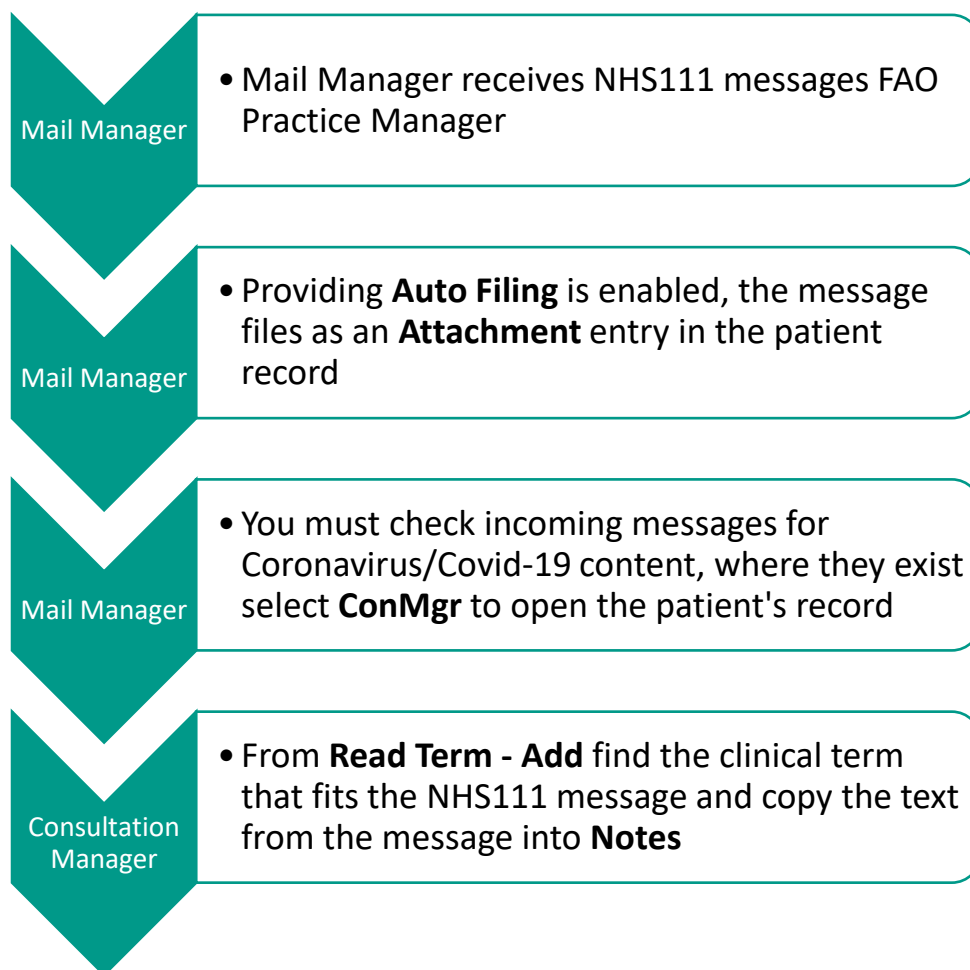


## Processing Coronavirus NHS111 Messages

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



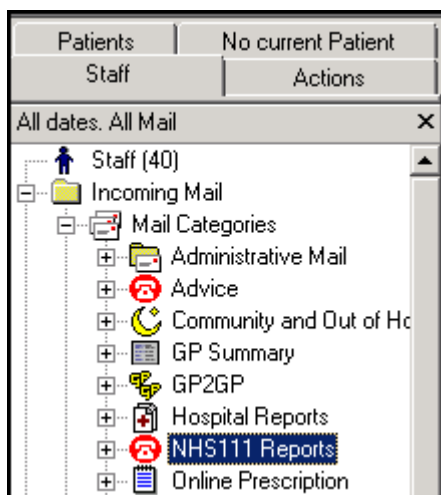
You can achieve this in one of two ways:

- 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**:

- From Mail Manager, select Incoming Mail – Mail Categories – NHS111 Reports:



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

The screenshot shows the Mail Manager interface with a list of NHS111 reports in the right-hand pane. The report for Matilda Hammond is selected. The bottom pane displays the details of the report, including patient information, home address, and GP practice details.

