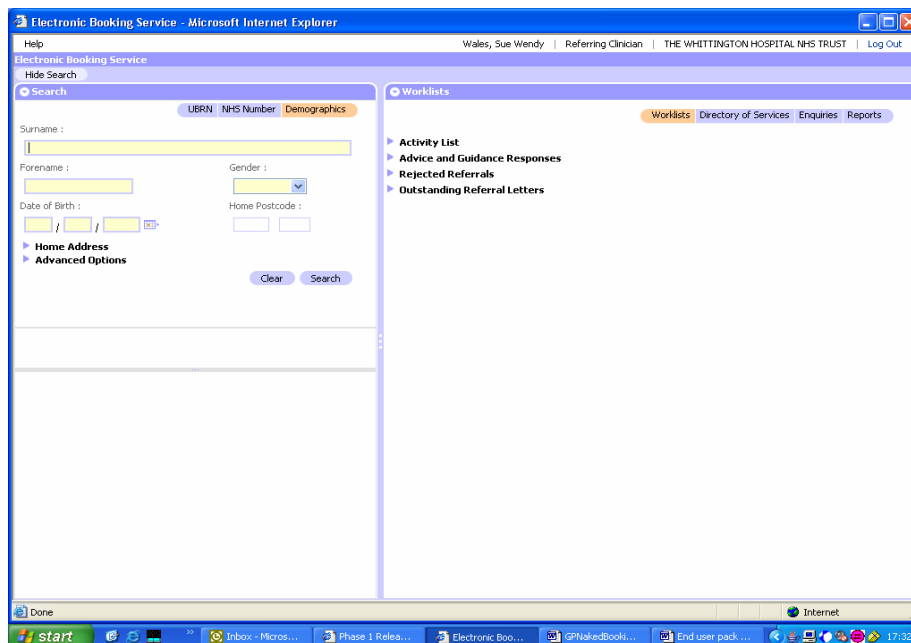
NB: *Tell the patient that the hospital will send the patient a clinic letter to confirm their appointment and give them more details about how to get to the room where the clinic is being held.*

7 Searching for a Patient in Choose and Book

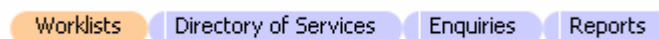
If you enter Choose and Book via your Choose and Book Home page rather than via a referral, you will not have selected a patient.

To access the Choose and Book Home Page

- ⇒ Select **Tools** at the top of the screen in GP Enterprise
- ⇒ Select **Choose and Book**
- ⇒ 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 **Error! Reference source not found.**), or you can access enquiries by clicking on '**Enquiries**' or you can access reports by clicking on '**Reports**'. (See section **Error! Reference source not found.**)



7.1. Searching for and 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 then can 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

The screenshot shows a search form with the following fields and controls:

- Search input: "sue"
- Gender dropdown: "Female"
- Date of Birth: "13 / 02 / 1..."
- Home Postcode: Two empty input boxes
- Buttons: "Clear" and "Search"
- Expandable sections: "Home Address" and "Advanced Options" (indicated by blue triangles)
- Search results (highlighted in blue):
 - NHS Number : 47601...
 - Name : WALES, MRS. SUE
 - Gender : Female
 - Password :
- View dropdown: "Future Appointments"
- Table headers: "UBRN", "Appointment Date/T Referred By", "Referral"

7.2. 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  at the top right corner of the screen.

8 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.

8.1. How to Request Advice and Guidance

- ⇒ Find your patient in the normal way in GP Enterprise
- ⇒ Start a New Referral Encounter by clicking on the **New** button
- ⇒ Select the reason **Referrals** from the **All Reasons** pick list
- ⇒ The Referrals screen displays
- ⇒ Add any further information required
- ⇒ Click the **C&B** button at the top left of your GP Enterprise screen
- ⇒ This will generate a UBRN which is displayed at the top of the screen. This UBRN will always be linked to this referral.
- ⇒ 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
- ⇒ 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 **Error! Reference source not found.**).
- ⇒ Click ☒ **Request Advice** to show that you wish to search for those services willing to respond to your request for advice and guidance
- ⇒ Click **Suggest Services**
- ⇒ 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 MI 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 23 / 3 / 20

