Sussex MSK Partnership

First Contact Practitioner - SystmOne Resource Pack User Guide

Document History and Control

Version	Date	Brief summary of change	Reviewer
V1.0	13th October 2020	Creation of process notes	CH

Status of document:	V1.0
Review Date:	Mid Nov 2020
Review Cycle:	Monthly, tbc
Document	

Contents

1. Introduction

This document will first guide you through accessing the SystmOne FCP Clinical Template and referral form from your SystmOne unit.

The guide will then cover opening the clinical template and recording your consultation with the patient and sending on an SMSKP referral form if necessary.

2. Accessing the FCP SystmOne templates

In order to access the SMSKP SystmOne FCP Clinical Template and referral letter, SMSKP will invite each practice to join the SMSKP Organisation Group through **Tasks**. You can **Action** this **Task**, locate the templates and add to your **Clinical Tree** / locate in **Communications & Letters**. Follow the below steps:

1. Go to **Workflow** > **Task List**


2. Find **Unassigned Tasks**
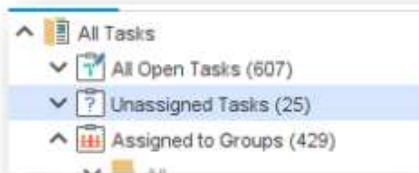
3. Open this out and find **Organisation Group Membership Invitation**
4. You should see a Task from **Sussex Partnership MSK Central**

Mon 05 Oct 12:07 - LUMSDEN, Ruaidhri at Sussex MSK Partnership (Central)
Assigned to no one
Sussex MSK Partnership (Central) (Here) has invited you to join the SMSKP FCP Organisation Group organisation group.

Action this task to approve or delete the invite.

5. **Right Click** on the task, and select **"Action"**.

6. A box will now pop up asking for confirmation, Select **Yes**

To access the templates navigate within SystmOne as follows:

- Setup → Users & Policy → Organisation Groups
- Open the **Brighton & Hove Integrated Care Service** folder on the left
- Click on **SMSKP FCP Organisation Group** within that folder
- Click on the **Membership** tab
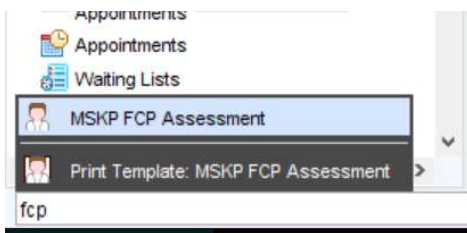- Ensure that your practice's membership has been approved
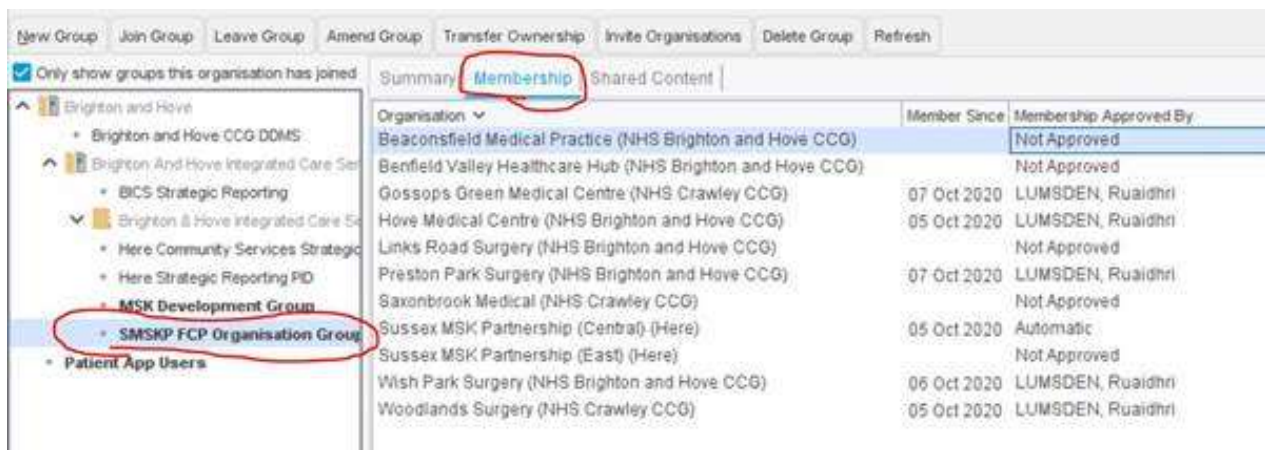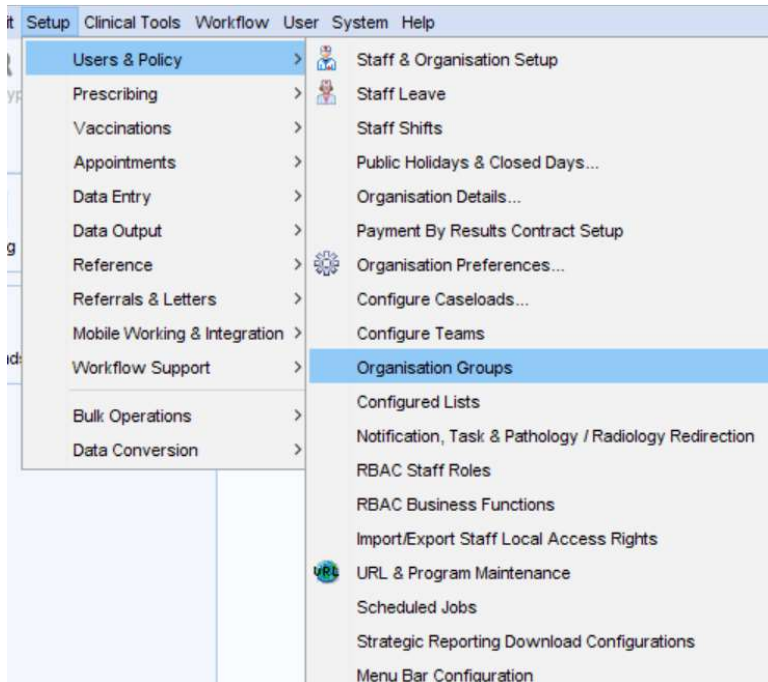
You will need to add the template to the **Clinical Tree**, but the referral form should just appear in **Communications & Letters**.

