

2021/2022

NHIS Training Prospectus



Project Implementation and Training Team

NOTTINGHAMSHIRE HEALTH

INFORMATICS SERVICE

2021/2022



Contents

Introduction – Welcome	3
Useful Contact Information	3
TPP SystemOne	4
Digital Learning Solutions	4
Community New Starter (CityCare Clinical Staff Only)	4
General Practitioner Training.....	5
New Starter - Primary Care Training (e.g. GP Clinical Staff and Community Admin)	6
Reporting – On Request.....	7
EMIS Web.....	8
General Practitioner Surgery	8
Clinical Systems – Acute.....	9
Absence Application.....	9
Administrator	9
Authoriser	9
Requester.....	9
CRIS	9
EMRAD - UV ZFP.....	9
ICE	10
Bluespier	11
SCR	13
SystemOne – ED Whiteboard	13
Vocera	13
Orion	14
View Patient Record.....	14
Pathways (Patient Discharge Record/Maternity/Limb Trauma etc).....	14
KTC Whiteboard	15
Careflow	15
e-Referrals Service (formerly Choose and Book)	16
Administration	16
Clinical	16
Digital Learning Solutions	17
Desktop Training	19
Microsoft Office	19



Microsoft Teams	19
N365.....	20
Training Venues	211
Kings Mill Hospital.....	211
Byron Court.....	222
Newark Hospital.....	233



Introduction – Welcome

Nottinghamshire Health Informatics Service provides information, communication and technology services to NHS providers in Nottinghamshire, Derbyshire and Leicestershire, covering an area of 834 square miles.

The **Project Implementation and Training Team** provides training as well as project support for IT Systems and skills used across the local healthcare community.

Our Services

- **Acute Team: Support for Sherwood Forest Hospitals Trust staff in the acute setting**
- **Primary Care Team: Support for Nottinghamshire GP and Community Services**
- **Customer Organisations: CityCare, 360 Assurance, Connected Health, NEMS & PICS**

We can facilitate any of your training needs by providing the following:

- One-to-one
- Small group training sessions
- Classroom based training sessions
- eLearning
- Online Facilitation via MS Teams

Useful Contact Information

Acute Training Team: 01623 622515 Ext 6111 | KMHTR.Request@notts-his.nhs.uk

Primary Care Training Team: 0115 8838 855 | NHISTraining@notts-his.nhs.uk

NHIS Service Desk: 01623 410310 | NHIS.Servicedesk@notts-his.nhs.uk

NHIS Customer Portal: <https://customerportal.notts-his.nhs.uk/>



TPP SystemOne

SystemOne is a complete clinical system which enables health and care organisations to deliver truly integrated patient care. At the heart of SystemOne is a rich and detailed Electronic Patient Record that can be shared in real time with other services. Our courses are designed to provide training for delegates from within a Community, General Practice, or Hospital environment. The contents of each course are described within the following pages.

Please note that a valid smartcard may be required prior to attending training, contact us for further information if this is required.

The Primary Care team deliver a blended learning approach for delegates working more virtually, such as 1-2-1 and group classroom sessions where required, eLearning and virtual Microsoft Teams training.

Digital Learning Solutions

All staff attending Primary Care Training stated below will be registered to Digital Learning Solutions on request of booking. Staff must complete the relevant modules below prior to the session:

SystemOne Primary Care – V2 (Basic Navigation and Appointments)

Community New Starter (CityCare Clinical Staff Only)

- The community new starter session comprises of three modules which are detailed below.
- Requirements: You should be competent using a computer, but this session does not assume any prior knowledge of SystemOne.
- These sessions are split to support Clinical and Admin staff.

Basic Navigation

- Objectives: Navigate around SystemOne, find patients, view data entries on the patient record, send and action tasks, manage messages and be able to browse SystemOne with confidence.

Appointments and Visits

- Objectives: Book new appointments and visits. Manage appointments and visits (cancel, mark DNA etc.), book textual and free-floating appointments, start consultations.



Consultations

- Objectives: Enter free text into a patient record, enter data into a patient record using data entry templates and clinical tools, set up and use care plans, interrogate the patient record using the new journal, amend notes and use the mark in error function. Manage Referrals and Discharge patients.

How-to-book

Training Portal: <https://trainingbooking.notts-his.nhs.uk/>

**Please note the link will only work within an NHS Network*

General Practitioner Training

We offer two types of GP training.

