

Support for vaccination clinics

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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Document History

Version	Date	Updated by	Approved by	Description
1.0	28/07/2020	Matt Dickinson	Dr John Parry	Document created.
1.1	25/08/2020	Matt Dickinson	Dr John Parry	Added GP Connect Appointment Booking to the data sharing and interoperability section.

Introduction

SystemOne has a range of functionality to help organisations to carry out vaccination clinics efficiently and safely and has been successfully used for years to support vaccination clinics. This document has been written as a brief guide to some of the functionality available including how organisations can use barcodes to reduce administration time and face-to-face contact.

SystemOne can support organisations at every stage when planning and carrying out vaccination clinics. The general steps are as follows:

1. Identify the target patients
2. Communicate with patients
3. Record the vaccination details within SystemOne
4. Extract data for surveillance and management

TPP expect that step 1 and 2 will be done by the GP practice. Step 3 can be carried out either within the practice or at a remote location, administering the vaccination can also be done by another service provider who can then upload the data directly into SystemOne or given to the practice to upload.

Identify target patients

Using **Clinical Reporting** organisations can create reports to identify the appropriate patients based on a wide variety of criteria.

Organisations can use these reports to stratify and prioritise patients based on factors such as:

- Whether the patient is on the shielded patient list
- The patient's frailty score
- Other co-morbidities

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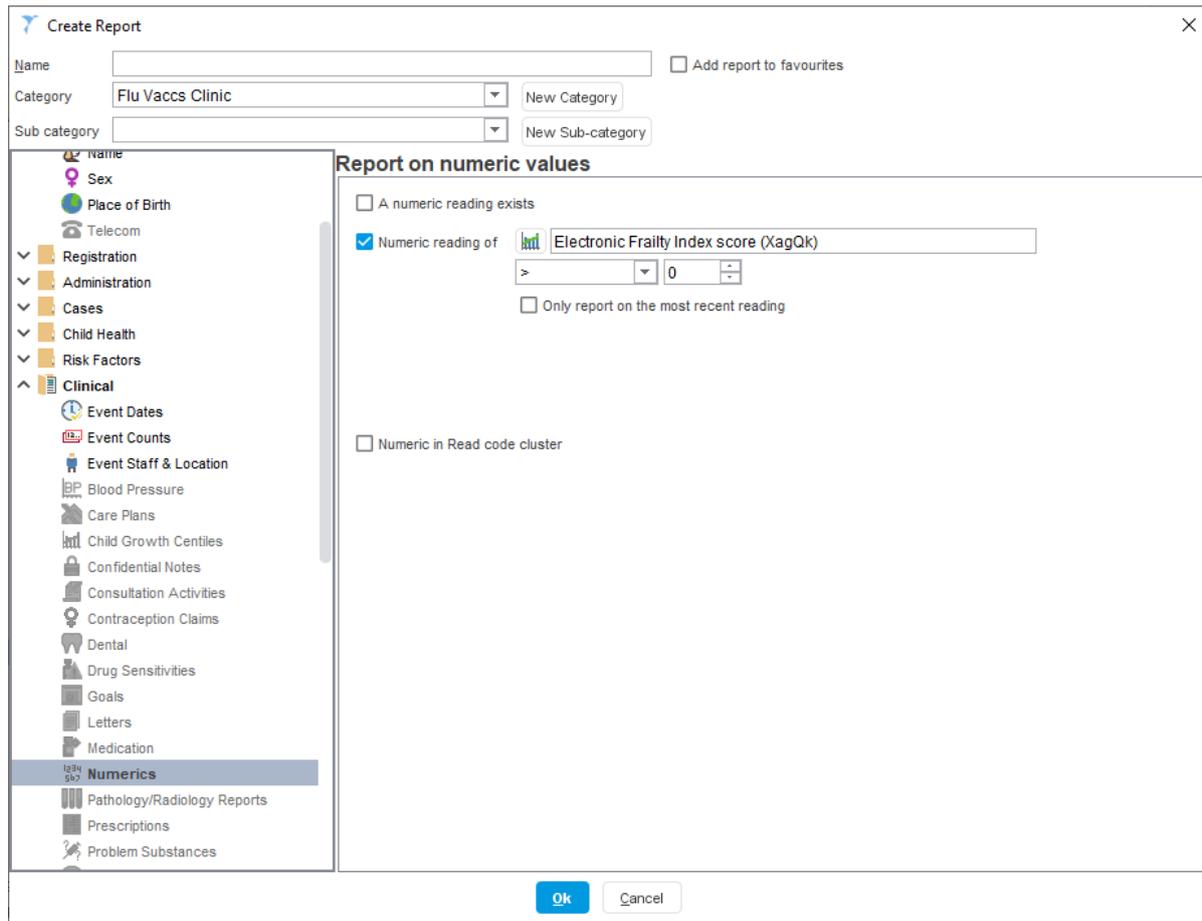