3. Completing the FCP SystmOne Template

Please watch the training video before starting your first FCP clinic. You will find details of how to launch safety protocols and reminders, and these will need to be added to each SystmOne unit you are added to. There are also process notes, detailed in the next section, which complement the video:

https://www.youtube.com/watch?v=K0rp04LAclE&feature=youtu.be

Your practice should have added the FCP Clinical Template to your Clinical Tree as detailed in the above section. If this has not happened, you should be able to search in the bottom left corner of SystmOne for 'FCP'. The template you need to locate is **MSKP FCP Assessment**:

This is how the Clinical Template will look:

- If following up a patient for the same condition, tick the second box down:

Follow up for same condition

- Each tick box has the pencil icon to add additional information should you wish

- The first mandatory field is **Source**, to capture data on how each patient is directed to the FCP

*Source

- The next mandatory field is the **Discussion about clinical red flag warning signs** which must be completed:

*Discussion about clinical red flag warning signs

- **Patient Activation Measures** is only relevant in Coastal practices, if not this can be disregarded

- **Outcome** is also a mandatory field, to capture where (within practice) patients are directed to next

- You can generate the **Fitness For Work Report** by clicking the following button:

AHP Fitness For Work Report Form

- The **Area of Symptoms** drop down is mandatory

- The second **Care Plan** tab is only relevant to MSK Assist PCNs, currently only Preston Park. If your practice uses MSK Assist, paste the signposting info that you sent to your patient (or a summary of this if too much text) into this tab.

Signposting: If you wish to send signposting information to your patient, links can be found on the third and fourth tabs of the template. These will need to be sent via SMS if possible. It will show in the patient record that you have signposted to these places but you will need to send the links manually to the patient.

FCP | Care Plan | Signposting 1 | Signposting 2

Mental Health and Wellbeing		Health Trainers / Wellbeing Advisors	Weight Management
Brighton and Hove	**Mid Sussex and East Grinstead**	**Brighton and Hove**	**Brighton and Hove**
Samaritans	Samaritans	Healthy Lifestyles Team	BeeZee Bodies
Silver Line	Silver Line	Together Co. Social Prescribing	**Mid Sussex and East Grinstead**
Sane	Sane	Sussex Interpreting Service Social Prescribing	Weight off Workshops - Mid Sussex
Papyrus	Papyrus	Trans Link: Community Navigation (Switchboard)	**Crawley**
MindOut	MindOut	Social Prescribing Plus for BME communities	Weight off Workshops - Crawley
Switchboard	Switchboard	**Mid Sussex and East Grinstead**	**Horsham**
The Mix	The Mix	Mid Sussex Wellbeing	Weight off Workshops - Horsham
CALM	CALM	Age UK West Sussex Social Prescribing	
Mental Health Rapid Response Service	Mental Health Rapid Response Service	**Crawley**	
Mind	Mind	Crawley Wellbeing	
Sussex Mental Health Line	Sussex Mental Health Line	Prescription Plus (Soc.Prescr. by Citizen's Adv.)	
Threshold Women's Services (BHT)	Time to Talk Health	**Horsham**	
Brighton and Hove Wellbeing Service	Sussex Oakleaf	Horsham Wellbeing	
		Age UK West Sussex Social Prescribing	

4. Referring into SMSKP for AP / Diagnostics / Secondary Care / Physio

If referring into SMSKP for any of the above, parts of the form will pull into the MSK Referral Form (shown below in red) so be mindful of this when completing the template:


Pathology and Radiology: **Bloods**, **x-rays** and **bone density** investigations can be ordered through primary care. Please check with your practice for the process for these.

You may want to consider using **Tasks** yourself to remind you that you have ordered these, awaiting results.

USS, **MRI** and **NCS** need to be referred into SMSKP.