1. New Intake GP's (F2's and Registrars) This is a classroom-based training session that covers the topics described below. These are scheduled in line with the new intake period(s), and are held in the first week of April, August and December.

The following objectives will be completed during the course:

- Navigate around SystemOne
- Find patients
- Send and action tasks
- Amend notes / mark in error
- Clinical Templates
- Prescribing
- Safeguarding
- Book Appointments and Visits / manage
- Read Code Entries
- Record Sensitivities and Allergies
- Generate Patient Specific Letters
- Manage messages
- Able to browse SystemOne with confidence

How-to-book

Training Portal: <https://trainingbooking.notts-his.nhs.uk/>

**Please note the link will only work within an NHS Network*



New Starter - Primary Care Training (e.g. GP Clinical Staff and Community Admin)

We offer on-site training for all roles in the primary care setting. The topics covered can be focussed to meet role-specific requirements, these can be specified using the online booking process. This training is designed to give new starters the knowledge to understand and effectively use SystmOne within their role.

Typical modules available;

- Basic Navigation
- Appointment / Visit Management
- Appointments Setup & Configuration
- Consultations GP
- Consultations Nurse / HCA
- Letters Sending
- Letter Template Creation
- Pathology Links Clinical / Admin
- Clinical Template Creation
- Summary Care Record Admin
- Health Authority Links
- Prescribing Clinician / Admin
- Recalls Administration
- Document Management Clinical / Admin
- Patient Registration
- Summarising
- Reporting
- System Administration / Configuration
- Choose and Book e-Referrals

How-to-book

Customer Portal: <http://customerportal.notts-his.nhs.uk/>

**Please note the link will only work within an NHS Network*

Requirements: You should be competent using a computer, but this session does not assume any prior knowledge of SystmOne.

Need more?

Practice training can be provided covering situations such as refresher training, role change, system improvements, etc. These will be chargeable sessions and quotations can be provided upon request.

How to book: -

Email: NHISTraining@notts-his.nhs.uk

Phone: 0115 8838 855



Reporting – On Request

This training enables you to use the reporting functionality to extract and manipulate data from SystemOne. We also describe where reporting data is held and the importance of data accuracy, along with an overview of different report types.

This training is delivered on-site. There is greater focus on the QOF (Quality and Outcomes Framework) and Enhanced Services* reporting required within General Practice.

Objectives:

- System wide reporting
- Built in reports e.g. MDS (minimum data set), DNA (did not attend), Appointments & Visits, FP34D
- Staff Activity Reporting
- Minimum Data Set (MDS)
- Amend and Creating Clinical Reports
- Joining and Batch Reporting
- Recall Reporting
- QOF Reports and Tools

How to book: -

Customer Portal: <http://customerportal.notts-his.nhs.uk/>

Email: NHISTraining@notts-his.nhs.uk

Phone: 0115 8838 855



EMIS Web

EMIS Web allows healthcare professionals to record, share and use vital information, so they can provide better, more efficient care. EMIS Web are helping to join up healthcare across the NHS - from GP surgeries to community care, hospitals to mental health services. Healthcare organisations throughout the UK now have access to vital patient information in real time, improving patient safety, working efficiency and saving money. Please note that a valid smartcard may be required prior to attending training, contact us for further information if this is required.

General Practitioner Surgery

On-site Practice training. We offer on-site training to all new starters, the content can be tailored to meet individual requirements, these can be specified using the online booking process. This training is designed to give new starters the knowledge to understand and effectively use EMIS Web within their practice.

How-to-book

Customer Portal: <http://customerportal.notts-his.nhs.uk/>

Requirements: You should be competent using a computer, but this session does not assume any prior knowledge of EMIS.

Need more?

Practice training can be provided covering situations such as refresher training, role change, system improvements, etc. These will be chargeable sessions and quotations can be provided upon request.

How to book: -

Email: NHISTraining@notts-his.nhs.uk

Phone: 0115 8838 855



Clinical Systems – Acute

Training is provided to all new starters within Sherwood Forest Hospitals Foundation Trust who are required to use IT systems in their role. Any staff groups who are new users that require training can request this by contacting the KMH Training Mailbox:

Email: KMHTR.Request@notts-his.nhs.uk

Phone: SFH Extension 6111 and training will be arranged.

