systmconnect

Functionality and configuration guide

Contents

Document History

Version	Date	Updated by	Approved by	Description
1.0	15/01/2024	Tom Hardy	Anja Pilav	Document created.
1.1	29/01/2024	Ben Lawman	Kieran Fletcher-Vaughan	Added details of Usual Branch filtering, and clarified how unmatching works. More detail about the available request actions.
1.2	19/02/2024	Kieran Fletcher-Vaughan	Anja Pilav	Various Updates following maintenance release including: - Prompt to file the questionnaire when recording an outcome - Recording and viewing staff availability - Automatic patient matching - Configure which forms are available to staff members and/or patients - Clinical Reporting - GPAD
1.3	27/03/2024	Kieran Fletcher-Vaughan	Matthew Powell	Added the SystmConnect information in the record section

What is SystmConnect?

SystmConnect is the total triage and online consultation platform that enables effective online communication between your organisation and patients. Patients are able to navigate to a bespoke online gateway for your healthcare service that allows patients to submit requests directly into your organisation. SystmConnect requests can be initiated online via the SystmConnect website or in person via the SystmConnect requests overview available within SystmOne. SystmConnect has been developed in line with NHS England's Digital Pathways framework, and fully meets the framework requirements.

What organisations can enable SystmConnect?

SystmConnect works with all SystmOne modules, and it can also be used as a standalone solution.

TPP are initially rolling out SystmConnect to GP services.

Working across a PCN/ICB

SystmConnect scales with your organisation, PCN and ICB. Content can be created and managed at a regional level. Reference to cross-organisation features is detailed in appropriate sections throughout this guidance.

Working across branches

If you use Branches within your organisation(s), you can filter and view requests based on patients' 'Usual Branch' (set in *Patient* > *Patient Care*) for requests that have been matched to patients. Requests that are not matched to a patient record will not have a Usual Branch. See 'SystmConnect Requests screen' for more detail.

Organisation preferences

Global settings

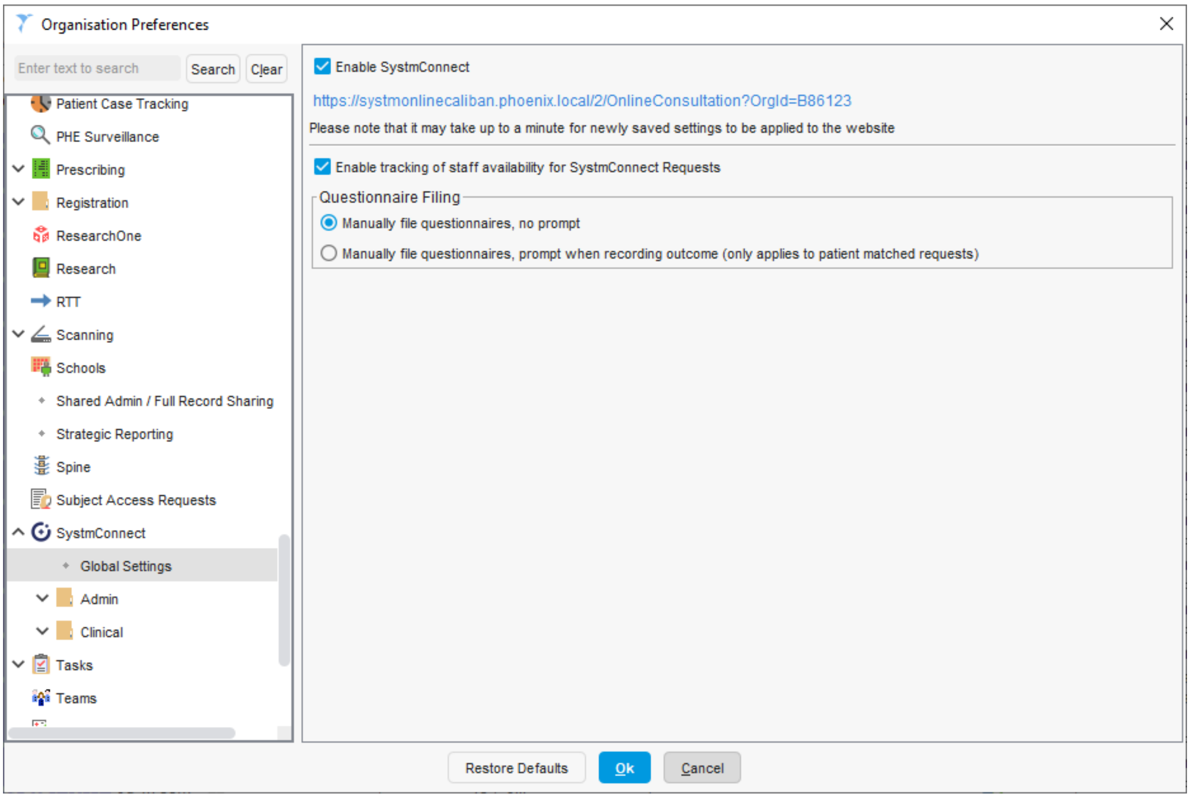


Figure 1: SystmConnect Organisation Preferences

To enable SystmConnect, navigate to *Setup* > *Organisation Preferences* > *SystmConnect* > *Global Settings*

Here you will find a simple, one-click preference to enable SystmConnect. Enabling this preference makes the SystmConnect webpage live for your SystmOne organisation. However, no online consultation types will be available until you have individually enabled them.

When SystmConnect is enabled, your unique SystmConnect website address is displayed. This website address is unique to your SystmOne organisation. Click this hyperlink to launch SystmConnect in your PC's default web browser.

There are some additional Global Settings for staff availability and questionnaire filing which are covered later in the guide.

Configuring request types

Within the SystmConnect organisation preferences node there are two folders: Admin and Clinical.

These contain the online consultation types that can be individually enabled for your organisation. The types align with the NHS England Digital Pathways standard. Within each of these types, the following attributes can be configured:

Enable request type

At the top of the section for each SystmConnect request type, there is the option to enable or disable that particular type. For example, you can choose if you wish to offer the ability for patients to submit requests of type 'Registration Request' or not by toggling the 'Enable Registration Request requests' tickbox.

When you enable an online consultation type, this type will immediately become available for selection by patients visiting your organisation's SystmConnect page.

Additional preferences will also become available. All types have the same preferences, with the exception of 'Registration Requests', for which it is not possible to configure categories and questionnaires and instead a standard form is displayed to patients.

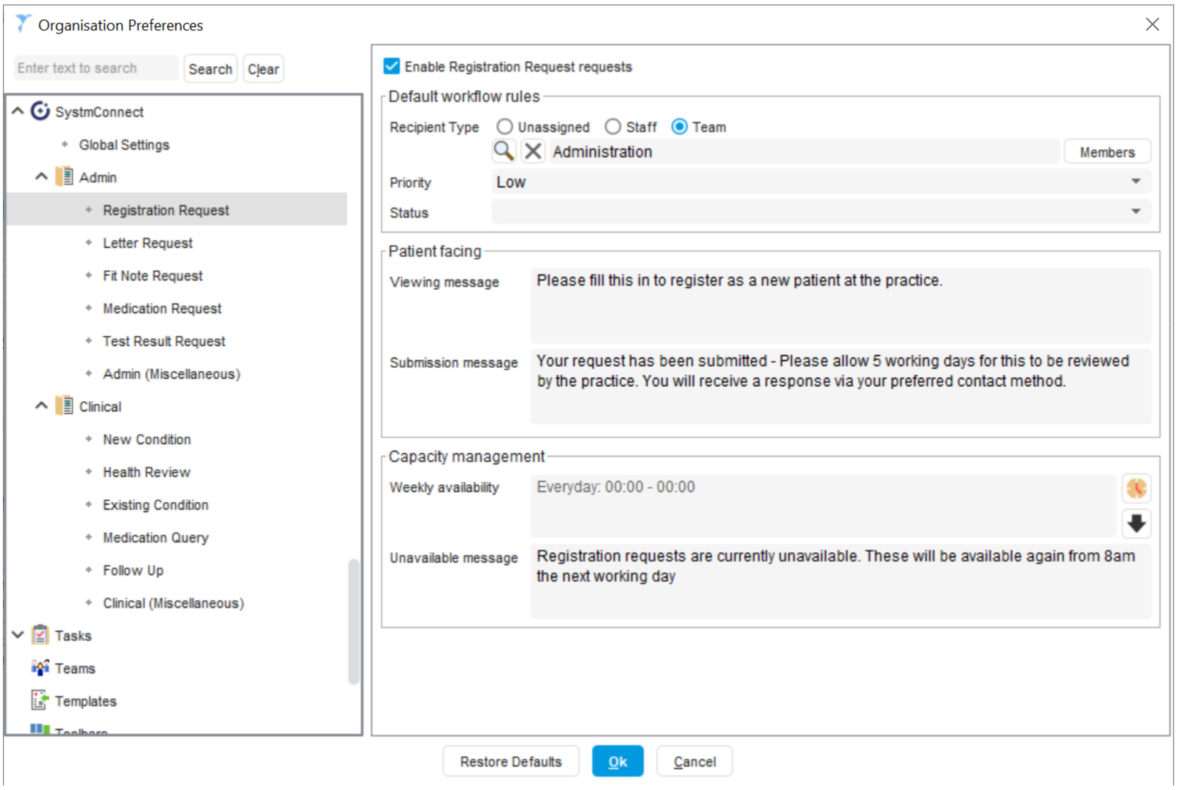


Figure 2: Registration Request type preferences

Default workflow rules

The default workflow rules allow you to define a default triage status for requests that are received of this type.

- **Recipient Type** – Determines whether a request received of this type is automatically assigned to an individual staff member or team, or if it will remain unassigned by default.
- **Priority** – Determines the default priority assigned to a request received of this type. Options available for selection are: Low, Medium, High, Very High. If you leave this option blank then requests of this type will not be automatically assigned a priority on receipt.
- **Status** - Determines the default status assigned to a request received of this type. Options available for selection are: Needs review, In progress, Awaiting Response, Response Received, Paused, Complete. If you leave this option blank then requests of this type will not be automatically assigned a status on receipt.

Patient facing messages

When you enable a request type, default patient-facing messages will be set. We encourage organisations to review these and check that they align to local protocols.

- **Viewing message** – This message appears in bold text at the top of SystmConnect website page related to this request type. The default text is shown below, however you can tailor this for your organisation.

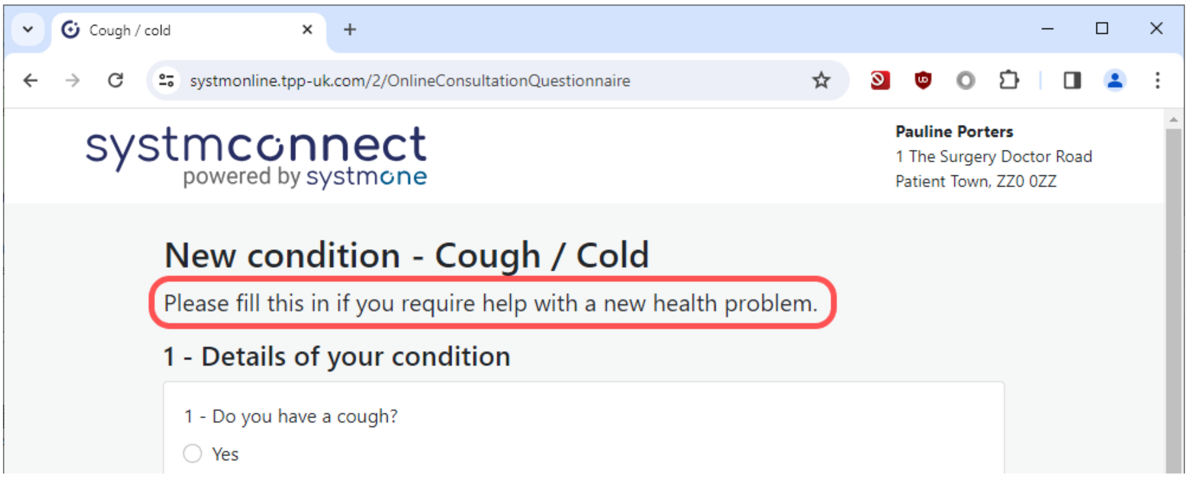


Figure 3: Viewing message

- **Submission message** – This message appears after the request has been completed on the SystmConnect website. You may wish to update this to provide some indication of how soon a patient can expect their request to be processed, or any other details you wish patients to know.