End Date / /

Advanced Criteria

Suggest Appoi

- ⇒ Click **Request**
- ⇒ 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

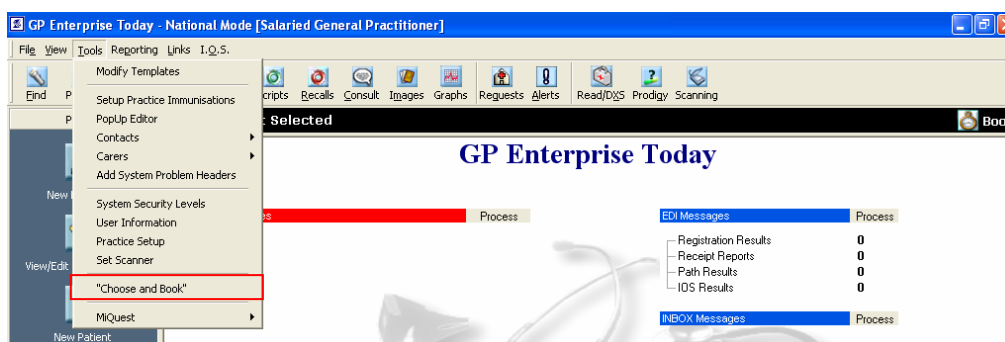
Could you please let me know the arrangements for this as she has had two further episodes of chest pain and dizziness and is Thank you.

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

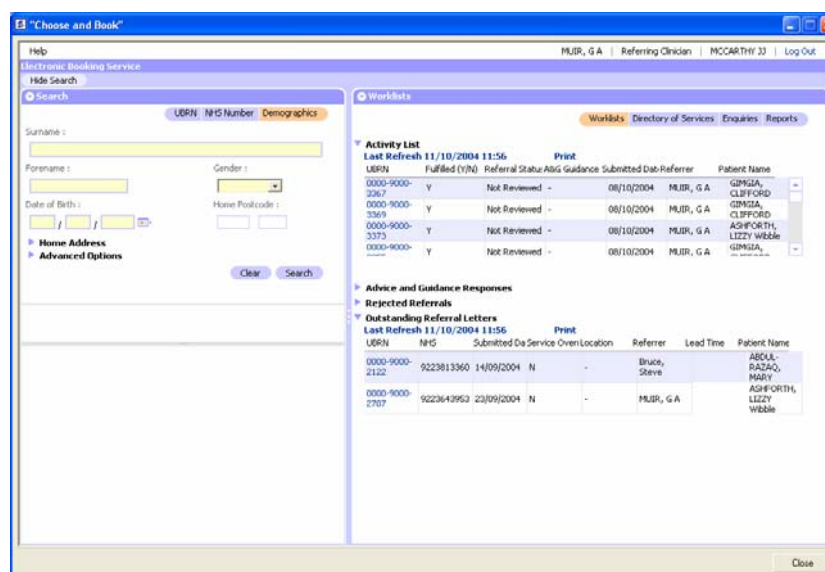
8.2. How to View Advice and Guidance Responses

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

- ⇒ Select **Tools** at the top of the screen in GP Enterprise
- ⇒ Select **Choose and Book**



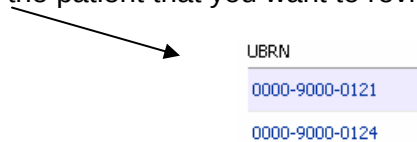
- ⇒ You now see your Choose and Book Home Page
- ⇒ Click on **Worklists** to see your worklists



- ⇒ 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

⇒ Close  Choose and Book or click Switch  to return to GP ENTERPRISE

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 8.4).

8.3. 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, or click on **Request** or **Suggest Appointments** to progress the booking
- ⇒ Complete the appointment request process or booking process (see sections **Error! Reference source not found.** and **Error! Reference source not found.**).

8.4. 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

9 How to Create and Send an Electronic Referral Letter

NB: To send a referral letter you have to have completed an appointment request, but you do not have to have made a booking of date and time.