Figure 1: Create a Clinical Report dialog

Check for allergies

The organisation can create reports to exclude patients that are allergic to the vaccine and so they are not invited for vaccinations. This can be done by joining reports together as shown below.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

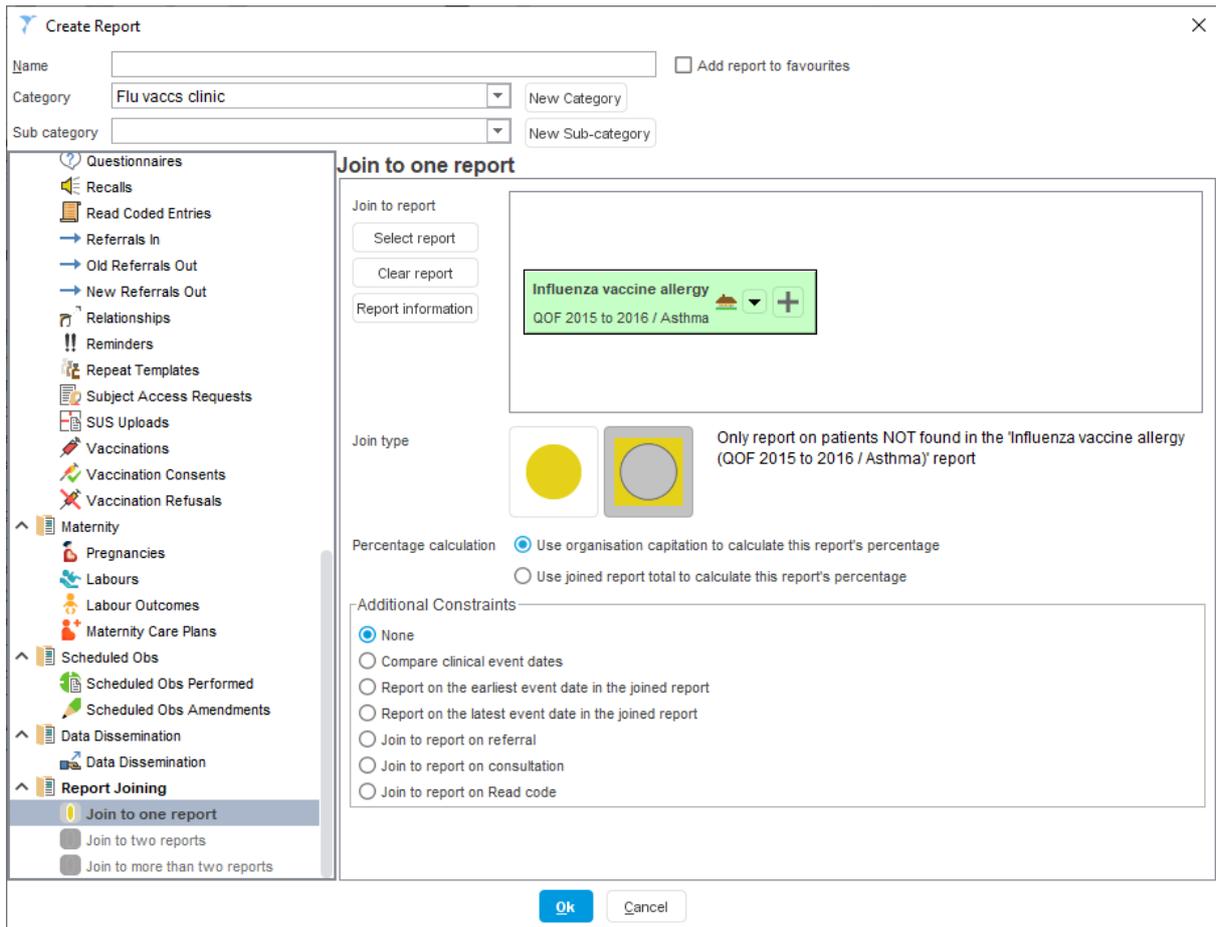


Figure 2: Joining clinical reports

Communicate with patients

After identifying the appropriate patients, you can contact these patients using a number of in-built communication methods. From the report results you can

- Send SMS messages and or emails to the patients
- Create push notification that are sent via Airmid
- Create letters to send out to the patients

This can be done by selecting the patients in the report results and using the Quick Action buttons in Right Click > Actions, or across the top of the screen.