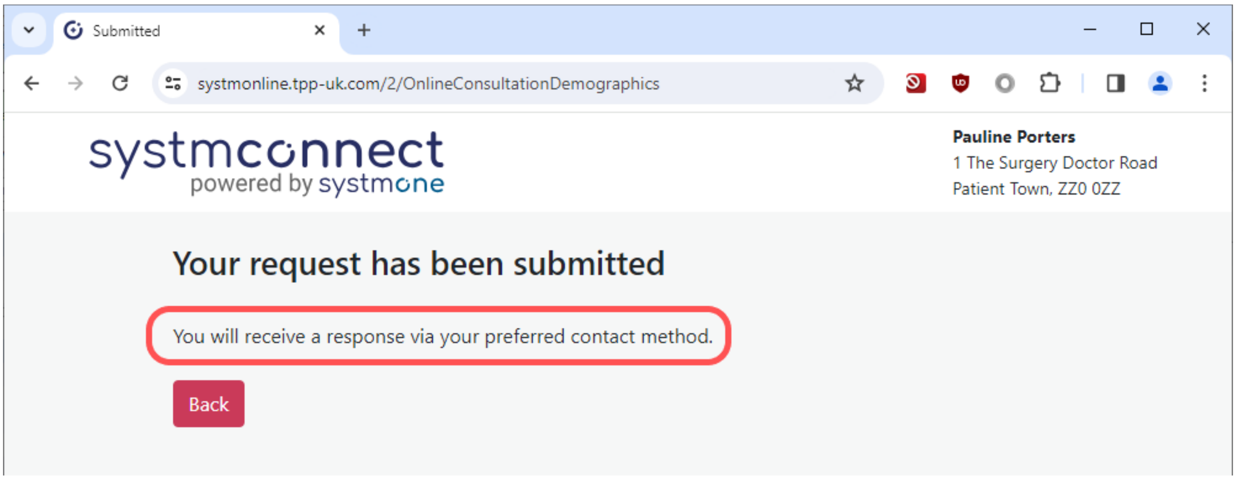


Figure 4: Submission message

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

Categories and Questionnaires

The forms that patients enter data into when submitting an online request are set up as SystmOne questionnaires linked to the relevant SystmConnect request type.

TPP has provided a default list of questionnaires that are ready to use at your organisation. These fall into two categories:

- **Default Questionnaires**: these have been published system-wide and are made available by default when a request type is enabled.
- **Additional Questionnaires**: these have been published system-wide but are not included in the default settings when a request type is enabled. These can be used by organisations if they wish, by manually adding them into the organisation preferences.

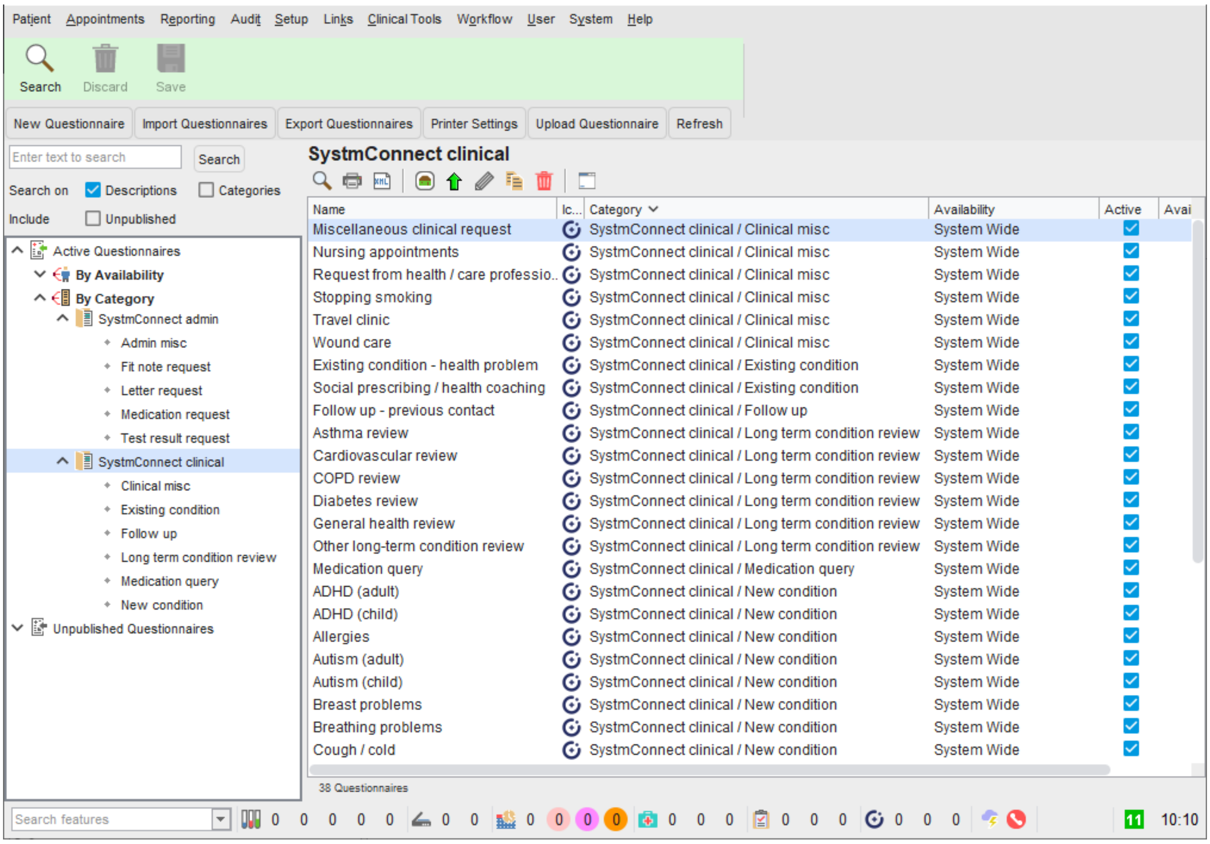


Figure 5: System-wide SystmConnect questionnaires

We recommend that you review the content of the questionnaires that are included in the default setup before you make the website available to patients to ensure that their content aligns with local processes. We also recommend reviewing any additional questionnaires before you promote these for patient use.

As soon as you enable a SystmConnect request type in organisation preferences, any default questionnaires will become available for completion online.

Note: The ‘Categories and Questionnaires’ preferences are **not** available for the ‘Registration Request’ consultation type.

To preview the content of one of the default questionnaires, you can view them online via your organisation’s SystmConnect website (see ‘Global Settings’ for the URL). Alternatively, you can view the questionnaire within SystmOne via *Setup* > *Data Entry* > *Questionnaires* > *SystmConnect*.

You will not be able to amend the system-wide SystmConnect questionnaires provided by TPP, but you are able to make a copy of them and then tailor them to your local requirements. Please note that many of the default questionnaires provided by TPP also include codes that will be added to patient records once an online consultation is submitted and filed to a patient record. For example, if a patient records that they are a ‘Smoker’ via a SystmConnect form, the "*Smoker (77176002)"* code will be added to their record when the online consultation is filed.

If you wish to add, amend or remove an existing questionnaire that is published to your SystmConnect website, you can do so by launching the 'Category and Questionnaire Configuration dialog' and pressing either the '+', '-' or pencil (amend) icons to the right hand side of this table.

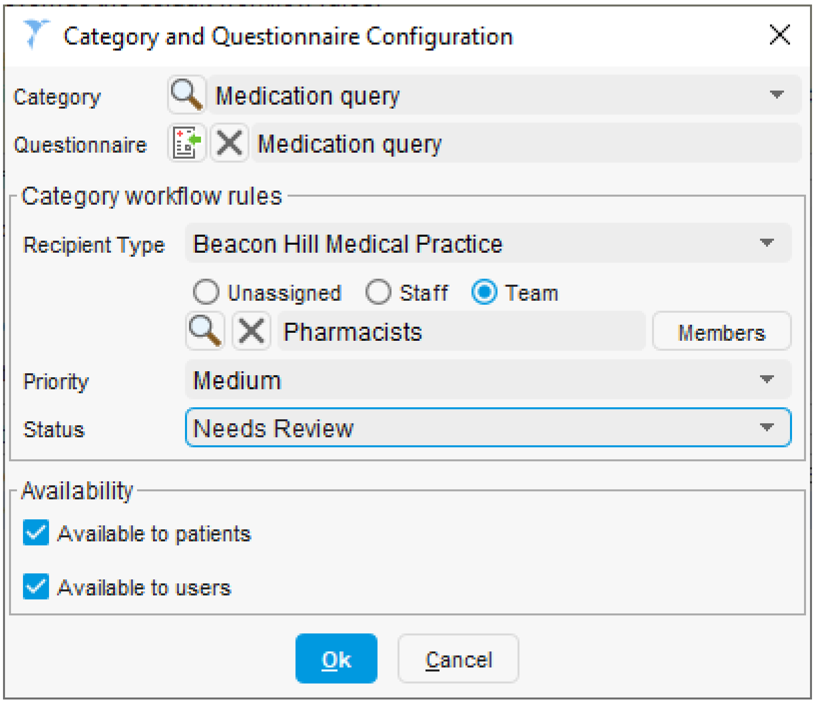


Figure 6: Category and Questionnaire Configuration dialog

The Category and Questionnaire Configuration allows you to define:

- **Category:** This category will be displayed to patients as a selectable option on the SystmConnect website after selecting an overarching request type. A given request type can have multiple categories underneath it, for example the 'New Condition' type might have categories for 'Sleeping problems', 'Breathing problems', and 'Other new condition'. System administrators can amend the options on this list by amending the 'SystmConnect Request Category' configured list (Setup > Users & Policy > Configured Lists).
- **Questionnaire:** This is the SystmOne questionnaire that will be displayed to patients as a form that they can complete via the SystmConnect website, once they have selected the linked category.
- **Category workflow rules:** These options allow your organisation to define the default triage rules for a specific category of SystmConnect requests. If set, these will take precedence over any more general rules set against the overarching type (see 'Default workflow rules' above). If these options are left blank, then the default workflow rules specified against the request type will take effect.
- **Availability:** This determines if this type of SystmConnect request is available to patients and/or users. You may want to limit some types of request so that only staff can complete them (and not patients).

The order of questionnaires in the table is reflected on the SystmConnect website. You can change the order by using the up and down arrows available to the right-hand side of this table.

Capacity management

Capacity management functionality allows your organisation to control when you receive SystmConnect requests submitted by patients online, and to limit the volume of requests you accept. Distinct availability and limits can be set per request type, allowing greater control over workload on an organisation level.

By default, all types are available any time, without a limit set. To change this to suit your organisation's requirements, click the  icon to update the weekly availability for the selected consultation type. You will then be presented with the configuration options shown below:

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

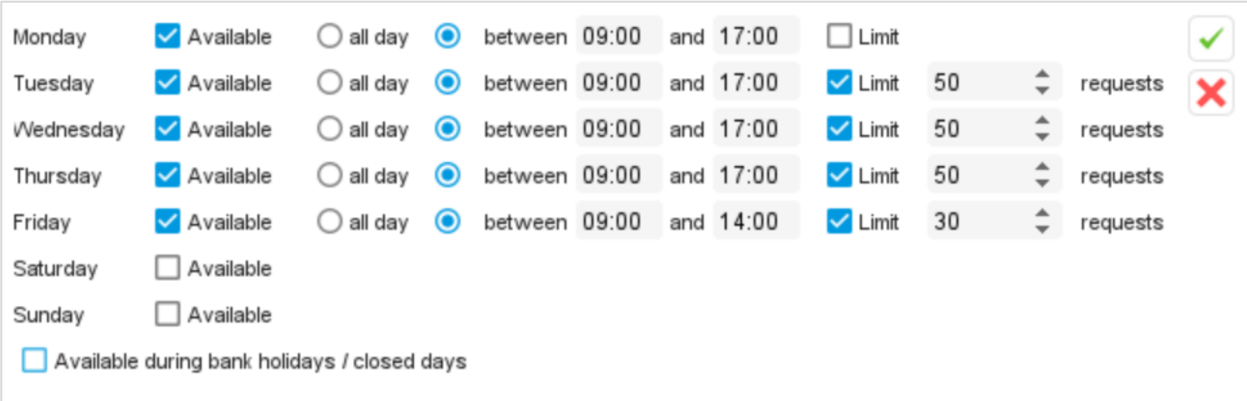


Figure 7: Weekly availability dialog

This dialog allows you to specify when online consultations will be accepted. You can choose:

- On which days that request type is available to patients via the SystmConnect website.
- What hours of the day the consultation type is available on.
- If there is a limit to the number of requests of that type you are willing to receive via the website.
- If you wish to receive online consultations on bank holidays / when the organisation is closed.