Absence Application

The Absence Application Package is an electronic mechanism to request, authorise and manage leave.

Objectives

Administrator

The Administrator training will focus on managing the Administration of the Absence Application Package, this includes adding new users and updating current users.

Authoriser

The Authoriser training will cover authorising leave.

Requester

Requester training will cover requesting leave.

CRIS

CRIS is the Trust's Radiology Information System.

Objectives

Training includes the use of the search facility, access the events screen, view status history.

EMRAD - UV ZFP

EMRAD was created to enable Connected PACS/RUS (Sharing) across East Midlands. Clinicians can view images from other Trusts in the EMRAD Groups.

Objectives

Training will include how to search for and view images and reports and use of the tools available.



Dragon Medical

Dragon Medical is used for clinical correspondence with patients and staff.

Letters are dictated directly into a patient record, then electronically sent to the correct typing pool for transcription. A document store is held for each patient where letters can be viewed and printed. It delivers a seamless letter creation workflow making better use of clinical and administrative staff time.

Objectives

Author

- Login and Dragon set up (dictation microphone)
- Navigation of Dragon Medical
- Dictating from clinic and dictating ad-Hoc letters
- Approving/signing and editing letters
- Sending letters back for amendment
- Creating own letters
- Review document store

Client

- Login and Dragon set up (settings)
- Navigation of Dragon Medical
- Transcribing Jobs
- Reviewing and understanding comments
- Adding contacts to the directory
- Review document store
- Splitting Jobs
- Approving letters for those PPC/Typists signing on behalf of clinicians
- Approving letters for distribution
- Editing letters/jobs
- Issue and print multiple copies
- Use of document filters

View Only

Dragon Medical View Only training will include searching for patients and viewing letters

ICE

ICE is used to place an electronic request for laboratory or radiology order(s) and Inpatient Referrals for opinion. ICE also provides access to review results and management of Inpatient Referrals.



Objectives

Doctors & Nurses Specialist

- Clinicians will understand how to request a laboratory test or radiology order using the ICE system
- View results
- Clinicians and Nurse Specialists will be able to request and manage Inpatient Referrals.

Nurses

- The Nursing team will obtain the necessary skills to successfully request a laboratory order using the ICE system
- Check requests raised by patient/location
- Process collection in ICE
- View results

HCA's

- HCAs will obtain the necessary skills to successfully check requests raised
- Process collection in ICE
- View results

Phlebotomists

- Phlebotomists will obtain the necessary skills to successfully print a summary of patients and perform sample collection using the ICE system.

Deferred Orders

- Pathology will obtain the necessary skills to successfully merge patient details using the ICE system, allowing the order to go through

Admin Users

- Staff will understand how to manage/action Service Provider List requests using the ICE system.

Bluespier

Bluespier Electronic Theatre System is used to record patient care details as they happen in the operating theatre, such as procedure details and theatre timings.



Objectives

Theatre Staff

- Log in and out
- Viewing & printing theatre lists
- Reordering theatre lists
- Cancelling a patient off the theatre List
- Moving a patient to a different theatre
- Recording operation details – tracking times and surgical team/staff
- Recording/amending procedure details including procedure codes
- Adding and viewing notes

Recovery Staff

- Log in and out
- View patients in recovery
- Tracking times
- Adding recovery staff to theatre record
- Discharge patient from recovery

Doctors

- Log in and out
- Viewing and printing theatre lists
- Reviewing operation details
- Reviewing a patient records
- Reviewing the patient status
- Book an emergency patient onto a theatre List
- Trauma and Orthopaedic Only – View and add patients to the whiteboard

Waiting List Staff

- Log in and out
- View patients on the waiting list
- Add patients to the waiting list
- Remove patients from the waiting list
- Reinstate patients to the waiting list
- Make, edit and cancel a booking
- Reactivate waiting list record
- Reorder a theatre list



SCR

SCR is an electronic patient summary held on the National Spine which includes demographic information about patients originating from their GP's medical record. It can also display information relating to medication, allergies, etc. – only available to those with the correct access rights.

Objectives

SCR Viewer

SCR Viewer training includes; searching for a patient, having an understanding when obtaining consent and viewing the SCR.

SystemOne – ED Whiteboard

SystemOne is used in PC24 and Sherwood Forest Hospitals A&E to manage the patient journey through these areas. The SystemOne ED Whiteboard displays the patient journey through the department, ensuring that each stage of the journey can be managed effectively.

