Processing Coronavirus NHS111 Messages

To ensure you are processing NHS111 Messages concerning Coronavirus/Covid-19 appropriately, and in the most effective way from a reporting perspective, we recommend you follow this workflow:

Overview

- Mail Manager receives NHS111 messages FAO Practice Manager
- Providing Auto Filing is enabled, the message files as an Attachment entry in the patient record
- You must check incoming messages for Coronavirus/Covid-19 content, where they exist select ConMgr to open the patient's record
- From Read Term - Add find the clinical term that fits the NHS111 message and copy the text from the message into Notes

You can achieve this in one of two ways:

- From Mail Manager, see Processing NHS111 Messages with Coronavirus/Covid-19 content from Mail Manager
- From Consultation Manager with the latest Coronavirus/Covid-19 Clinical Audits, see Processing NHS111 Messages with Coronavirus/Covid-19 Content Using Clinical Audits
Processing NHS111 Messages with Coronavirus/Covid-19 content from Mail Manager

To process NHS111 Messages with Coronavirus/Covid-19 content from Mail Manager:

1. From Mail Manager, select Incoming Mail – Mail Categories – NHS111 Reports:

   ![Mail Manager screenshot](image1)

   2. All NHS111 messages display in the right-hand pane. Highlight each message and check the content of the message in the bottom pane:

   ![Mail Categories screenshot](image2)

   **NOTE:** This message contains 2 documents. This tab displays document 1.

   **NHS 111 Report**

   **HAMMOND, Matilda (Mrs)**

   **Born:** 22 Mar 1938  **Gender:** Female  **NHS No.:** 556 734 2993

   **Local Patient ID:** 9671

   **Home Address:**

   Flat 2 Rodney House

   **South Street**

   **Leeds**

   **WV 9 LL**

   **GP Practice:**

   Medway Medical Practice

   **Springer Street**

   **Medway**

   **M5 6TV**

   **Phone:** 01634 111222

   **Patient’s Reported Condition**

   Patient has a insect bite.

   **Case Summary**

   **Document Created:** 11 Mar 2020, 18:00

   ![Document screenshot](image3)

   3. If the message contains Coronavirus/Covid-19 related details, select **ConMgr** to open the patient’s record.

   4. Select **Select Mail for Patient** to display all incoming mail for this patient.
5. Double click the **NHS111 message**, right click on the text and select **Copy All**.

6. Now, select **Close** and then **Exit** to return to the patient record.

7. From **Read Term – Add**, enter **1JX1.00** - Suspected disease caused by 2019-nCoV (novel coronavirus).

8. Select **OK** and the **History – Add** screen displays. Complete the following:
   - **Event date** – Update to the date of the message
   - **Clinician** – Leave the default, it clears when you remove the **In Practice** tick
   - **In Practice** – Remove tick
   - **Comment** – Click into **Comment** and press `<Ctrl+V>` to paste the copied text.

9. Select **OK**.

10. Now, return to **Mail Manager** and continue checking messages repeating from steps 3 above until all messages are checked.
Processing NHS111 Messages with Coronavirus/Covid-19 Content Using Clinical Audits

If you have downloaded and imported the latest Coronavirus (Covid-19) audits, see http://help.visionhealth.co.uk/clinical%20audit/Content/Downloads/INPS%20Daily.htm for details, four groups of patients with NHS111 Covid-19 messages are automatically created:

- NHS111 Covid-19 messages received more than 1 month ago (England)
- NHS111 Covid-19 messages received in the last 1 month (England)
- NHS111 Covid-19 messages received in the last 7 days (England)
- NHS111 Covid-19 messages received in the last 1 day (England)

If required, you can add a Reminder to these patients, from Clinical Audit:

- Locate the NHS111 Covid-19 messages audits, right click on the audit you want to add a reminder to, select Reminder, enter your text and select OK.

To process NHS111 Messages with Coronavirus/Covid-19 content using Clinical Audits:

Important – Clinical Audit only run overnight so the group created is always yesterday's patients, not today's.

11. From Consultation Manager, select Consultation – Select a Patient Group the Consultation Manager – Groups or Clinical Audit Search Browser screen displays.

12. Select the Clinical Audit Search tab, highlight the NHS111 Covid-19 messages group required.
Remember – The NHS111 Covid-19 message audits are within the In Practice Systems (Daily) section.

13. Select OK.

14. A list of the patients in the group displays, highlight the first patient on the list and select Select Group Patient.

15. The selected patient record displays, select Select Mail for Patient to display all incoming mail for this patient.

16. Double click the NHS111 message, right click on the text and select Copy All.

17. Now, select Close and then Exit to return to the patient record.

18. From Read Term – Add, enter 1JX1.00 - Suspected disease caused by 2019-nCoV (novel coronavirus).

19. Select OK and the History – Add screen displays. Complete the following:
   - Event date – Update to the date of the message
   - Clinician – Leave the default, it clears when you remove the In Practice tick
   - In Practice – Remove tick
   - Comment – Click into Comment and press <Ctrl+V> to paste the copied text.

20. Select OK.

21. Select Next Group Patient and the next patient in the group is selected for you.

22. Repeat from step 5 until all patients have been processed.