Press to confirm changes.

Press next if you wish to apply the same 'weekly availability' rules to other request types.

Unavailable message - This message appears on SystmConnect when an online consultation type is not available due to the restrictions set via 'weekly availability' preferences.

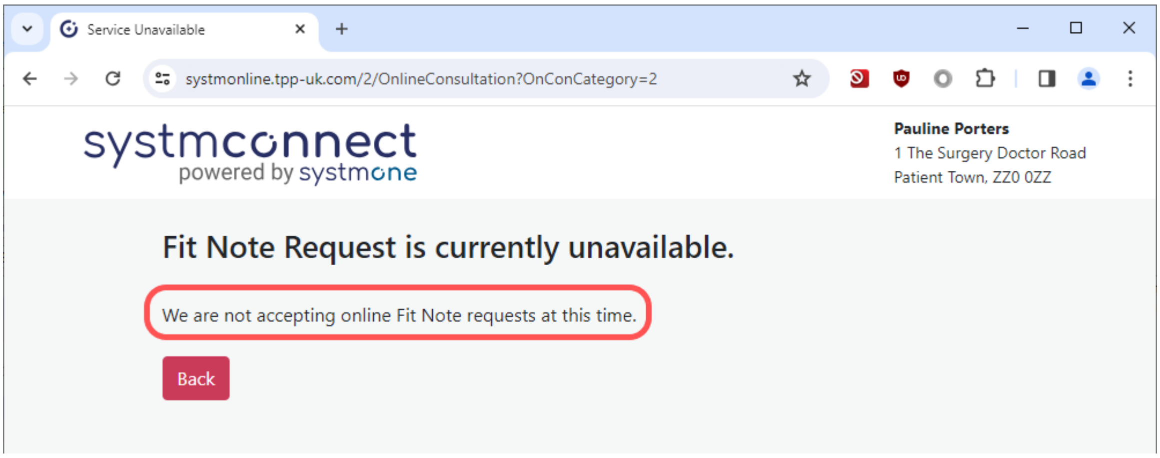


Figure 8: Submission message

You may want to update the default message to advise when this consultation type will next become available. For example, "*These will be available again from 8am the next working day".*

Organisation profile

To personalise the SystmConnect experience for your patients, you can upload a logo that will display alongside the organisation address on the SystmConnect website.

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

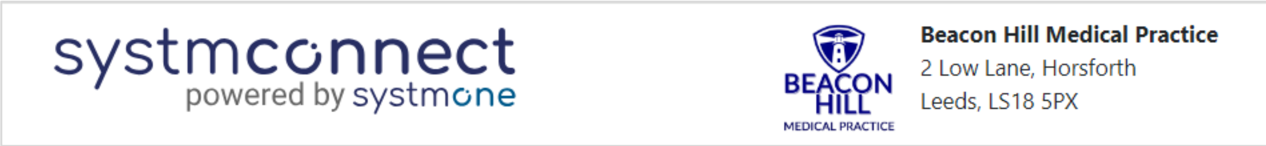


Figure 9: SystmConnect banner image with organisation profile image set

To set the organisation profile image, navigate to *Organisation preferences >Online services > Organisation Profile* Specify a 'Logo' add select your organisation profile image from the image library.

N.B. The organisation profile 'Logo' is also shown to users of TPP's Airmid and Brigid applications.

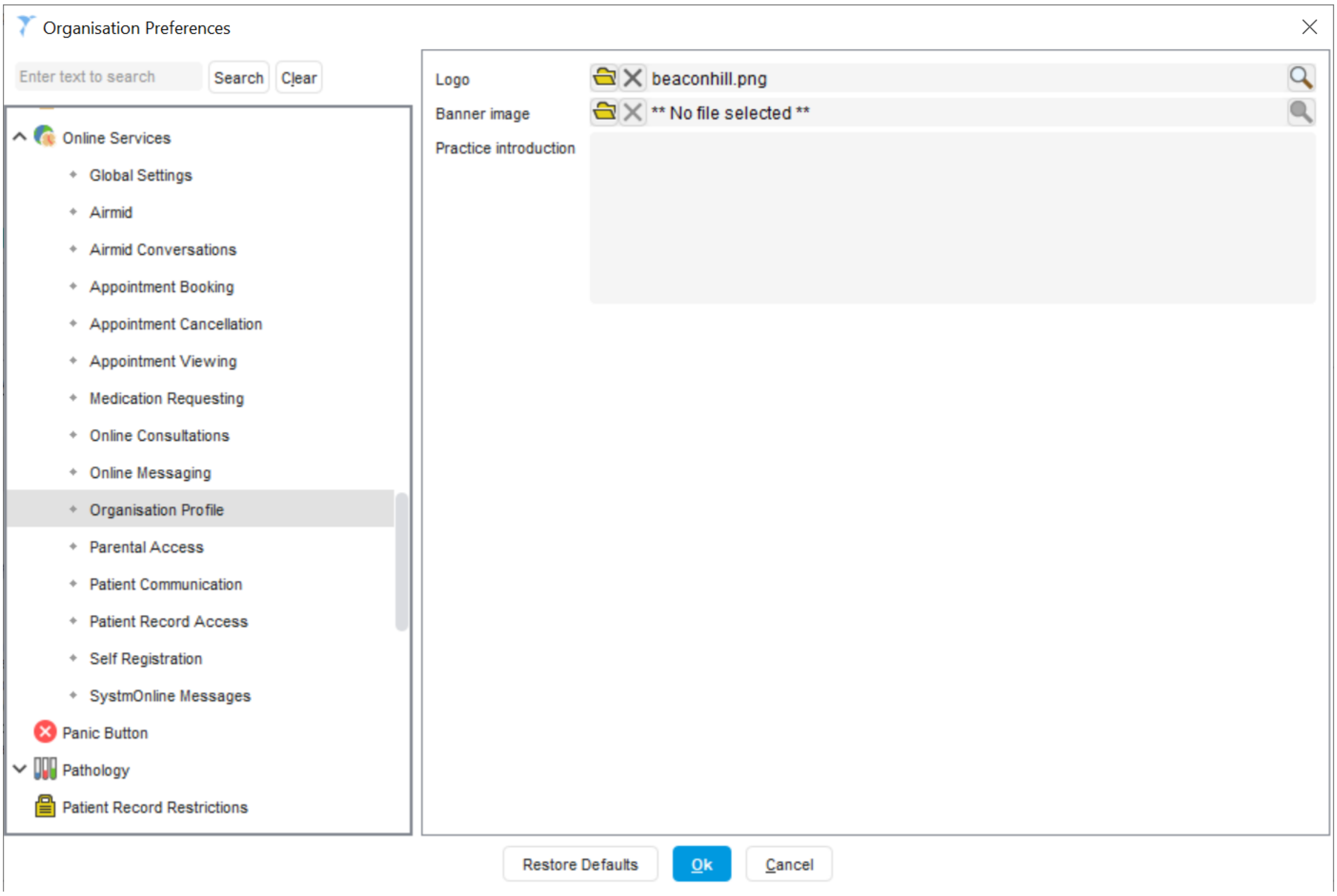


Figure 10: Organisation profile preferences

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

SystmConnect website

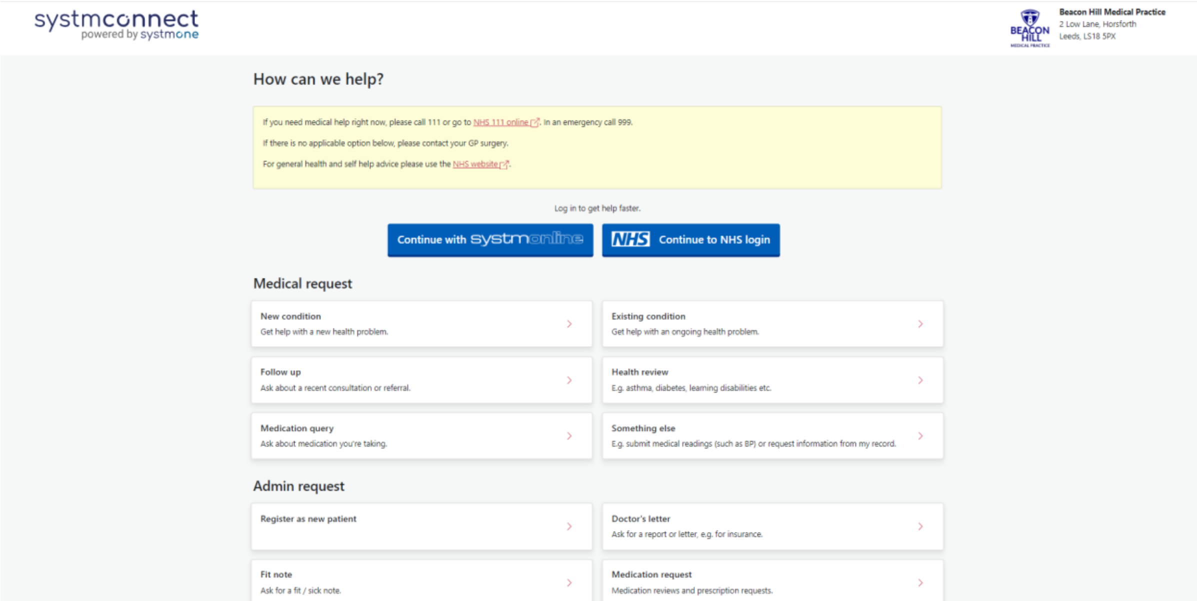


Figure 11: SystmConnect website

In order to access SystmConnect, patients will need to be provided with the unique SystmConnect website address for your organisation. You may also wish to provide a link to the SystmConnect webpage from your organisation website. The SystmConnect URL can be found in the SystmConnect Global Settings node in SystmOne organisation preferences.

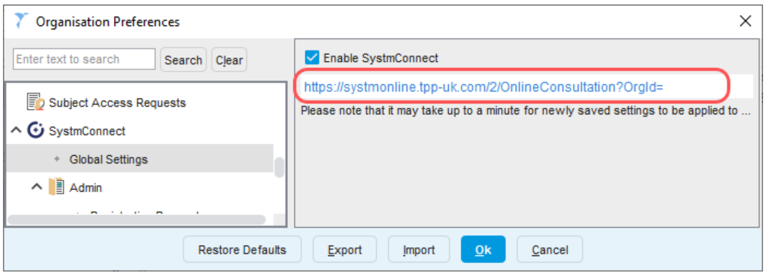


Figure 12: SystmConnect URL in organisation preferences

When a patient navigates to the website they will only see the request types that you have enabled at your organisation.

When a patient selects a request type on the website, e.g. New condition, they will then only see the categories/questionnaires that you have made available e.g. Sleeping problems, Ear problems etc.

The SystmConnect online experience is optimised to work on desktop, tablet and smartphone devices.

Questionnaires

SystmConnect displays a web version of the questionnaires configured in SystmOne. Mandatory fields are denoted with red asterisks next to the question title. The website will prevent questionnaires from being submitted if mandatory questions have not been completed.

Patient/proxy details

After completing any questionnaire, website users are prompted to record the details of who is submitting the SystmConnect request. Requests can be submitted by the patient themselves, a healthcare professional or someone else on the patient's behalf e.g. a relative.