Objectives

Primary Care 24 – HCA and Nurses

- Training will include navigation of the system
- Viewing patient record
- Recording triage and consultation details
- Coding and discharging patient

SFH A&E & Newark Urgent Treatment Centre – Clinicians

- Training will include navigation of the system
- Accessing the whiteboard
- Viewing patient record
- Updating the whiteboard
- Coding and discharging patient

SFH A&E & Newark Urgent Treatment Centre – Reception

- Record an A&E attendance
- Scanning into a patient record
- Running the 'left patients' report
- Referrals

Vocera

The Vocera is a communication device that uses the Trust WIFI Network, much like a mobile telephone, or Vocera can be an Application within a Trust iPhone. It enables staff groups to communicate to each other whilst on the move and not restricting them to having to use a



personal telephone. Some benefits include; answerphone, texting, calling and locating another user.

Objectives Badge

- Log in and out of the Vocera badge
- How to wear the badge and badge features
- Recording your name and training the Genie
- Making and receiving a call
- Declining calls and DND feature
- Recording greetings
- Playing messages

Objectives iPhone Application – Vocera Collaboration Suite (VCS)

- Open, Log in and out of the Vocera application
- Searching for SFH contacts
- Calling SFH staff
- Messaging Vocera users
- Reviewing messages
- Declining calls and DND feature

Orion

Orion is a SFH web application covering different aspects of a patient journey, primarily TTO and Death Notification. The discharge letter is created by the information recorded on this programme. Other bespoke programmes are available such as Bronchoscopy and Thoroscopy for General Medicine. Orion can also be used to view results.

Objectives:

View Patient Record

- View patient encounters
- View GP information using the MIG
- View the Clinical Portal (CareCentric)

Pathways (Patient Discharge Record/Maternity/Limb Trauma etc)

- Viewing pathways
- Adding new pathways through Programme Enrolment
- Updating pathways including medication table
- Understanding the triggers within a pathway
- Completing pathways

Death Notification

- Access death notification and use effectively
- Record a death
- Complete death certificate
- Search for a death notification



KTC Whiteboard

- Accessing the Whiteboard
- Viewing patients on the Whiteboard
- Filters within the Whiteboard

Careflow

Careflow is the Trust's Patient Administration System (PAS) and is used to manage Acute patient details, including demographics, outpatient and inpatient episodes well as waiting lists. There are various modules within the system and lesson plans have been tailored to job roles.

There are a variety of pre bookable sessions available on the [Training Booking Portal](#). All users must attend the **Careflow MPI Edit** training to learn the basics, before attending a role-based session covering specific functionality relating to their job role.

If an appropriate session cannot be found on the booking portal, email KMHTR.Request@notts-his.nhs.uk. You will be asked to complete a Careflow Training Request Form and an Ad-Hoc session can then be booked.

Pre-Bookable Sessions Include:

- MPI Edit
- PPC
- Outpatient Reception

Other role specific sessions include:

- Admissions / Case Note Store
- Cardiac Catheter Suite
- SDEC
- Clinic Management
- Clinic Prep / Records Assistant
- Clinical Coding
- Ward Staff (Clinical)
- ED Reception
- Ward Reception/Clerk



e-Referrals Service (formerly Choose and Book)

We offer training within Primary Care and Hospital environments. This will mean you can generate and manage electronic referrals and/or view and process electronic referrals within your organisation.

Objectives:

Administration

- Training will include logging on / off and navigation of the system
- Reviewing worklists
- Printing
- Cancelling an appointment
- Cancelling a referral request
- Rebooking an appointment

Clinical

- Training will include logging on / off and navigation of the system
- Reviewing referrals
- Accepting / rejecting referrals
- Change service or appointment date/time
- Respond to a request for Advice and Guidance
- Review reports and enquiries



Digital Learning Solutions

Digital Learning Solutions

Digital Learning Solutions is our online learning platform where desktop and clinical systems e-Learning is hosted.

Digital Learning Solutions provides access to customisable training and assessment products covering the full range of competencies for users of the main Microsoft Office products, from basic through to advanced. It has been developed to provide an officially recognised route of learning and certification for the whole workforce and includes "just in time" training via a searchable resource tool.

NHIS Training have also developed their own packages on clinical and admin systems. This allows a more flexible approach to some training, meaning staff are able to complete the systems training in their own time and when it is most convenient for them.

