

# Managing failed PEMS

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## Purpose

The purpose of the SoP is to describe the process for managing failed Post Event Messages from Adastra.

## Retrieval and Management of Failed Messages

Adastra will direct the failed messages to the [brisdoc.failedmessages@nhs.net](mailto:brisdoc.failedmessages@nhs.net) account.

This may be accessed from any site with a N3 connection.

The failed message will be an email with the Case Report Attachment.

To process the failed message, follow the steps below.

### Setting email and Adastra Access

1) Log into the email account above.

2) Scroll to the bottom to the oldest case and click on case - which then gives the case number.

3) Login into Adastra.

4) Useful ‘Tabs’ to have open to deal with the messages are:

* Case Search,
* Case Edit,
* Patient Edit,
* Look-up Patient Details

5) To manage the messages also open up Surgery Messages and Message Re-Issue ‘Tabs’

Note: Each surgery has a different way they receive their PEM messages from us. See appendix one.

### Reviewing a Failed Message

In Case Search, enter the relevant Case Number that needs checking and search. Click the active time to filter the cases so that the most recent cases show at the top in date order, this means that your case should now be at the top of the list. Click into the case to see why this case has landed in the failed message email, there several reasons why this may have happened.

1. The patient is unregistered and has no GP (this should be highlighted in the notes somewhere so that it’s obvious they have no GP)
2. The patient is ‘out of area’ meaning they are registered with a GP surgery outside of BNSSG
3. BNSSG patients who surgeries have been entered incorrectly by 111 and not corrected
4. BNSSG patients with a Brisdoc surgery entered but unregistered instead on registered has been ticked
5. Overseas patients
6. System error where our system has failed to send the PEM. The record will look correct and all information added. Open up the case and click into all events and this will show that the message failed.
7. Very young babies who have not been registered to a surgery yet

By looking at the record you should hopefully be able to see the reason the message has failed.

### Processing a Failed Message

If the patient is registered with a BNSSG surgery, check the surgery details are correct and has the correct registration type, then reissue the message to the surgery via Adastra. See appendix one. Please recheck the message queue to check the reissue message has sent.

If the surgery is not on the case record use the summary care record to find the patient and patients GP Surgery. See appendix two for instructions on accessing the summary care record.

If the patient cannot be found on the summary care record or the practice showing is incorrect, please call the patient to find out which surgery they are with.

Once the surgery is confirmed, find the surgeries NHS e-mail address either from Mi-DoS, the surgery website or by calling the practice (practices are unlikely to be on Mi-DoS outside of BNSSG). Send the PEM via email to the practice NHS e-mail address from the [brisdoc.failedmessages@nhs.net](mailto:brisdoc.failedmessages@nhs.net) account using the correct email template, see appendix three. The email will request the Surgery to confirm receipt.

The sent e-mail will be accessible from the sent folder of the [brisdoc.failedmessages@nhs.net](mailto:brisdoc.failedmessages@nhs.net) account. If we have not heard back from the surgery after a couple of hours, call the surgery to confirm receipt.

Record the action taken on the case record in Adastra via Case Edit using the drop-down wording where appropriate.

When amending records, you need to action this in Case Edit and update Patient Edit where appropriate.

Once the case record has been sent to the correct GP surgery, the email can be deleted from the email inbox.

### Overseas/unregistered patients

If the patient informs you they are not registered with a GP Practice in this country either as a permanent or temporary resident, please note this on the Adastra case via Case Edit. You will not be able to send the notes anywhere.

### Recording out of area GP Surgery details

There is no one place to obtain non BNSSG GP surgeries details. Therefore, we will collate details as we come across each surgery on our [National GP Surgery](https://brisdoc-my.sharepoint.com/:x:/g/personal/lucy_grinnell_brisdoc_org/Ea0diNwznadOmA6hzYxx6HABDX-fEY3LQdwXel2C2s48GA?e=7H04YL) list which is access via RADAR.

### Monitoring the Failed Message inbox

The failed message inbox should be monitored and actioned between 8:00-18:30 hours Monday to Friday to ensure patient notes are getting to the patients OGP in a timely manner.

## Appendix one – Reissuing failed PEMS

1. A screenshot of a computer

   Description automatically generatedGo to Surgery Messaging on the left hand Adastra Tabs – open Lookup the relevant GP surgery Details
2. A screenshot of a computer

   Description automatically generatedOpen Messaging tab
3. Check the **Messaging Type** – Either **Emai**l or **DTS**
4. Go to Messaging **ReIssue** on the **Surgery Messaging** Tab
5. A screenshot of a computer

   Description automatically generatedClick Available types and chose **Emai**l or **DTS**

Enter the **Case Number** and **ReIssue Messages**

1. Once the message has been re-issued you can delete the message from the failed messages inbox.
2. Complete the process for all messages in the failed contact inbox.

## Appendix two – Summary Care Record

1. A screenshot of a computer

   Description automatically generatedOpen **Smartcard Management** from Weblinks – **Summary Care Record** – using the patients NHS number search **(find)** for the patient and look for their GP Surgery
2. If a GP surgery is shown on the **Summary Care Record**, edit the case and add the GP Surgery to the record – Go to **General Edits** – using the dropdown menu chose one of the following responses, and **Update.**

## Appendix three – email template

All emails should be marked as **high importance**, with the subject line **URGENT – Patient notes attached.**

**The template for the body of the email should read as follows:**

Good morning/afternoon,

Please find attached patient notes for one of your patients, who has had contact with us during the out of hours period or through our daytime remote clinical assessment service.

Please confirm receipt of these patient notes by replying to this email.

Thank you

**BrisDoc Healthcare Services**

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A close-up of a logo

Description automatically generated

A group of people holding a rainbow flag

Description automatically generated

### Tables

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