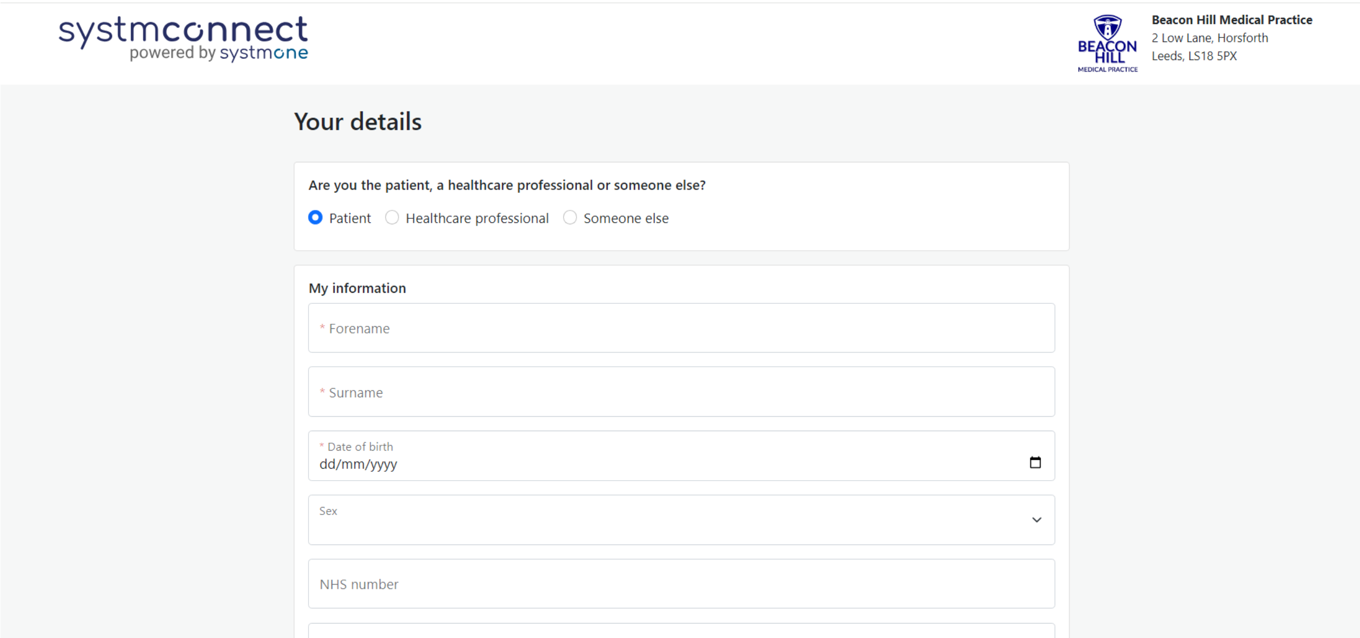


Figure 13: Recording patient details in SystmConnect

Logging in

If a patient has opted to log into SystmConnect using their NHS login, SystmOnline, or Airmid credentials, then patient details will be prepopulated on the submission form.

SystmConnect Requests screen

When a request has been submitted via the SystmConnect website, it will appear on the 'SystmConnect Requests' screen that can be found in the 'Workflow' menu of SystmOne.

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

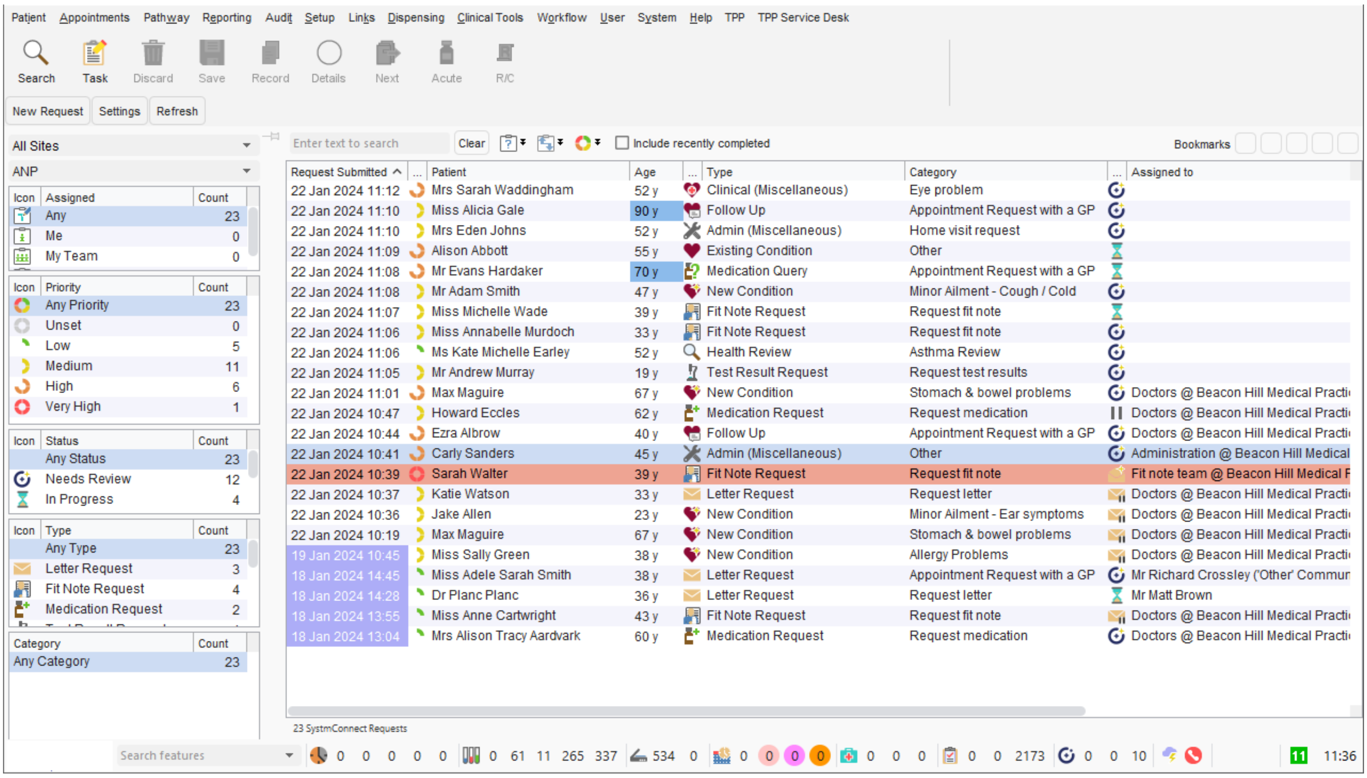


Figure 14: SystmConnect Requests screen

Filters

The screen lists a table of all open SystmConnect requests that have received. To the left of the main table, there are the following filters:

- **Assigned to**
- **Priority**
- **Status**
- **Type**
- **Category** – Category options only become available when a Type has been selected.
- **Site** – This is only available if you are in a shared administration group, and will filter to show requests that have been submitted to that organisation via that organisation's SystmConnect webpage. This will still be the case even if a request has been matched to a patient record at a different organisation to the one that the request was submitted to.
- **Usual Branch** – This displays the branches under the Site that has been selected, and will filter to requests for patients that have that branch set as their Usual Branch in Patient > Patient Care.

Beneath the bookmarks option, there is a checkbox for 'Include recently completed'. When checked, this will include all requests that have been completed in the previous 24 hours.

If your organisation is in a shared administration organisation group, then you can also filter to viewing the requests submitted across the shared admin group, or at a particular organisation within the group, by using the 'Sites' filter in the top left-hand corner of the screen.

Bookmarks

If you would like to save a selection of filters for future use then you can do so by clicking on one of the empty bookmark options in the top right-hand corner of the screen 

. You can then either click that corresponding bookmark or press the keyboard shortcut (e.g. Ctrl + Shift + 1) on the keyboard to apply that filter.

If you select multiple rows in the main table, you can quickly set who requests have been assigned to, their status, and their priority in bulk by clicking on the associated buttons in the top left-hand corner of the table:


When right-clicking on a row in the main table, you will be presented with the following list of options:

- **Open –** This opens the request in a separate window to view/process. Double-clicking the row has the same action.
- **Assign** – Allows you to (re)assign the request to a team or individual staff member.
- **Status** – Allows you to amend the status of the request.
- **Priority** – Allows you to amend the priority of the request.
- **Retrieve patient** – Retrieves the relevant patient record (this is only available if the request has been matched to a patient record).
- **Table** – This includes a submenu of options typical of all tables in SystmOne. However, two additional options are also included.
  - Table > **Configure Columns**
    This allows you to configure which columns display and in which order they are displayed for different staff members, teams or across the entire organisation.

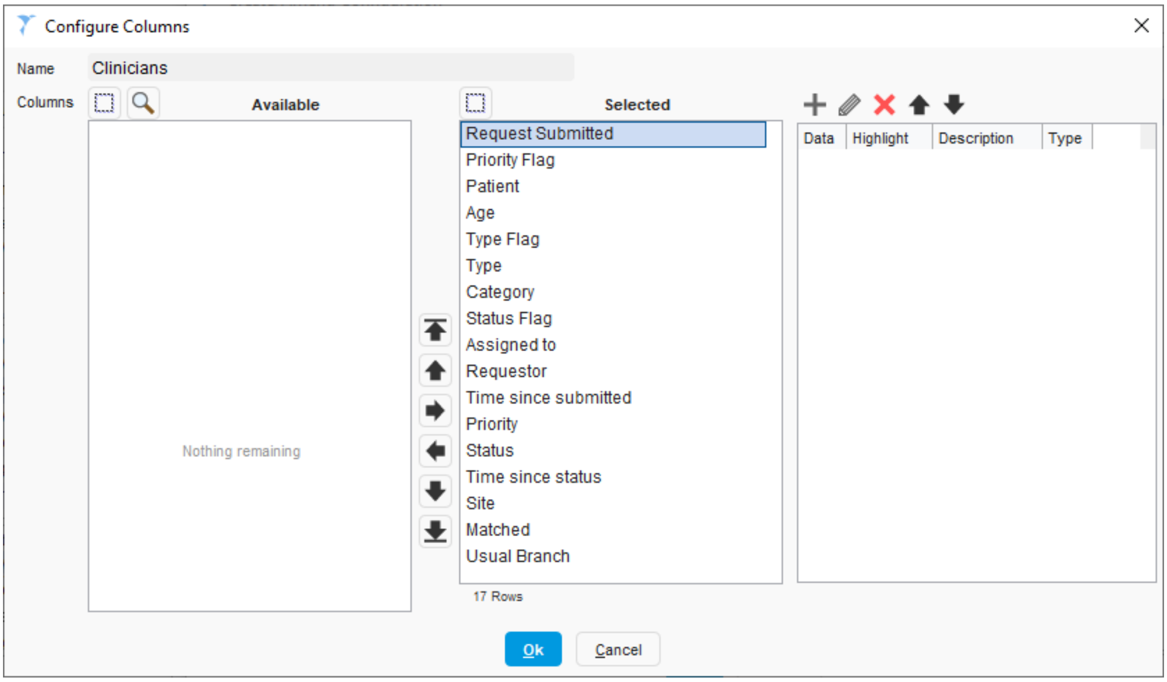


Figure 15: Configure columns dialog

  - Table > **Configure Highlights**
    This allows you to highlight rows or cells in the table based on their content e.g. you may want a row in the table to have a red background if the request has not been processed 24 hours since receipt.

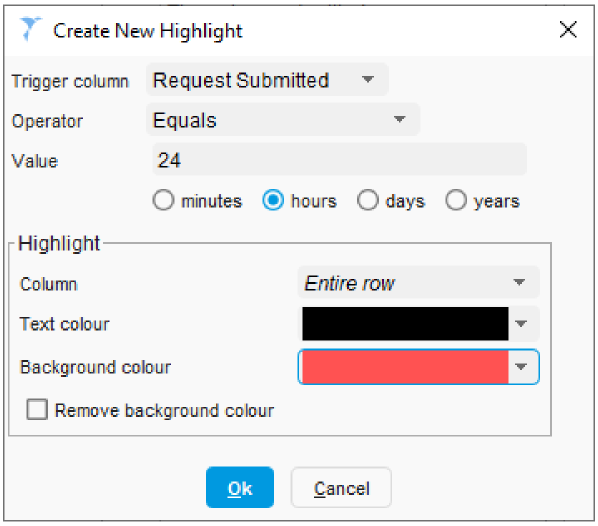


Figure 16: Configure highlights dialog

New request (Total Triage)

The ‘New request’ button (visible in the top left-hand corner of the screen) should be used if your organisation operates a Total Triage model.

This allows a patient to be triaged via the SystmConnect workflow within SystmOne, for example when a patient has presented in person at your organisation or you are triaging the case over the phone.

After ‘New Case’ is selected, you are prompted to search for the patient. With the patient selected, you are then prompted to record the SystmConnect Type followed by the Category.