Courses Available: Correct as of December 2020

Desktop	<ul style="list-style-type: none"> • Digital Literacy for the Workplace – Intro • Digital Skills for the Workplace – Intro • Excel 2013 for the Workplace • Office 2013 Essentials for the Workplace • Outlook 2013 for the Workplace • PowerPoint 2013 for the Workplace • Word 2013 for the Workplace • Twitter
Acute	<ul style="list-style-type: none"> • Admin eLearning – Careflow Basic Nav • Admin eLearning – Careflow MPI Edit • Admin eLearning – Absence Application – Department • Administrator • Clinical Systems – ICE add inpatient referral • Clinical Systems – ICE Sample Collection • Clinical Systems – ICE View Results & Orion View Only • Clinical Systems – Orion • Clinical Systems – Orion View Only • Clinical Systems – UVZFP • Clinical Systems – Dragon Medical View Only • Doctors eLearning – Bluespier • Doctors eLearning – Doctors Induction – Medical • Doctors eLearning – Doctors Induction – Surgical • Doctors eLearning – Medical Students • Doctors eLearning – SystemOne ED • Doctors eLearning – Dragon Medical • Doctors eLearning – Ward Doctors • Nurses eLearning – Careflow



	<ul style="list-style-type: none">• Nurses eLearning – ICE and Orion
Primary Care	<ul style="list-style-type: none">• Learning Needs Analysis – LNA• SystemOne Basic Navigation – Post Learning Assessment• SystemOne Primary Care

To obtain an account for Digital Learning Solutions, please contact:

Email: KMHTR.Request@notts-his.nhs.uk

Phone: SFH Extension; 6111

Desktop Training

Microsoft Office

We offer a range of training and support on Microsoft Office Applications:

- Word
- Excel
- PowerPoint
- Outlook



If you need help and support with any of these applications, contact the training team to discuss this. The trainers will be able to advise on the relevant session.

Microsoft Teams

In Microsoft Teams, you can meet, chat, call and collaborate with your colleagues all in one place. Training can be provided on the use of MS Teams.

Objectives:

- Schedule and attend a meeting
- Calls – speed dial, make a call, voicemail
- Files – Upload and edit files
- Chat
- Command bar
- Settings and status
- Help



Guidance for Microsoft Teams can be found on the [NHIS Customer Portal – Knowledge Base](#)

Training can also be provided on Microsoft Teams Live Events under agreement with your organisation. Please contact the training team to discuss this further.



N365

N365 is Microsoft Office 365 (O365) for the NHS and is the replacement for Office 2010.

Although it is a replacement for Office 2010 it is actually a much bigger product with far more capabilities. Office 365 comes with a whole new set of tools and applications that are available to users to improve productivity and collaboration, both internally and across external organisations.

These applications include:

- Word
- Excel
- PowerPoint
- OneNote
- OneDrive
- SharePoint
- Calendar
- Outlook



.....and many more

Users can access documents and applications from any device that has an internet connection at a time that suits them.

NHIS are currently working on the preparation work for deploying N365 across the organisation and initial basic training is currently available, delivered via Microsoft Teams. Pre-recorded training videos can also be accessed at a time convenient to you along with Quick Reference Guides and various types of documentation beneficial to the end user. Quick Reference Guides and videos can be found on the [NHIS Customer Portal – Knowledge Base](#) and you can book an N365 on-line training session through our [Training Booking Portal](#)



Training Venues

Kings Mill Hospital

Located in the modern, well-equipped hospital our courses are delivered in one of two IT training rooms. Facilities at Kings Mill include on site restaurant, shops and cafes, parking and good public transport links.