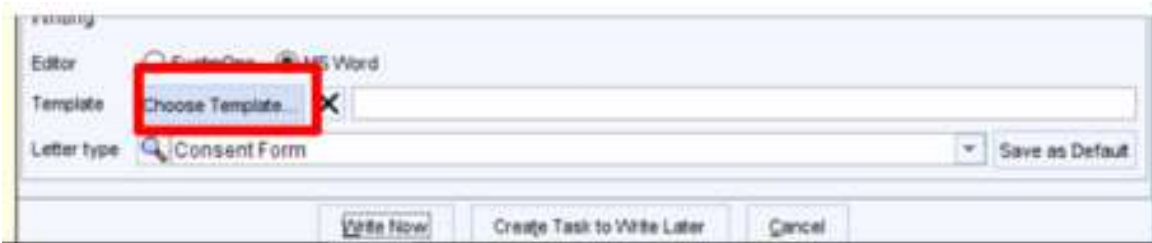1. Once you have completed your template and need to refer into SMSKP, navigate to **Communication & Letters:**

- Select the new letter icon
- Sender = This organisation
- Recipient = An entry in the address book
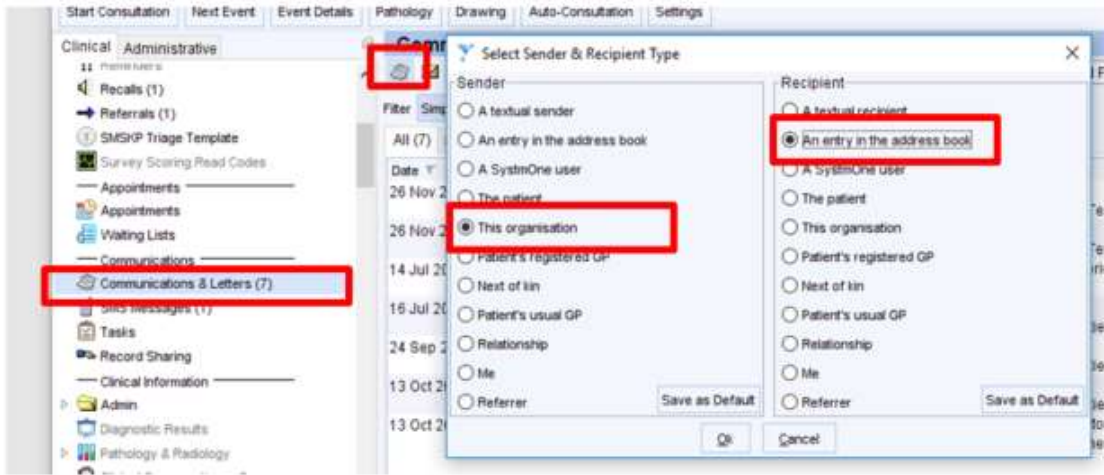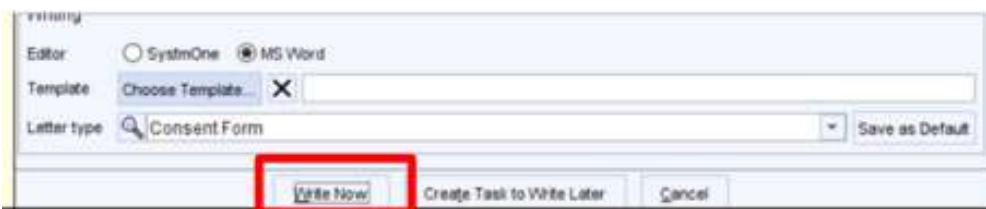
2. Select the relevant SMSKP address

3. Select **Choose Template**

4. Search for the FCP referral form, shown below is the correct form

5. Select **Write Now**

This will generate the SMSKP referral form and pull the relevant sections into the form. Review and amend the form as necessary, see form below:

5. Tasking the practice to inform them of the referral request

Following the completion of the referral form, you MUST task the practice to ask them to send the referral on to SMSKP.

Each practice will have a Task Group that they wish you to use for this. Your trainer will tell you which group this is or you can ask your practice.

6. Setting up the protocol to prompt you to complete all actions

You can set up a **Protocol** for the FCP template within SystmOne. This protocol will mean that you are prompted automatically to complete all possible elements of the FCP process:
Complete Template > Refer to SMSKP? > Task Practice to send referral on
in a similar way to pop-ups within SystmOne.
If you wish to use the protocol to make these actions automatic please follow the below guidance on how to set up and use:

T:\CentralMSK\Projects and Project Management Team\FCP\Training\L&D\S1 Process Notes\V1.0 201104 SMSKP S1 FCP Protocol Set Up.docx

7. Updating your FCP spreadsheet via Teams

As a group all FCPs are monitoring their FCP patients and capturing outcomes for discussion. This is being done using a spreadsheet held on Teams. To access the spreadsheet you will need to do the following:

Log into the Teams app
Find the First Contact Practitioner 'channel' on the left
Under **Files** locate the spreadsheet for your PCN (e.g. Healthy Crawley)
Find your tab (with initials).
Add details for each patient

Please do talk to Sally York with any issues / questions.