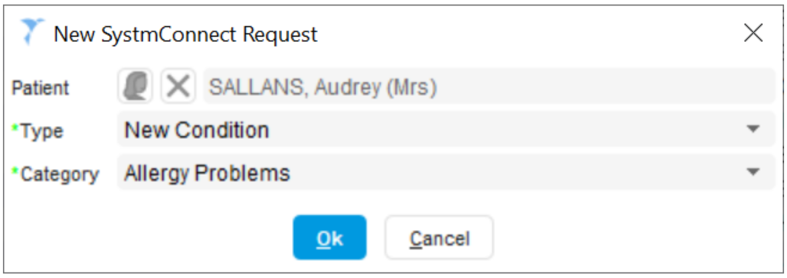


Figure 17: New SystmConnect Request dialog

When you have pressed ‘Ok’ on this dialog, you will be presented with the questionnaire associated with that SystmConnect type. When completed, this request will be added to the SystmConnect requests screen, alongside any requests generated by patients online.

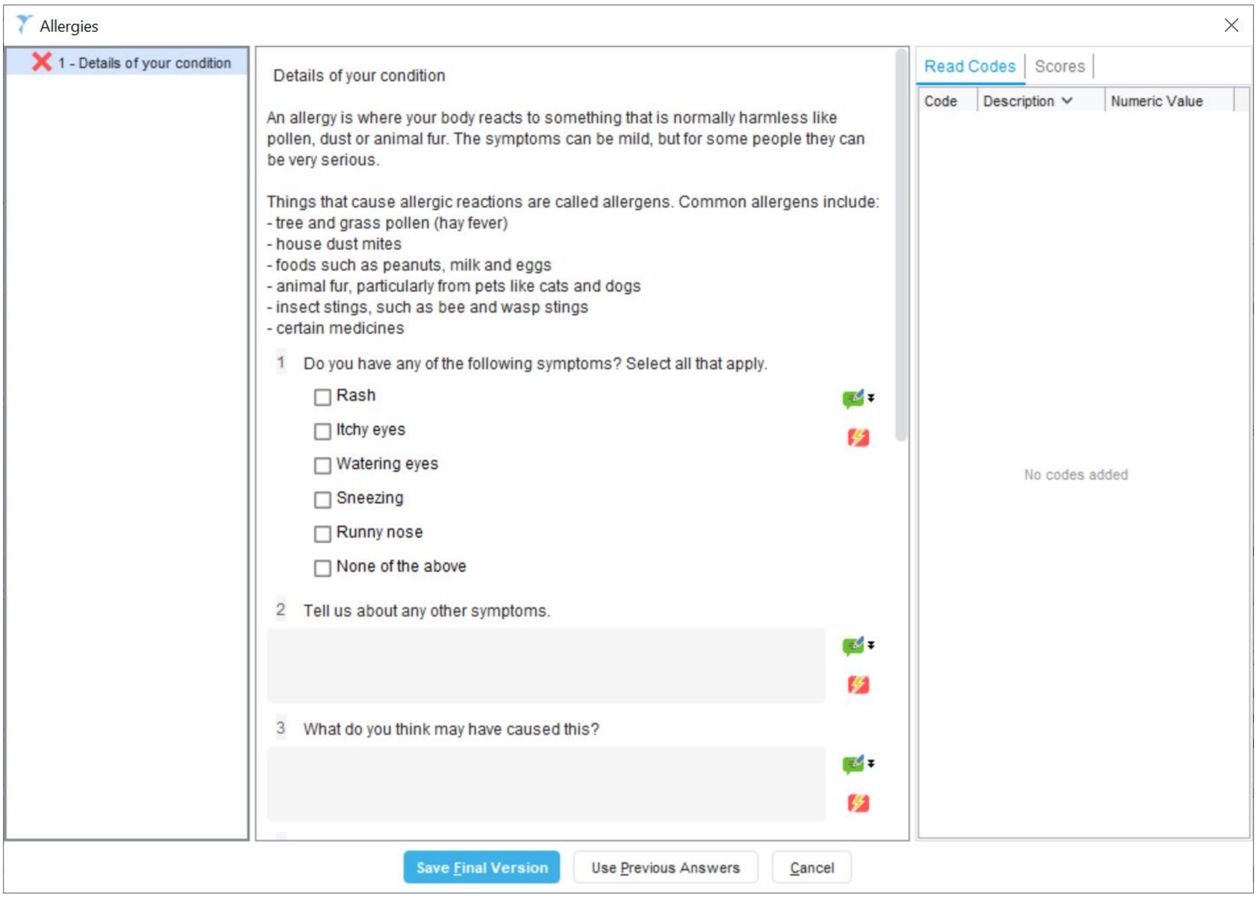


Figure 18: Completing a SystmConnect questionnaire via the ‘New request’ button

Processing a request

To process a request, either right-click on a row in the main table and select ‘Open’ or alternatively, double-click on the selected row.

When a request is opened, the ‘SystmConnect request’ dialog is displayed. This shows the patient’s demographics in the header, above the main panel that displays the chronological narrative of the request.

Icons below the demographics describe the current triage status of the request.

To view the details of the questionnaire submitted, click ‘View Questionnaire’ at the top of this main panel.

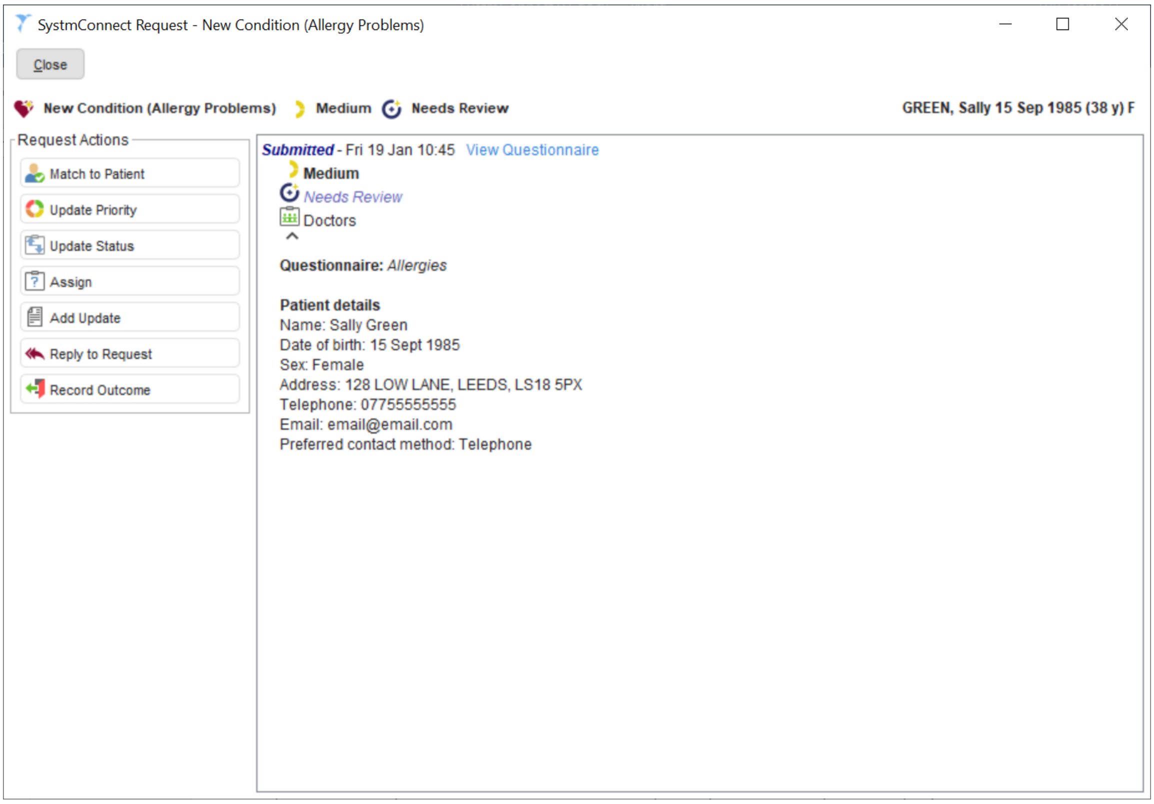


Figure 19: SystmConnect request dialog for an unmatched patient

Matching to a patient record

When the SystmConnect request arrives, the system will use the patient details provided to attempt a match to a patient record registered at your organisation. If this has not been possible, you can manually match to a patient record on SystmOne.

To match manually, click ‘Match to patient’ and SystmOne will suggest the most likely patient to match the request to from the local patient index for your organisation. When a request has been successfully matched, an additional list of ‘Patient Record Actions’ will become available in the left-hand action list menu.

If a patient is manually **unmatched** from a request, any data linked to the request will be marked in error in the previously-matched patient’s record. The request will retain any request-specific information, such as communications, updates, completed questionnaires, submitted patient details, and events. These will then be linked to the new patient if the request is rematched.

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

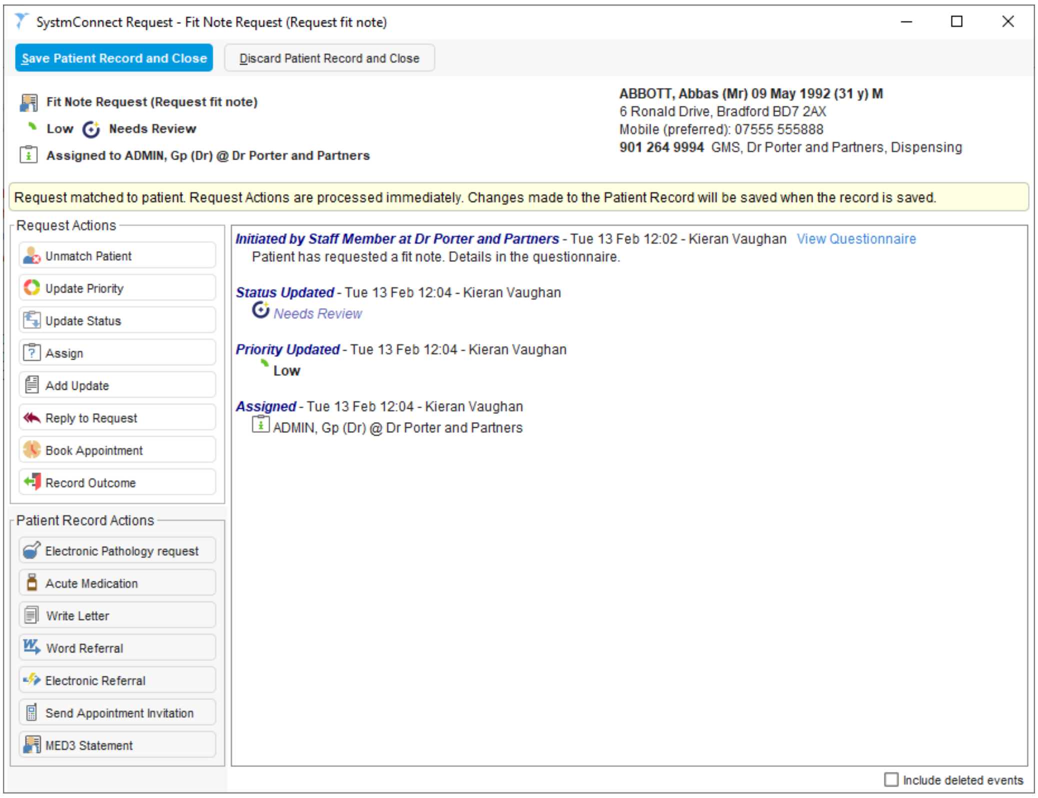


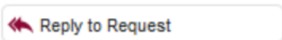
Figure 20: SystmConnect request dialog for a matched patient

Viewing and filing the questionnaire

To view the details that the patient provided online, you can click on the View Questionnaire option. You have the option to add the questionnaire to the patient record (where the request has been linked to a record) by clicking on the File to Record option.

You can set a preference (Setup > Users & Policy > Organisation Preferences > SystmConnect > Global Settings) which will prompt you to file the questionnaire to the record if you have not already done so, when recording the outcome of the request.

Replying to a request

To reply to a request, press the 

button in the left-hand tree.

This will launch the Reply to Request dialog, which uses the Communications Annexe. This allows you to send an SMS or Email back to the patient and also allows you to send questionnaires to the patient or request additional information from they e.g. a photograph for a skin condition.