IT Training Room 1 – Education Centre – Level 2

IT Training Room 2 – Trust Administration Building (TB3) – Level 1



Kings Mill Hospital
Mansfield Road Sutton-in-Ashfield
Nottinghamshire
NG17 4JL

- Car Parking
- Disabled parking
- Café *

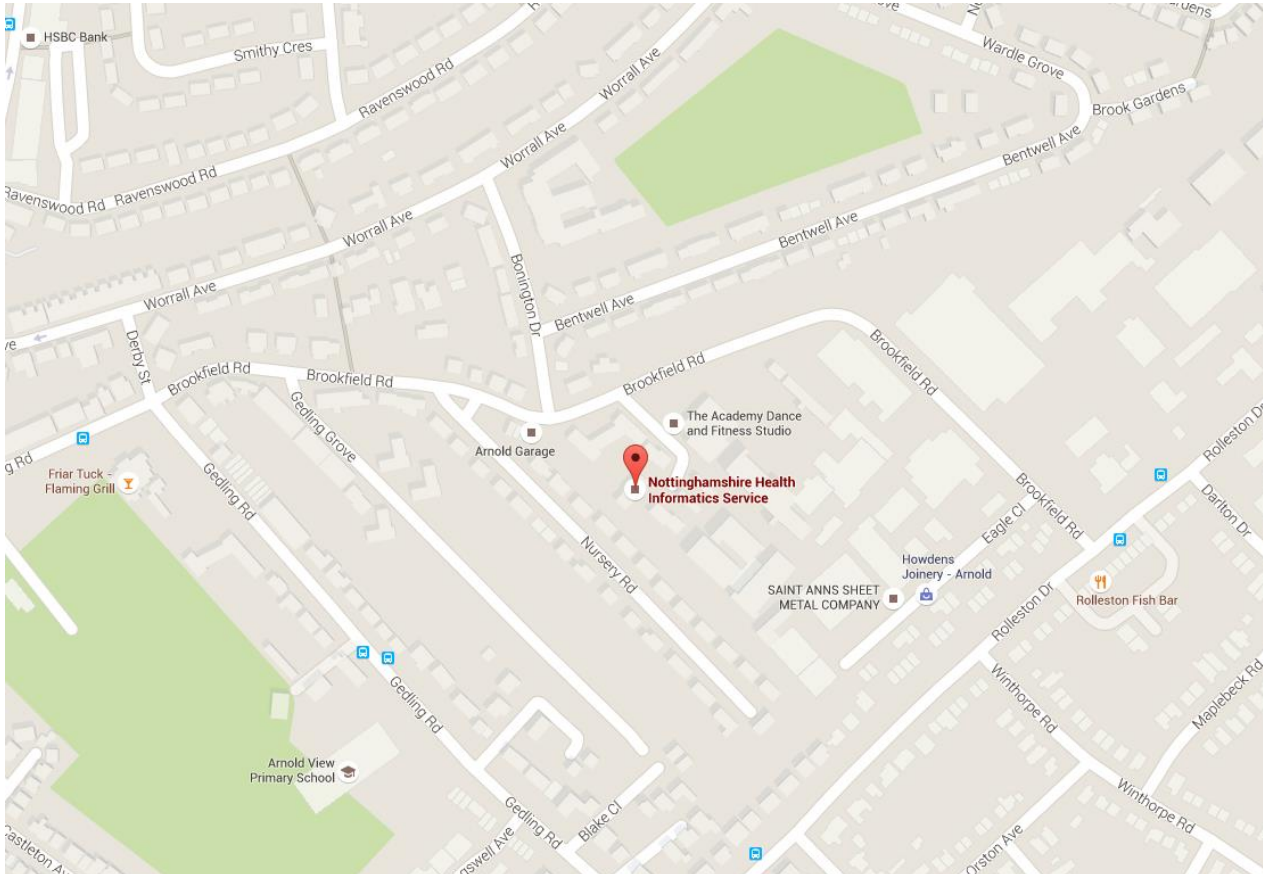
Tel: 01623 622515

**Note we do not provide any refreshments during training sessions. Facilities are available on site.*



Byron Court

Convenient for the City and north of the county, NHIS occupy offices in the historic buildings on the Arnold Business Centre site in Arnold. On-site parking, with access to Arnold and local cafes and shops. Training is delivered in one of two dedicated IT training rooms.



Arnold Business Centre
Brookfield Gardens Arnold
Nottingham Nottinghamshire
NG5 7EW