9.1. Creating Referral Letter

- ⇒ Find your patient in the normal way in GP Enterprise
- ⇒ Start a New Referral Encounter by clicking on the **New** button and Select the reason **Referrals** from the **All Reasons** pick list
- ⇒ The Referrals screen displays, complete the referral details

- ⇒ Select a letter Template (if no templates are displayed, click the Templates button)

- ⇒ Click on **Generate** 

- ⇒ This takes all the information from the referral and generates the referral letter, a heading "Letter Preview" will display above the letter

9.2. Editing the Referral letter

- ⇒ If you wish to change the letter, Point at the referral letter, right-click and select **Open** from the menu
- ⇒ The referral letter will open in a Word document either full screen Word or a cut down version (depending on your setup)
- ⇒ Make your changes then save the referral letter (in full Word click Close, and reply with Yes to "Do you want to save?" message, in cut down Word click Close button)
- ⇒ You will be returned to GP Enterprise



- ⇒ Click the **C&B** button
- ⇒ This will generate a UBRN which is displayed at the top of the screen. This UBRN will always be linked to this referral.
- ⇒ Create an Appointment Request or submit a Booking via Choose and Book



- ⇒ Click **Send**

Select	Miles	Service Name	Location	LeadStaff Mix	Appointment
☐	20	Royal East Asthma Clinic	QUEEN MARY'S HOSPITAL	- Male and Female	Asthma
☒	20	Royal West Asthma Clinic	QUEEN MARY'S HOSPITAL	- Male and Female	Asthma
☐	20	Royal Park North Asthma Clinic	QUEEN MARY'S HOSPITAL	- Male and Female	Asthma
☒	20	Royal Park South Asthma Clinic	QUEEN MARY'S HOSPITAL	- Male and Female	Asthma

Due By [] / [] / []

Suggest for Dates Between: Start Date [3] / [2] / [2005] End Date [] / [] / []

Advanced Criteria [Suggest Appointments]

Buttons at bottom: Cancel, Request, Book

- ⇒ you are returned to the GP Enterprise **Send C&B Referrals** screen

9.3. Adding Patient medical information to be sent with the referral

Patient medical information can be uploaded with the referral. This information would be very useful to anybody looking at the referral on the national system. By default, current patient medication and allergy information is uploaded.

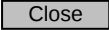
⇒ Click View Medical Info

The Medical Information screen displays

Item Description	Value	Date
☒ Clarithromycin 500mg m/r tablet		08/07/2004 00:00
☒ Chlorpromazine hydrochloride 100mg tablet		08/07/2004 00:00
☒ Salbutamol 100micrograms inhaler		08/07/2004 00:00
☒ Beclomethasone dipropionate 200micrograms inhaler		08/07/2004 00:00

⇒ Click in the box next to each item you wish to add/remove

NB: The  button will re-set the selected medical information to Current Medication and Allergies only.

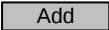
⇒ Click 

⇒ The Medical Information screen will close returning to the Send C&B Referrals window

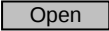
9.4. Adding Attachments

The referral letter may be accompanied by any number of attachments, up to a limit of 5Mb. The supported attachment types are:

- Text - .txt
- HTML - .htm
- XML - .xml
- Rich Text Files - .rtf
- Sound Files (Microsoft WAV) - .wav
- MPEG Files - .mpg
- PNG Files - .png
- GIF Files - .gif
- JPEG Files - .jpg
- TIFF Files - .tif

⇒ Click 

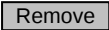
⇒ Navigate to the file to be attached

⇒ Click 

⇒ The selected file will show in list of attachments

9.5. Removing Attachments

⇒ Click on the Attachment in the Attachment list

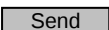
⇒ Click 

9.6. Uploading the Letter, Medical Information and Attachments to Choose and Book

⇒ Select the **Referral Type** from the pick list. The referral type options are:

- Diagnosis
- Treatment
- Management Advice
- Performance of a Procedure / Operation
- Patient Reassurance
- Not Specified

⇒ Check the box **Include Letter**

⇒ Click 

This will send the referral letter generated in the local referral across to Choose and Book. Please note this letter should appear in the left-hand pane. If this pane is empty, no referral letter will be sent.

Files listed in the attachment list will automatically be uploaded if they have a green indicator. Those in the list with a red indicator can no longer be located and so will not be uploaded.