The available Quick Actions are:

-  Send SMS Message
-  Send Patient App Notification
-  Send Email
-  Print Integrated Word Letters
-  Send Communication

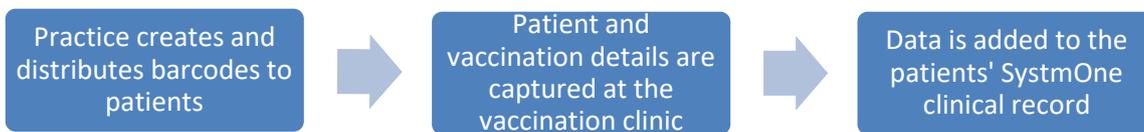
Using barcodes to manage vaccination clinics

Barcoded information can be used within SystemOne to help organisations manage vaccination clinics. This process involves sending patients an invitation letter with a barcode which can be presented at the vaccination clinic. The barcodes can then be used to capture a patient's details and this data can subsequently be uploaded into the SystemOne.

Using barcodes provides the following benefits:

- Invitation letters can be used to verify a patient's eligibility for the vaccination
- Reduced time spent collecting patients' details
- Minimal face-to-face contact with clinicians and administrative staff
- Efficient data entry
- Clinics can be performed off-site with minimal hardware requirements

Using barcodes usually follows the below general process



Creating and disseminating barcodes to patients is likely to be done by the GP practice. The vaccination clinic can then be performed either within the practice or at a remote location. Data can be recorded into SystemOne either during the clinic by entering this data directly into the patients' records or, where the clinic is performed remotely; this can be uploaded into SystemOne later.

Creating and disseminating barcodes to patients

Adding barcodes to letters

SystemOne supports the ability to output a patient's NHS Number as a barcode on a Word Letter Template.

To add this to your vaccination invitation letter:

- Amend the Word Letter Template from the *Word Letter Templates* screen.
- Add a new merge field under Patient Demographics > NHS Number Barcode
- This then displays the below dialog where you can configure the barcode type and width; this is dependent on the barcode scanners that will be used at the vaccination clinic.

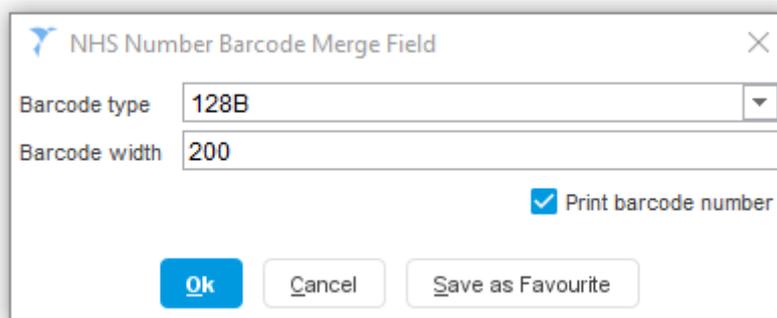


Figure 2: NHS Number Barcode merge field configuration

Letters can then be created and distributed to the appropriate patients using the communication functionality, as described in the above [section](#).

Viewing barcodes in Airmid

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Once a letter has been generated via SystemOne, patients can also view this through Airmid. Patients can use the electronic copy of their letter/barcode when presenting to the clinic as long as their mobile device and the scanner that is used supports this.

Data capture at the clinic

There are a number of methods you can use to capture patient and vaccination information during clinics. Users can enter data directly into the patients' SystemOne record at the point of them attending the clinic, or they can capture the details of the patient that attend then perform a bulk upload of the list of patients.

Using barcodes to create a patient list

When patients attend, you can scan the barcode on their invitation letter and use this to populate a list of patients' NHS Numbers.

Save the list of NHS Numbers as a csv file, this can be done using Notepad or Excel.

When importing the list of barcodes into the system, SystemOne will automatically remove duplicates. Therefore if you are unsure if a barcode has been scanned properly you can scan this again as it will not duplicate the patient.