- Car Parking
- Disabled parking
- Café *

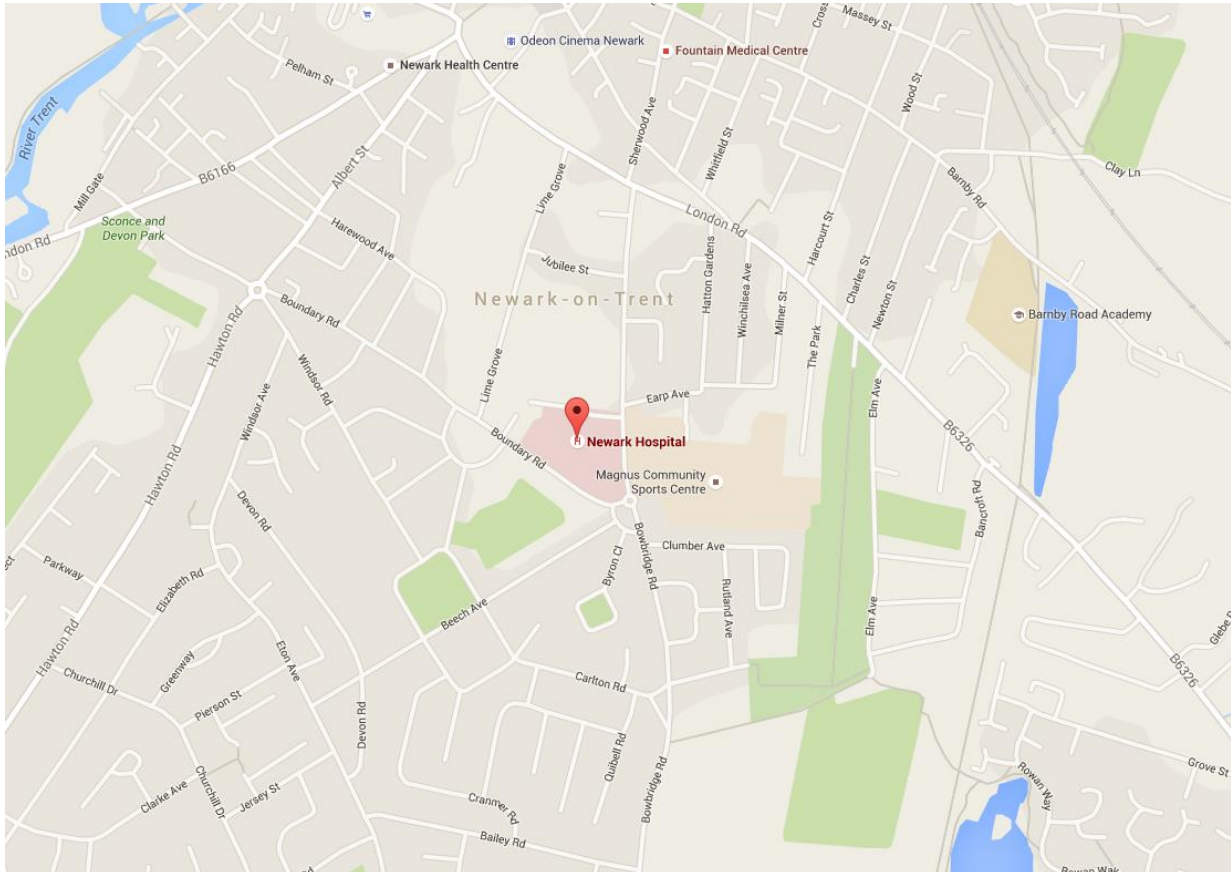
Tel: 0115 883 8855

**Note we do not provide any refreshments during training sessions. Facilities are available on site.*



Newark Hospital

NHIS maintain a fully equipped IT training facility within the Newark Hospital building, suitable for smaller groups. The hospital is located near the centre of Newark with catering facilities, parking and public transport links.



Boundary Road
Newark
Nottinghamshire
NG24 4DE

- Car Parking
- Disabled parking
- Café *

**Note we do not provide any refreshments during training sessions. Facilities are available on site.*



IT Training Reviews:

"I have been getting IT Trained regularly being with the NHS for 16 years, now an NHS Consultant, and this has been one of the best IT training experiences I have ever had!"

"Excellent training session which will aid our everyday working"

"Really enjoyed it and found it useful but fun– one to one, for me, was defiantly the easiest and quickest way to learn as I had specific areas I wanted to cover."

NHIS Customer Portal

The Customer Portal can be used to access training guides, request training, unlock and request accounts and log calls with the Service Desk.

Training Guides can be found from the **Knowledge Base** section.

<https://customerportal.notts-his.nhs.uk/>



For further information on any training and support requirements, contact the training team:

Acute: KMHTR.Request@notts-his.nhs.uk | 01623 622515 Ext 6111

Primary Care: NHISTraining@notts-his.nhs.uk | 0115 8838 855