For further detail on how to use SystmOne's Communication Annexe, refer to *Help > Support & FAQs > Documents & Training Guides > Communications Annexe User Guide.*

The contact details that are shown depend on whether the request was submitted by a patient/their proxy online, or if it was created from within SystmOne by a staff member using Total Triage. If the request was created online, the contact details are those that were entered by the user on the website and will be labelled as such; if the request was created in SystmOne by a staff member, the contact details will be taken from the SystmOne patient record.

If you have allowed a patient to reply to a message that has originated from a SystmConnect request, that reply will be received on the SystmConnect screen (as opposed to the SystmOne Tasks screen).

To see the details of communications between the organisation and the patient you can access the Digital Comms Audit patient record node. This shows the details of the following types of communications:

- SMS message
- E-mail

- Patient Reply
- SystmConnect Request
- Unmatched Communication

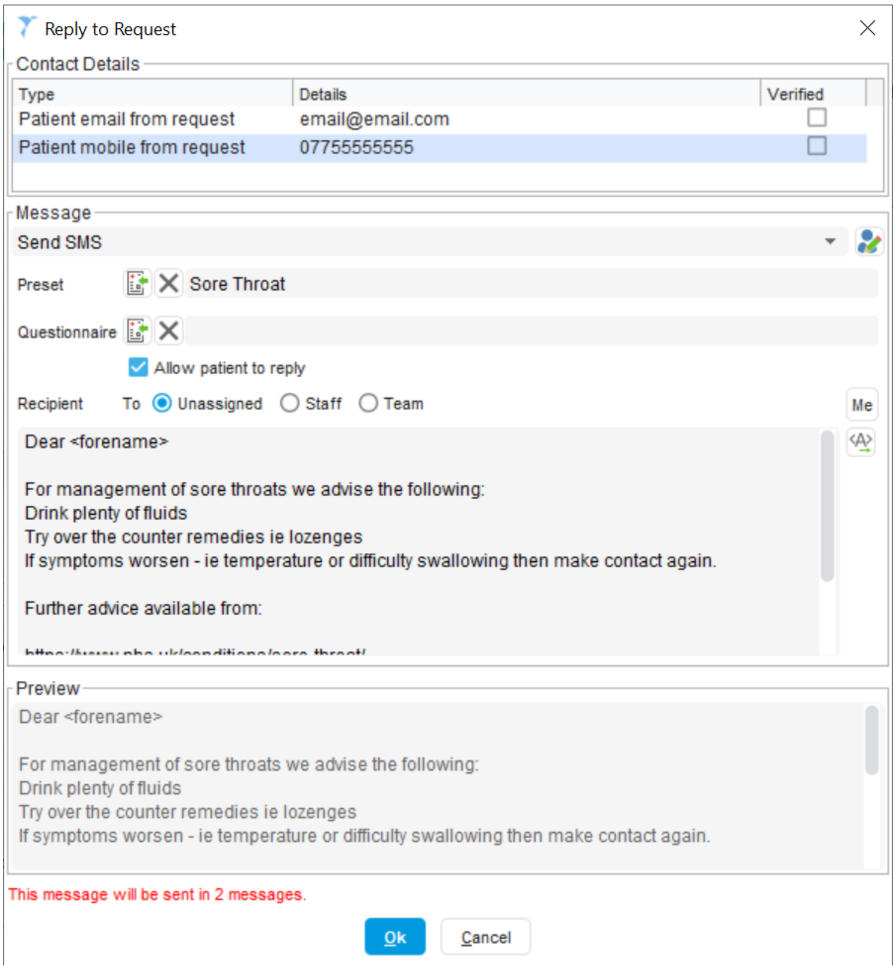


Figure 21: SystmConnect request dialog for a matched patient

Patient record

When a request is matched to a patient record, the record will open whenever the request is opened.

To make processing requests quick and easy, the patient record will open on the node that is the most useful for that request type:

- **Request Letter** - Focus on Communications & Letters node
- **Request Fit Note** - Focus on eMed3 Statements node
- **Request Medication** - Focus on Medication node
- **Request Test Result** - Focus on Pathology & Radiology node
- **New Condition** - Focus on Tabbed Journal node
- **Medication Query** - Focus on Medication node
- **Follow Up** - Focus on Tabbed Journal node

SystmConnect actions

When processing a SystmConnect request, you will be able to use the various actions to the left of the SystmConnect Request dialog. These fall into two groups:

- **Request Actions** – These are available for all SystmConnect requests, and are saved immediately (i.e. do not require the patient record to be saved). The available actions are:

- **Match/Unmatch Patient** - Where the system has not been able to automatically match to a patient record you can search for and match to a registered patient record. If the record has been matched, use this button to unmatch from the patient record.
- **Update Priority** - Set the priority to be unset, Low, Medium, High or Very high.
- **Update Status** - Change the current status of the Online Consultation
- **Assign** - Allocate the Online Consultation to an individual staff member or team.
- **Add Update** - Add a note to the online consultation.
- **Reply to request** - Launches the Communications Annexe providing the ability to message patients via SMS or e-mail.
- **Record Outcome** - Once the online consultation has been dealt with, record the outcome to close the online consultation and remove them from the screen.

- **Patient Record Actions** - These are available only for SystmConnect requests that are matched to a patient record in SystmOne. These are only saved when the patient record has been saved.

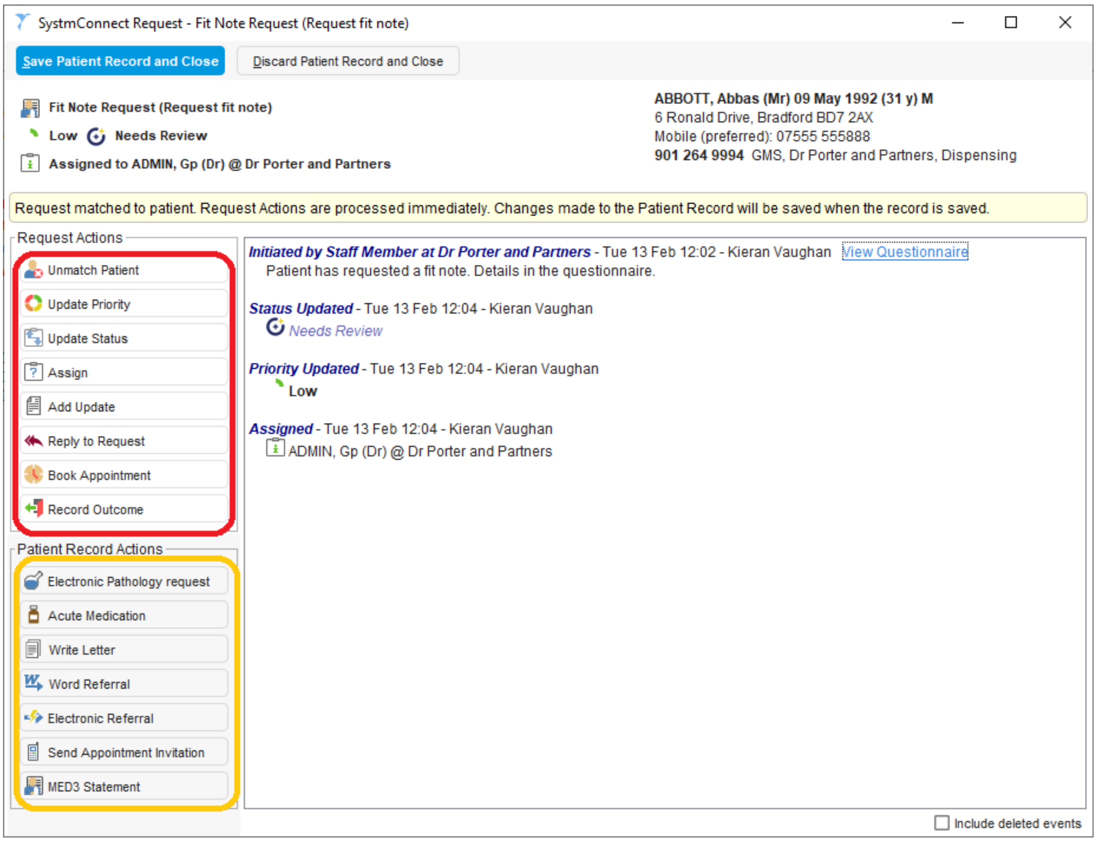


Figure 22: SystmConnect request actions

Recording an outcome

To remove a request from the SystmConnect Requests screen, an outcome must be recorded. This is done using the Record Outcome button that is available when processing a request.

System administrators can amend the options on this list by amending the 'SystmConnect Request Outcome' configured list (Setup > Users & Policy > Configured Lists).

SystmConnect counter

With SystmConnect enabled, a new set of counters specific to SystmConnect requests are made visible at the bottom of the SystmOne window, next to Appointments and Task counters. The numbers are as follows

- Referred to me
- Referred to my team
- Referred to my organisation

Figure 23: SystmConnect counter

SystmConnect information in the record

When requests have been matched to a patient record, information will automatically be added to the Journal when the request is updated.

There is a SystmConnect Requests node that you can add to the clinical tree and this will allow you to quickly see a list of previously submitted SystmConnect Requests for the retrieved patient.

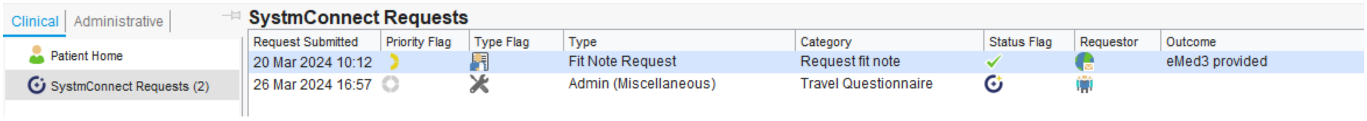


Figure 24: SystmConnect Request node in the patient record

You can also configure the Patient Home node to include/exclude currently open SystmConnect Requests. To configure this preference, click the Configure button on the Patient Home node. On the Ordering & Expansion settings you can choose whether to show the SystmConnect Requests and from the Dates, Initials & Colours settings you can choose how the information should display (see figure 25).

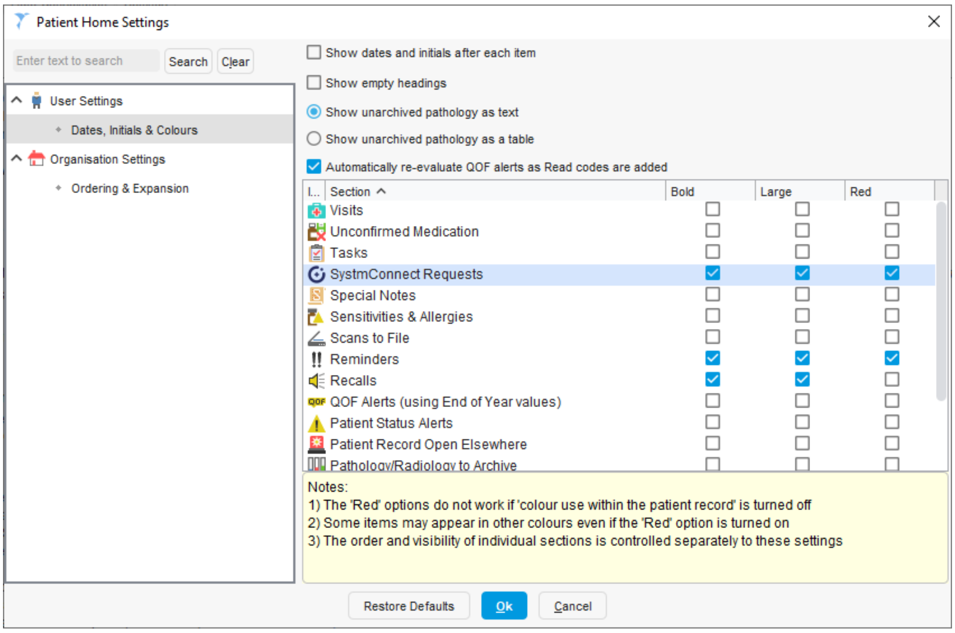


Figure 25: Configuring Patient Home settings to include SystmConnect Request information

Staff availability

SystmConnect allows you to set and view individual staff and team availability. This makes it easier to see which members of staff are available to pick up online consultation requests that are submitted.