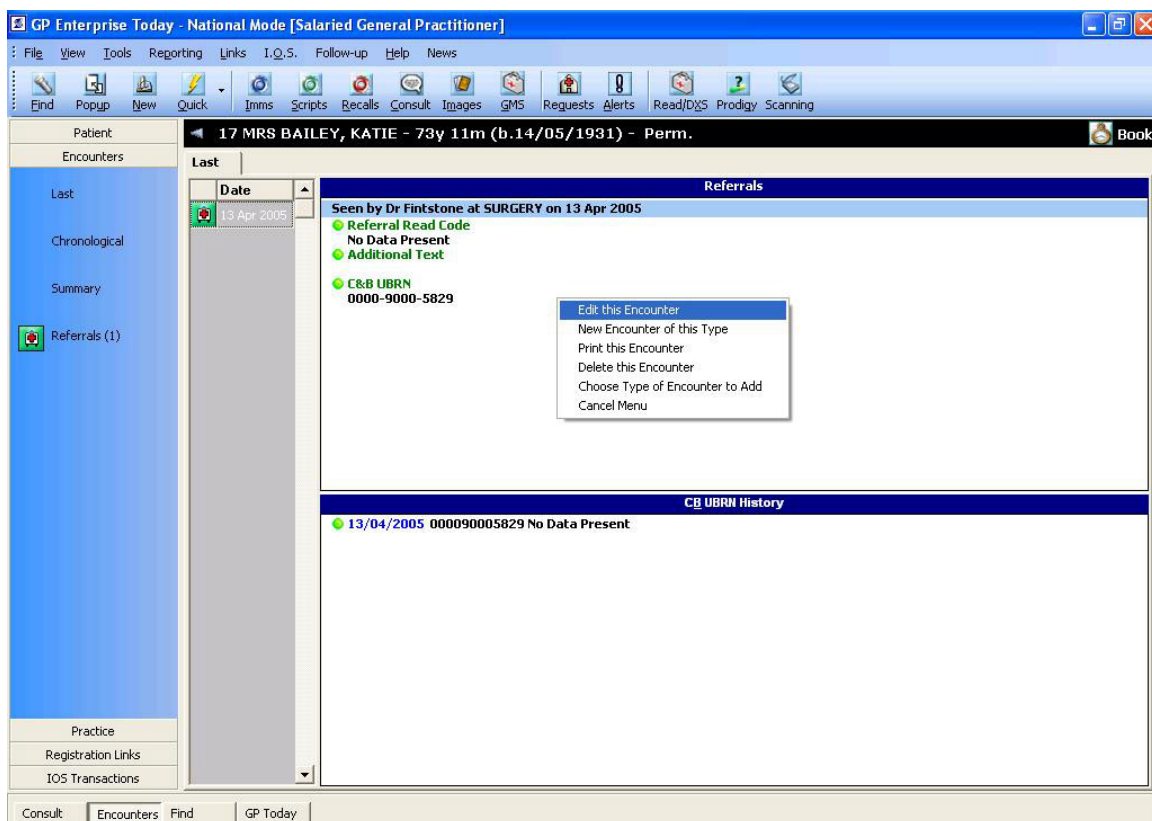
This can take some time, depending on the number of attachments you are uploading. A dialogue box displays showing the files being transferred.

10 How to Update a Referral letter in GP Enterprise

You can add additional information to the referral or edit it and re-send the referral letter if you need to.

NB: If the referral letter is “frozen”, meaning that the referral letter cannot be opened and updated because it is too close to the time of the appointment, Choose and Book notifies you. In this situation you should contact the service provider directly with the new information

- ⇒ Search for the patient in GP Enterprise
- ⇒ Select the encounter you wish to edit
- ⇒ Right click in the referrals window and select **Edit this Encounter**



- ⇒ Edit the referral if required
- ⇒ Click **C&B** icon
- ⇒ Click 
- ⇒ Make any required changes to the Letter, Medical Information or Attachments
- ⇒ Click 

Once you send this to Choose and Book, any information currently held on the booking will be overwritten by this latest data send.

10.1. Switching between Choose and Book and GP Enterprise

- ⇒ When in Choose and Book you can use the **Switch**  button to return to the GP Enterprise referral screen.



- ⇒ When in GP Enterprise - Click the C&B  button to access Choose and Book

- ⇒ The  button allows you to close down the Choose and Book referral screen and return to the GP Enterprise referral screen.

- ⇒ Once you have completed a booking and attached the referral in Choose and Book, GP Enterprise will hold details of the referral in the encounter.