Note: You should create a separate list of patients for each batch of vaccine that is used and which arm the patient is vaccinated in i.e. two lists per batch of vaccine, one for left arm and one for right arm. This is to ensure that when you upload this data into SystemOne the correct information is entered within the record.

You can configure the invitation letters to include the patients' NHS Number in written form that you when scanning their barcode, staff can cross reference this as an additional check.

Enter data directly into the patient record

When a patient attends the vaccination clinic, you can use the barcode to search for the patient using the NHS number in the FP10 search

Note: This will only work for patients already registered at the SystemOne organisation.

Once in the patient record you can add the details of the vaccination using *Automatic Consultations* and *Vaccination Templates*. Both these can be configured within the system prior to the vaccination clinic to ensure simple and efficient data entry.

Protocols can also be configured to alert users when a patient's record is retrieved who has an active allergy recorded that would prevent them from having a vaccine See the [Allergies](#) section for more information. *Protocols* can also be used to alert users when a patient record has already had a vaccination to prevent duplicates being administered.

Adding data to patient records in bulk

Once you have created a list of NHS numbers for patients that have had vaccinations, you can then upload these to SystemOne to add the data into the patients' shared electronic health records.

Ad hoc patient list

The **Ad Hoc Patient List** screen can be used to create a list of patients that have had vaccinations within a clinic. This can be found in **Reporting>Miscellaneous Reports>Ad Hoc Patient List**.

To import a list of NHS numbers that has been saved in a CSV file:

5. Select **Reporting>Miscellaneous Reports>Ad Hoc Patient List** from the menu bar within SystemOne.
6. Click **Import CSV**.
7. Use the Import Patients from File dialog to navigate to the file that was created at the clinic.
8. Select the file and click **Select**. If there are already patients listed on the Ad Hoc Patient List screen, you will be asked if you want to add the patients in the CSV file to those patients. **Note:** If you click No, the patients listed will be deleted and replaced by the patients in the CSV file.

Note: You should import each list separately i.e. do batch one left arm and then batch one right arm. This is to make it easier to add the vaccination information in bulk afterwards.

Vaccination Clinic Quick Action

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Once you have created the list of patients that have been vaccinated you can use the *Vaccination Clinic* quick action to record the details of the vaccination that were administered.

Vaccination Clinic

1. Select the patients in the list
2. Right -click and select **Actions > Vaccination Clinic**.
3. Select the appropriate vaccination template from the list displayed. To select more than one vaccination template, hold down the **Ctrl** key on your keyboard and click on each of the relevant templates.
4. Click **Ok**. The Event Details dialog is displayed.
5. Enter the appropriate details (the details will apply to all the selected patients) or select a suitable Event Details template from the **Template** drop-down list and click **Ok**.

The first patient on the list is retrieved (their demographic details will appear in a box on the top right-hand side of the screen) and the Apply Vaccination Template dialog is displayed. If the patient already has consent recorded for the vaccination, a yellow box is displayed next to the **Batch number** and **Expiry date** fields, showing the date consent was recorded.

Note: You can set the batch number on the dialog for the first patient and this will carry over to the subsequent patients so you only need to

Check/amend the details displayed on the Apply Vaccination Template dialog and click **Ok** to record the patient as having been given this vaccination.

Note: You may be asked whether you want to deduct the vaccination you have administered from dispensary stock. This message will only be displayed if you have selected to use stock control for vaccinations in Organisation Preferences.

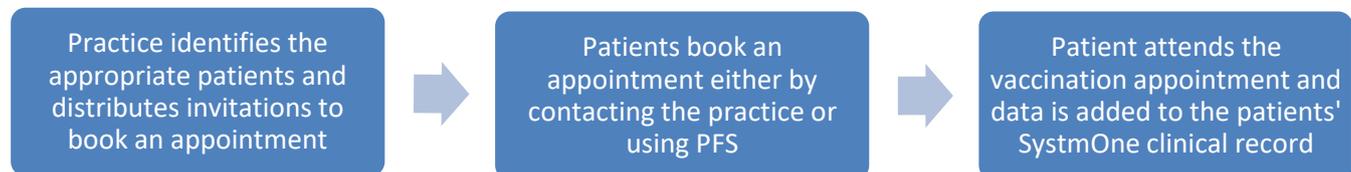
The next patient on the list is retrieved automatically and the same procedure should be followed. When details have been added to the records of all patients, the system will inform you how many vaccinations were administered in total. Click **Ok** to acknowledge the message and conclude the clinic.