System administrators can enable the preference to track staff availability (Setup > Users & Policy > Organisation Preferences > SystmConnect > Global Settings). Once enabled, staff members toggle their availability status from the SystmConnect Requests screen (Workflow > SystmConnect Requests), by clicking on the Availability button.

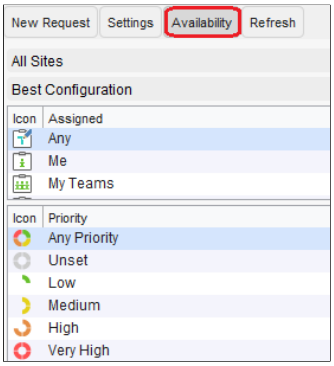


Figure 26: Setting staff availability

From the SystmConnect Availability dialog, staff can set if they are available/not available. They can also set which request types they appear as available for when their status is “Available”.

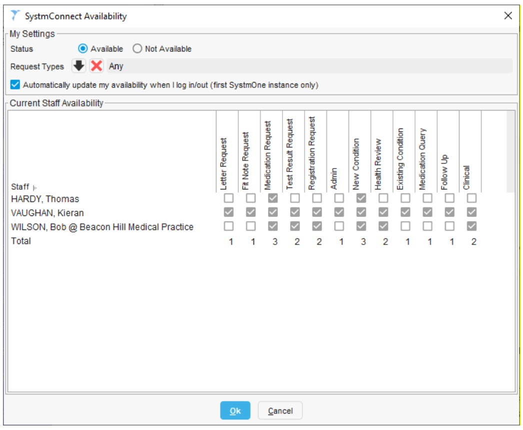


Figure 27: Set your availability and see other staff members’ availability

Once configured, when choosing to assign a SystmConnect request to an individual staff member or a team, there will be an availability flag. Staff members who are available will have a green tick in the availability column. When assigning to a team, the green tick will display when at least one member of the team is currently available.

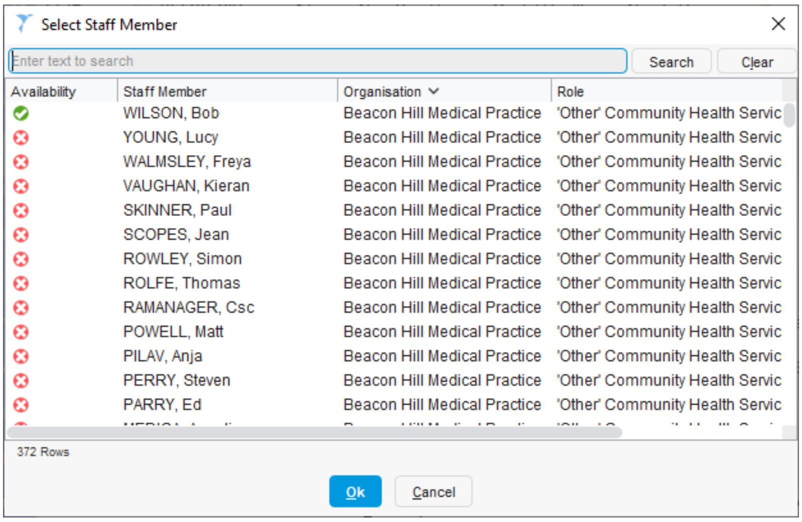


Figure 28: See current availability when allocating to a staff member

Reporting

SystmConnect Utilisation

The SystmConnect Utilisation screen provides a comprehensive view and breakdown of data related to the SystmConnect requests that have been submitted to your organisation or organisation group.

To access the SystmConnect Utilisation screen, navigate to *Reporting > Miscellaneous Reports > SystmConnect Utilisation*.

Filters

You can use the filter options to narrow down the results returned in this screen based on the following criteria:

- Site
- Date/time that the request was submitted
- Request type
- Priority of the request
- Staff/team that the request is allocated to
- Request category
- Request outcome

Tabs

The resulting data is shown in different tabs, depending on how you wish to break down the information. For example, you can view the requests that have been received by the hour, day or month they were submitted.

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

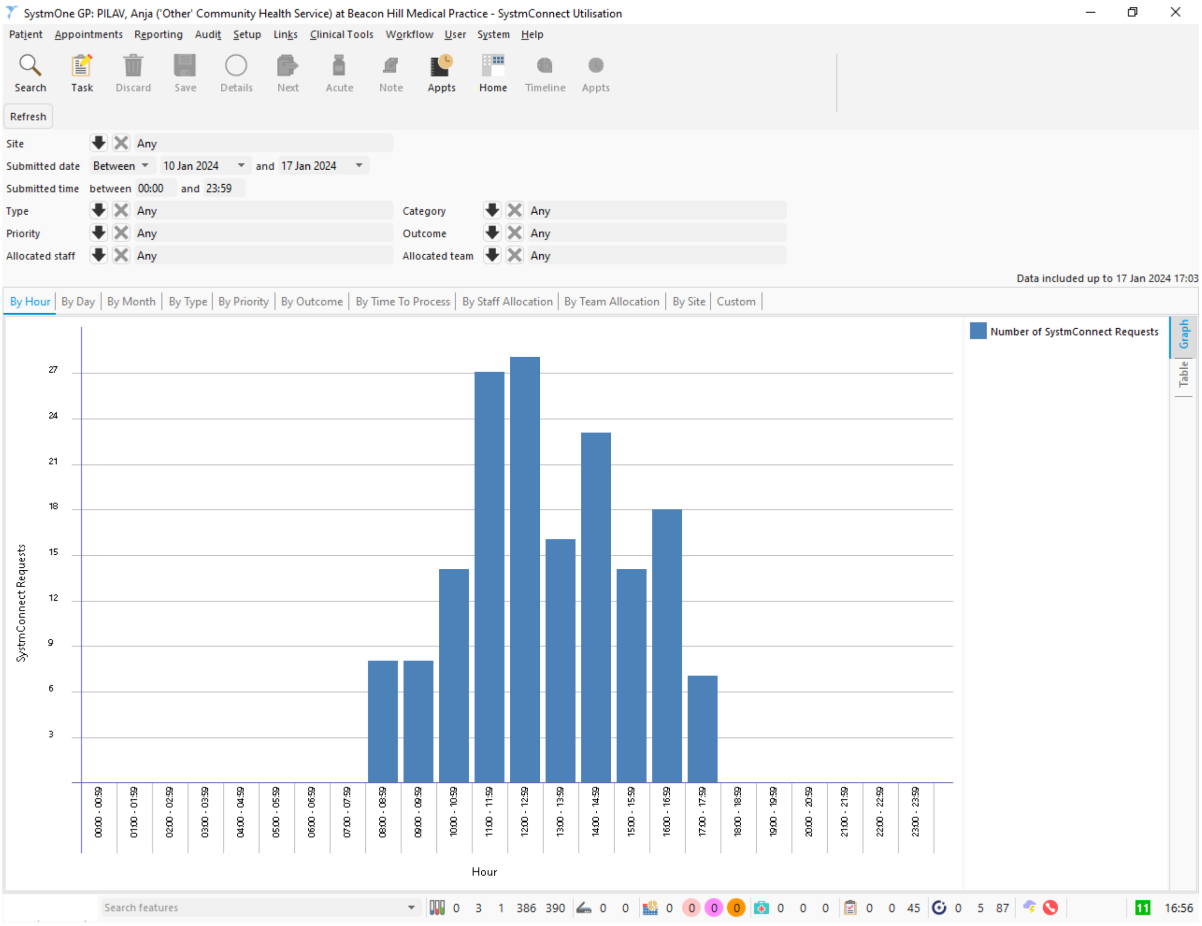


Figure 29: Requests broken down by hour of submission

The **Custom** tab allows you to define bespoke parameters for breaking down and displaying request data, and supports multiple breakdown options, so that you can see a more detailed overview of how SystmConnect is being utilized. For example, it is possible to display requests broken down by both day and priority to understand the relationship between the day of the week on which requests are being submitted and the urgency with which these need to be processed.