NB: You must click Save  **(in GP Enterprise) to save all Encounter information after adding or editing an Encounter**

- ⇒ The **UBRN** and Referral **Letter Sent Date** display in the Encounter display

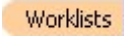
11 Reviewing Worklists

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

11.1. To get to your worklists from GP Enterprise

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book**
- ⇒ You now see the Choose and Book Home Page with your worklists on the right hand side.
- ⇒ Click on  to see your worklists

11.2. 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 who have 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)



11.2.1 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
3922-6710-1111	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

11.2.2 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.

11.2.3 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.

11.2.4 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
NHS	NHS number of the patient
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
Referrer	Name of the referrer
Lead Time	The closing date by when you need to have sent a referral letter
Patient name	Name of the patient referred

⇒ Complete the referral letter as in section **Error! Reference source not found.**

12 How to Cancel or Change an Appointment Request

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page
- ⇒ You first need to find your patient and their current appointment booking
- ⇒ On your Home Page, 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 7).
 - Or click on **Activity** in the Worklist section

12.1. How to Cancel an Appointment Request

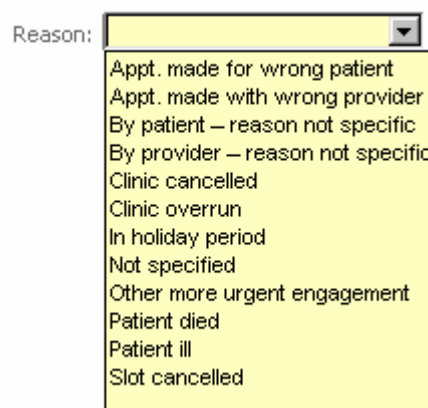
- ⇒ Click the **UBRN** for the appointment request.



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

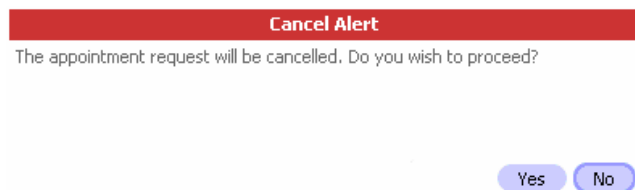


- ⇒ Select a **Cancel Reason**



- ⇒ Click **Cancel Request**

⇒ The system warns you that you are about to cancel an appointment



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

⇒ Click **Close**

12.2. 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).

⇒ Progress with an appointment request (see section 5.1)

NB: If you delete a local referral, the link to the UBRN will be broken, but this would not cancel the UBRN request.

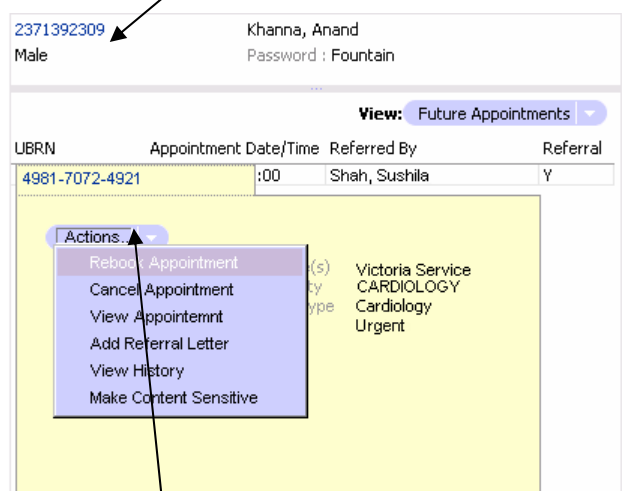
13 Changing or Cancelling an Appointment Booking

NB: Please note that you can only change or cancel an appointment booking for a DIRECTLY BOOKABLE SERVICE, as only Directly Bookable Services have an electronic connection between Choose and Book and the hospital PAS system. If you need to change an IBS appointment, you will need to contact the IBS local call centre on the telephone so they can make the change in both CAB and in their PAS.

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page
- ⇒ 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 Home Page, 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 List** in the Worklist section

13.1. 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 to make the new booking as in section 6.

- ⇒ Choose and Book will cancel the old appointment booking automatically when you make the new booking.

13.2. 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.