If you click **Cancel** on the Apply Vaccination Template dialog at any time, you will be given the opportunity to carry on recording vaccinations for the rest of the patients or to cancel the rest of the clinic. The vaccinations you have recorded so far will have been saved in the relevant patient records and the system will inform you how many vaccinations were administered in total.

Using appointments to manage vaccination clinics

Organisations can also use appointment rotas to manage vaccination clinics. By using appointments, patients are given specific times to attend to receive their vaccination, this can reduce the number of patients attending at one time and cut down on the face-to-face contact within the clinic.

Using appointments usually follows the below general process:



This process expects that the GP practice will identify patients and distribute invites for appointments. The appointments can then be booked either into the practice or into a separate SystemOne unit depending on who will perform the vaccination clinic. Separate rotas can be configured within the Practice's SystemOne unit to represent the vaccination clinic. Data can then be recorded directly into SystemOne during the clinic or, where the clinic is performed remotely; this can be uploaded into SystemOne later.

Identify patients and invite for appointments

As described [above](#) organisations can identify patients that should receive a vaccination and communicate with patients using the inbuilt communication methods within SystemOne. As part of this communication you can explain to patients the various mechanisms that they can use to book an appointment. If the organisation wants to make appointments available for patients to book online you should tell them the appropriate rotas to book into as part of this communication.

Booking an appointment

There are two common options you have for patients to book appointments

- Patients contact the practice by phone to book an appointments
- Patients book appointments online using patient facing services such as Airmid

Book appointments online

Organisations can publish appointment rotas for patients to book directly into via online services which can help to reduce the administrative time for the practice. For more information, please see the **Airmid SystemOne User Guide** and the **SystemOnline User Guide**, these can be found on SystemOne by going to **Help > Support and FAQs > Documents & Training Guides**.

Pre-consultation survey

Prior to the vaccination clinic, organisations can distribute pre-appointment surveys via Airmid. These can be used to collect the patients' medical history to be reviewed prior to the clinic to reduce the time spent face-to-face during the clinic collecting their details. Surveys can also be distributed to patients to ask covid-19 screening questions to ensure patients do not attend if they have covid-19 symptoms or if they have had recent contact with someone with symptoms.

Data reporting and extraction

SystemOne contains a full suite of reporting and data extract functionality. These extracts can be delivered daily or at scheduled intervals. Example of the available tools are

- Customisable clinical reporting suite
- Strategic Reporting nightly bulk extracts
- System-wide GPES and Immform extracts

For more information and guidance on the available data extract tools, please see the **Support and FAQs** section within SystemOne. This can be found in **Help > Support and FAQs**.

Extract for non-SystemOne GPs

For patients that have a non SystemOne GP, organisations can build reports to extract the details of patients that have been given a vaccination.

These details can then be given the patients' practices to allow them to bulk upload the details onto their patients' GP record.

Data sharing and interoperability

SystemOne has been designed to support data sharing and interoperability across the NHS, while also maintaining strict controls around security and confidentiality. There are a number of mechanisms available within SystemOne to support secure data sharing and interoperability. Below are some examples of the functionality available:

- **SystemOne eDSM sharing** - Vaccination details SystemOne can be shared to any other SystemOne units that care for the patient using the SystemOne eDSM sharing mode. Other organisations can also report on this data if needed.
- **SCR updates** - When the vaccine details are saved onto the patient's SystemOne record this will update the patient's SCR, for other non-SystemOne care organisations to see (provided the vaccination is on the SCR inclusion list) Remote location.

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

- **GP Connect HTML patient record view** – Organisations using SystemOne can share their data to other organisations in a HTML view, and receiving an HTML view of data held at other non-SystemOne organisations.
- **GP Connect Appointment Booking** – Areas with a mixed economy of clinical systems can use GP Connect Appointment Booking to book appointments across clinical systems. This allows organisations to share and manage their appointments to support joined up patient care.
- **Direct Emis/Cerner Integration** – TPP have also developed direct integrations with both EMIS and Cerner that enable a HTML patient record view between systems.
- **Digital Medicines** – GPs using SystemOne can receive notifications from Community Pharmacists of administration of flu vaccinations and issues of emergency medication.