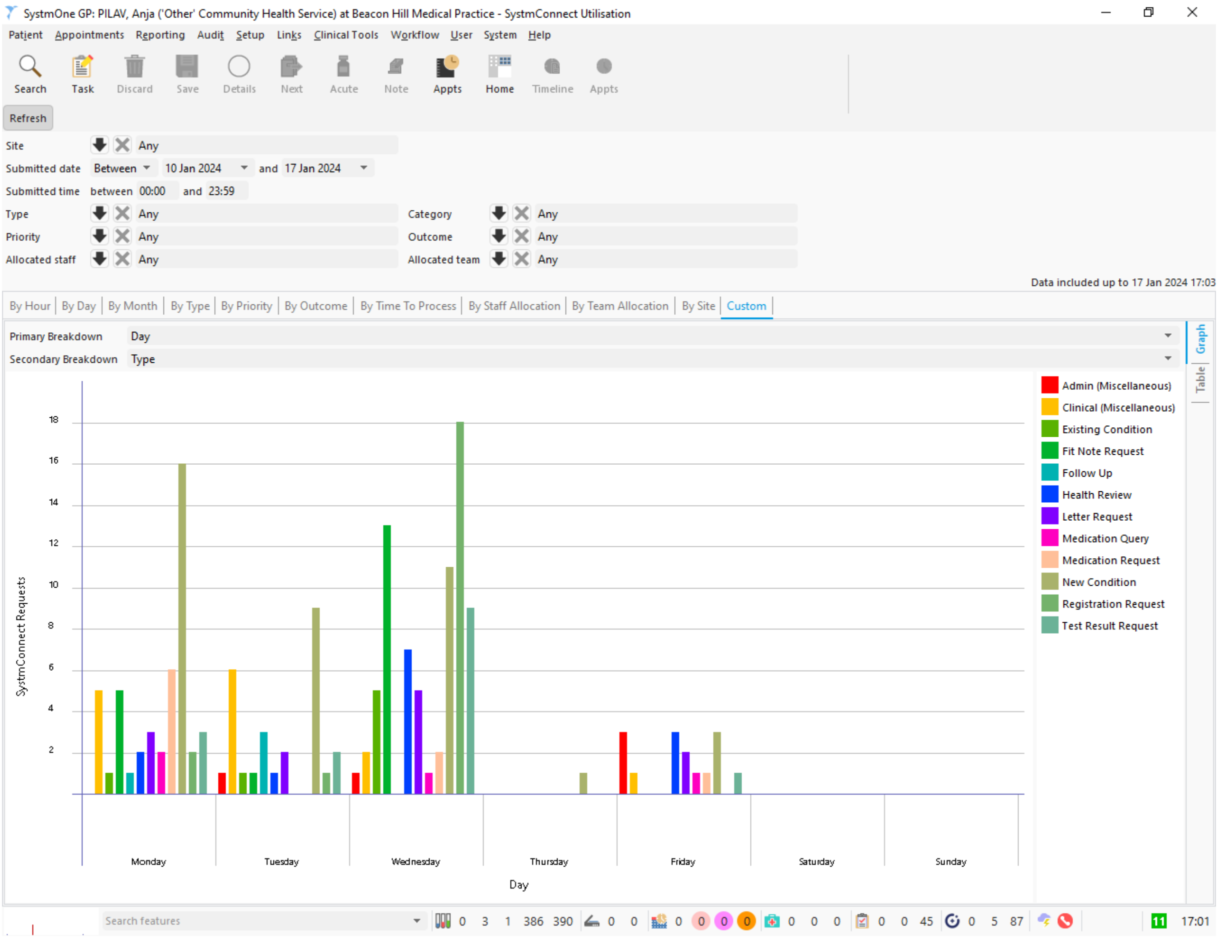


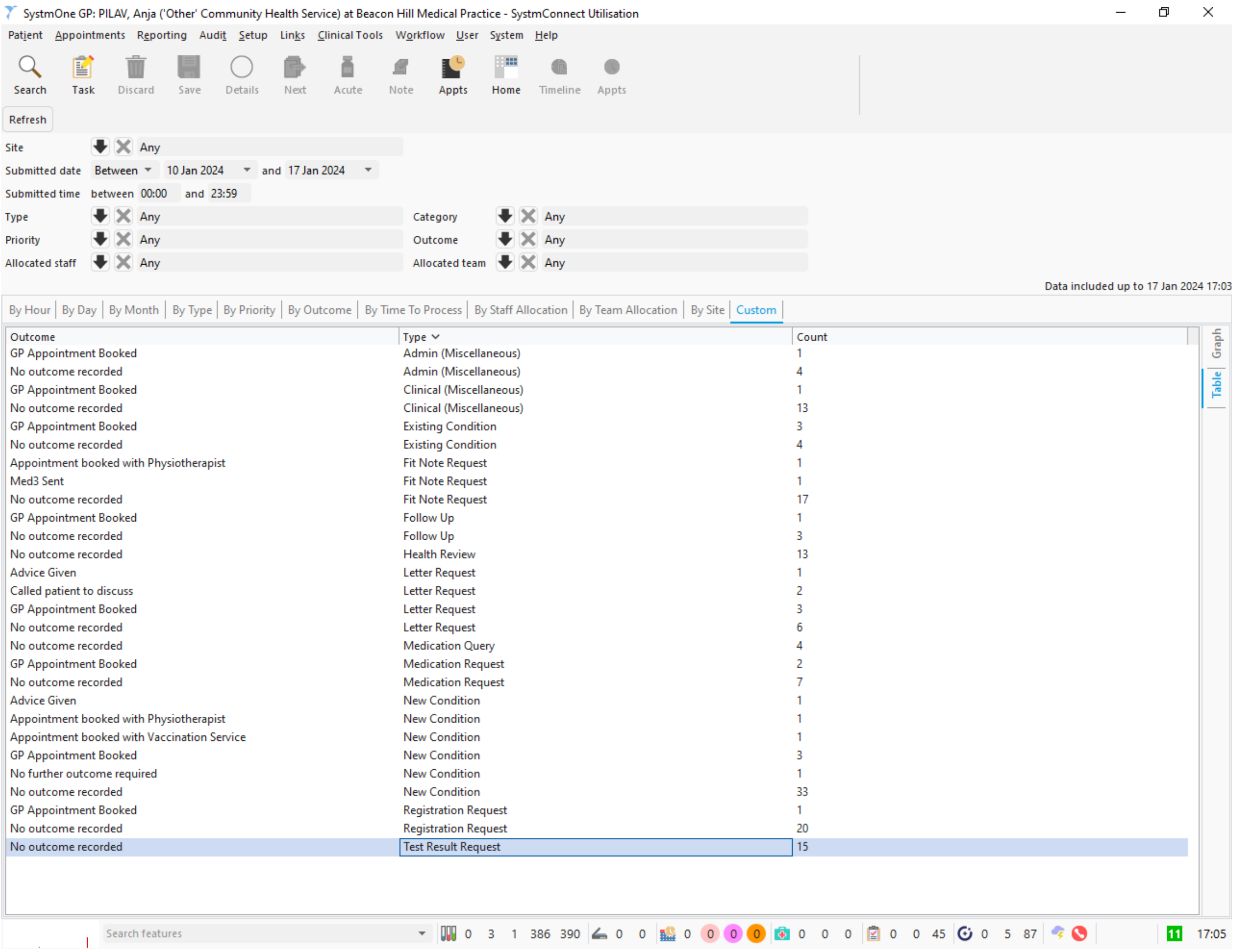
Figure 30: Custom tab, broken down by day and outcome

Table and Graph format

To the right of the SystmConnect Utilisation screen, you are able to toggle between a table and graph view of the selected request data.

The **Table** mode provides the data in a table format, with columns of each of the chosen breakdown parameters as well as a count.

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



Outcome	Type	Count
GP Appointment Booked	Admin (Miscellaneous)	1
No outcome recorded	Admin (Miscellaneous)	4
GP Appointment Booked	Clinical (Miscellaneous)	1
No outcome recorded	Clinical (Miscellaneous)	13
GP Appointment Booked	Existing Condition	3
No outcome recorded	Existing Condition	4
Appointment booked with Physiotherapist	Fit Note Request	1
Med3 Sent	Fit Note Request	1
No outcome recorded	Fit Note Request	17
GP Appointment Booked	Follow Up	1
No outcome recorded	Follow Up	3
No outcome recorded	Health Review	13
Advice Given	Letter Request	1
Called patient to discuss	Letter Request	2
GP Appointment Booked	Letter Request	3
No outcome recorded	Letter Request	6
No outcome recorded	Medication Query	4
GP Appointment Booked	Medication Request	2
No outcome recorded	Medication Request	7
Advice Given	New Condition	1
Appointment booked with Physiotherapist	New Condition	1
Appointment booked with Vaccination Service	New Condition	1
GP Appointment Booked	New Condition	3
No further outcome required	New Condition	1
No outcome recorded	New Condition	33
GP Appointment Booked	Registration Request	1
No outcome recorded	Registration Request	20
No outcome recorded	Test Result Request	15

Figure 31: Table view of requests, broken down by outcome and type

The **Graph** output displays the data in bar chart format, with the chosen breakdown option represented on the X-axis if using the default tabs available, or with the ability to define both the X- and Y-axis if using the Custom tab.

SystmConnect report

The SystmConnect Report screen provides a detailed output of data related to the SystmConnect requests that have been submitted to your organisation or organisation group in table format.

To access the SystmConnect Report screen, navigate to *Reporting > Miscellaneous Reports > SystmConnect Report*.

Filters

You can use the filter options to narrow down the results returned in this screen based on the following criteria:

- Site
- Date that the request was started
- Date/time that the request was submitted
- Request type
- Priority of the request
- Staff/team that the request is allocated to
- Request category

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

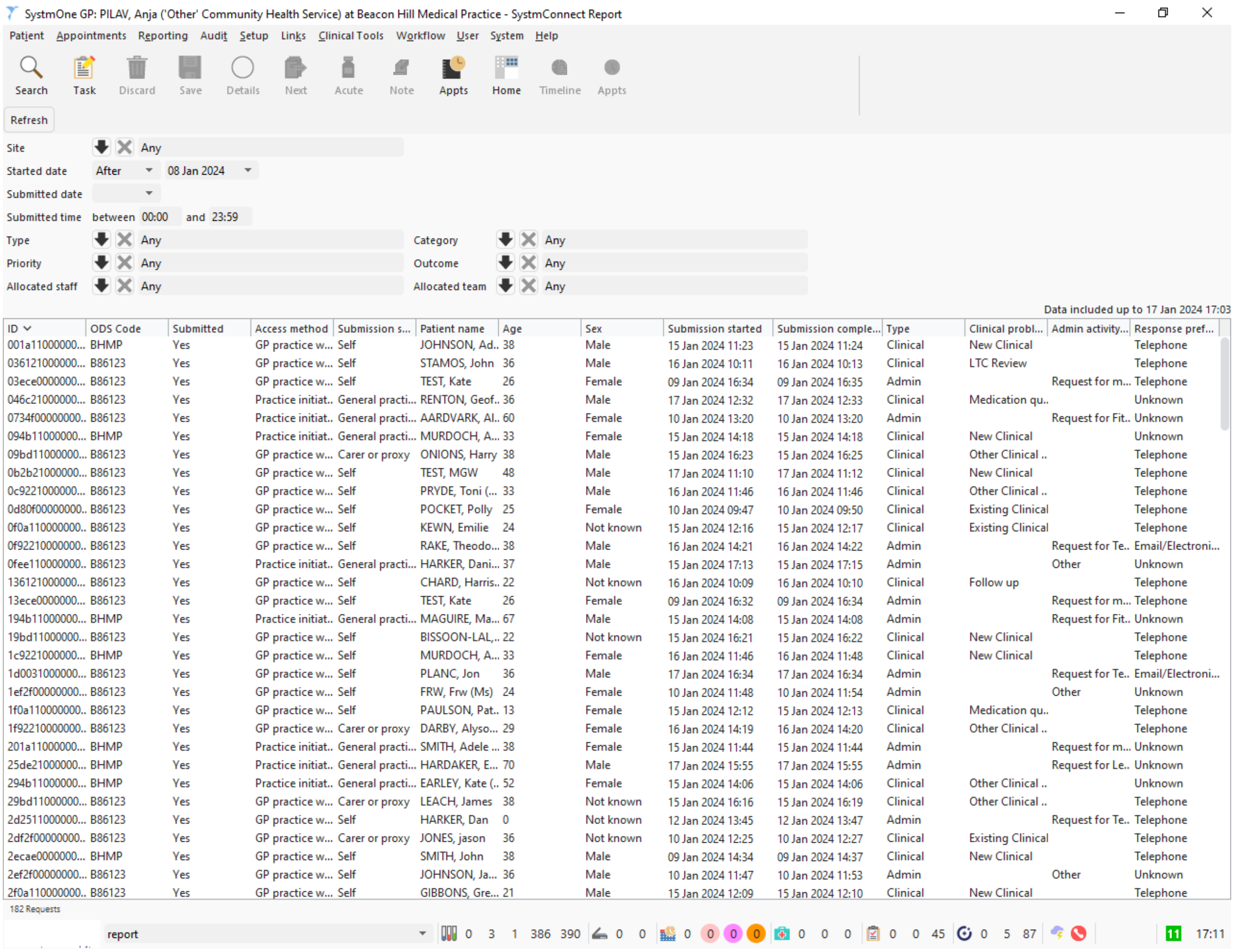


Figure 32: SystmConnect Report screen

Clinical Reporting

Clinical reporting (Reporting > Clinical Reporting) has SystmConnect reporting options, including the ability to report on:

- Type
- Category
- Latest Priority
- Last Assigned to
- Submitted by
- Submitted date
- Submitted to site
- Outcome
- Outcome recorded
- Outcome recorded by
- Time from submission to outcome

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

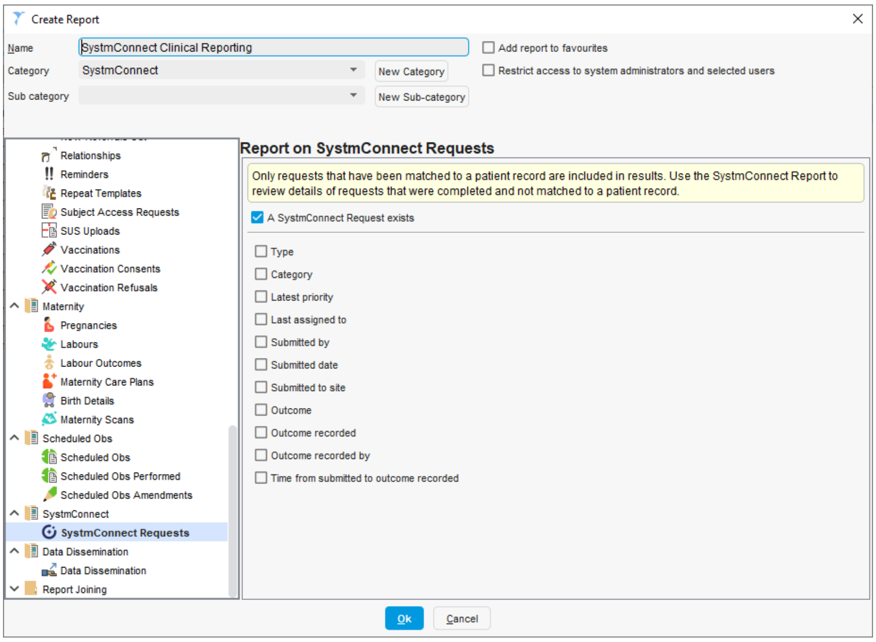


Figure 33: Clinical reporting options

The same options are also available as breakdown options.

GPAD

SystmConnect requests will automatically be included in the GPAD dataset that is submitted to NHSE on a weekly basis, if they are of the following types:

- Request Fit Note
- Request Medication
- Request Test Result
- Registration Request
- Admin (Miscellaneous)
- New Condition
- Health Review
- Existing Condition
- Medication Query
- Follow Up
- Clinical (Miscellaneous)

Visualisations

For those organisations using SystmOne Visualisations functionality, users are able to make use of the additional real-time SystmConnect dashboards that have been developed.

Please refer to SystmOne Visualisations guidance via *Help > Support & FAQs > Documents & Training Guides* for more information.

Resources

LMS

Detailed training videos and materials covering all elements of SystmConnect are available via our LMS (Learning Management System). Videos available include Setup and configuration, Patient workflow, Practice workflow and Reporting.

For existing LMS users, the training videos can be found under the main 'UK modules' menu. There will be a continued update of the videos on the LMS as new functionality is developed and released.

If you don't currently have access to the LMS please contact training@tpp-uk.com to request access.