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

- ⇒ 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

- ⇒ 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**

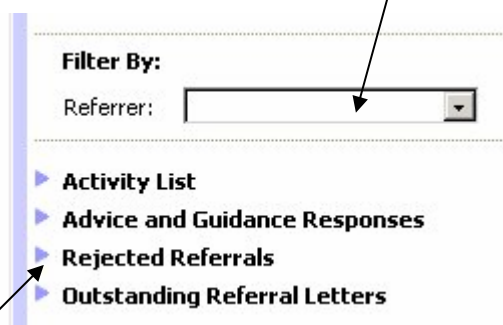
14 Manage Rejected referrals

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.

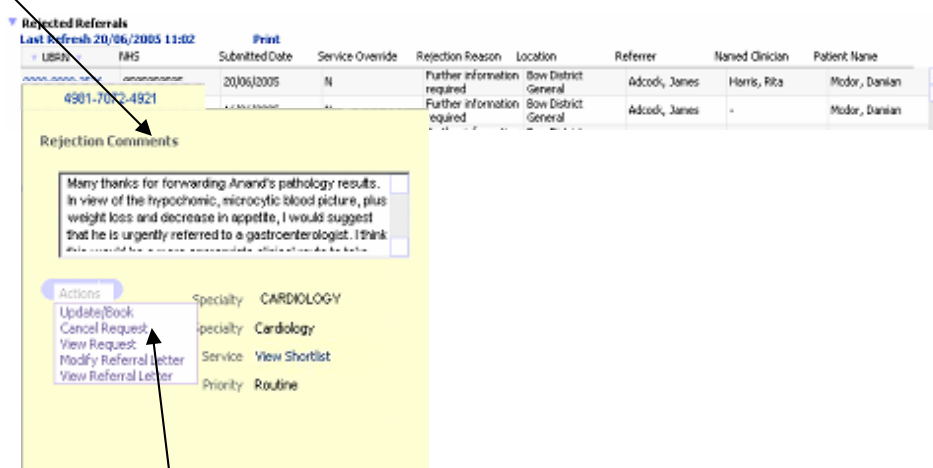
If however, the Provider rejects your referral and booking, you will need to contact the patient to ensure they do not go to the Provider and to progress their care further if required.

14.1. Finding a Rejected Referral

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page
- ⇒ 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.)

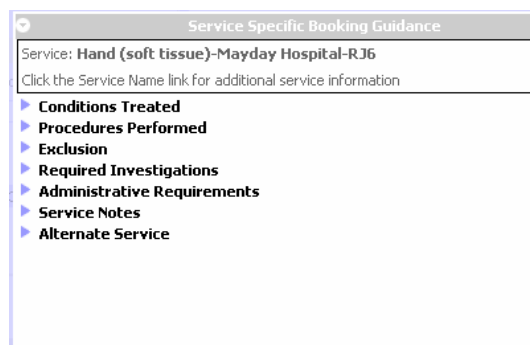


- ⇒ You can close the worklist by clicking on the **UBRN** and then clicking on **Rejected Referrals**.

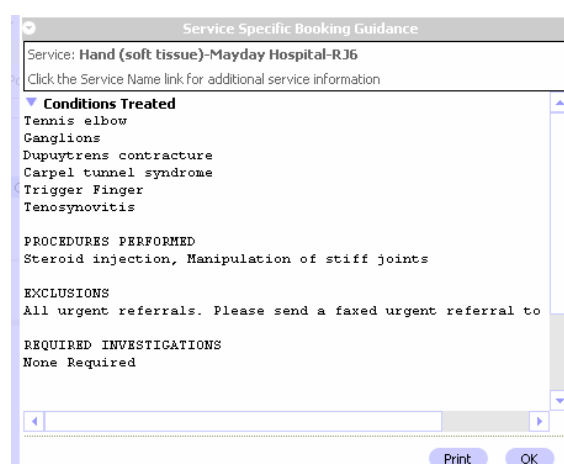
15 Browse the Directory of Services (DOS)

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.

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page.
- ⇒ 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

16 Review Reports and Enquiries

16.1. 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.

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page
- ⇒ Click on **Reports**
- ⇒ Select the report you wish to view to open it to see
- ⇒ Click on **Print** to print off the report you are viewing
- ⇒ Click on **Close** to return to your Home Page

16.2. 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.

- ⇒ Log in to GP Enterprise with a Smartcard
- ⇒ Click **Tools** and select **Choose and Book** to access the Choose and Book Home Page
- ⇒ 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

17 Updating Patient Details

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 your GP system or Choose and Book, and if required to update the details with the patient.

17.1. 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

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

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