Status	Type	Read	Date	Staff	Patient	Action/Subject
Filed	NHS111 Report	<input type="checkbox"/>	20/03/2020 15:08	*Fao: Practice M...	Alan, Alexander 19/...	
Available for filing	NHS111 Report	<input type="checkbox"/>	20/03/2020 15:02	*Fao: Practice M... A, Aaa	10/08/1978	N
Filed	NHS111 Report	<input type="checkbox"/>	13/03/2020 11:58	*Fao: Practice M...	Alan, Alexander 19/...	N
Auto filing requested	Third Party Contact	<input type="checkbox"/>	09/03/2020 15:42		*Test, Mesh 01/01/...	N
Auto filing requested	Third Party Contact	<input type="checkbox"/>	09/03/2020 15:42		*Test, Mesh 01/01/...	N
Auto filing requested	Third Party Contact	<input type="checkbox"/>	09/03/2020 15:42		*Test, Mesh 01/01/...	N
Filed	Third Party Contact	<input type="checkbox"/>	13/01/2020 15:32		Alan, Alexander 19/...	N
Filed	SCCRS Result	<input type="checkbox"/>	06/01/2020 12:38		Alan, Alexander 19/...	N
Cancelled/Superseded	Third Party Contact	<input checked="" type="checkbox"/>	04/11/2019 18:08		Alan, Alexander 19/04/1...	N
Available for filing	Haematology Report	<input type="checkbox"/>	24/10/2019 13:28	David, Sardis	Alan, Alexander 19/...	N
Available for filing	Biochemistry Report	<input type="checkbox"/>	24/10/2019 13:24	David, Sardis	Alan, Alexander 19/...	N

**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, Z99 9ZZ  
 Home Phone: 01634 775667  
 Vacation/Temporary Phone: 01634 451628  
 Home Email: Mattie.Blogg@emailfree.co.uk

GP Practice: Medway Medical Practice, Springer Street, Medway, ME5 5TY, Phone 01634 111222

**Patient's Reported Condition**  
 Patient has a insect bite.

**Case Summary**  
 Document Created: 11-Mar-2020, 18:00

- If the message contains Coronavirus/Covid-19 related details, select **ConMgr**



to open the patient's record.

- 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)

In Practice Systems (Daily)	
Coronavirus (Covid-19)	
Coronavirus (Covid-19) [Version 3, 23/03/2020]	
9570	Total Practice Population
0	Exposure to 2019-nCoV (novel coronavirus) infection (65PW1)
0	Telephone consultation for suspected 2019-nCoV (novel coronavirus) (9N312)
0	Advice given about 2019-nCoV (novel coronavirus) by telephone (8CA01)
0	Advice given about 2019-nCoV (novel coronavirus) infection (8CA0.)
0	2019-nCoV (novel coronavirus) serology (4J3R.)
0	2019-nCoV (novel coronavirus) detected (4J3R1)
0	2019-nCoV (novel coronavirus) not detected (4J3R2)
0	Suspected disease caused by 2019-nCoV (novel coronavirus) (1JX1.)
0	Disease caused by 2019-nCoV (novel coronavirus) (A7951)
0	2019-nCoV (novel coronavirus) vaccination (65F0.)
0	2019-nCoV (novel coronavirus) vaccination invitation short message service text message sent (9mb.)
0	Did not attend 2019-nCoV (novel coronavirus) vaccination (9Niq.)
0	2019-nCoV (novel coronavirus) vaccination declined (8IAI.)
0	2019-nCoV (novel coronavirus) vaccination contraindicated (8I23R)
0	2019-nCoV (novel coronavirus) vaccination not indicated (8IGt.)
0	NHS111 Covid-19 messages received more than 1 month ago (England only)
0	NHS111 Covid-19 messages received in the last 1 month (England only)
0	NHS111 Covid-19 messages received in the last 7 days (England only)
0	NHS111 Covid-19 messages received in the last 1 day (England only)
0	Patients flagged by NHS Digital as increased risk for developing complications from Covid-19 infection (9d44.)
5184	Pts with increased risk of developing complications from Covid-19 infection (based on PRIMIS Flu Spec)
1816	All patients over 70yrs
3368	Patients under 70yrs in a clinical risk group
345	Chronic Heart Disease
1248	Chronic Respiratory Disease
214	Chronic Kidney Disease
189	Chronic Liver Disease
260	Diabetes
553	Immunosuppression
200	Chronic Neurological Disease (including Stroke/TIA, Cerebral Palsy or MS)
12	Patients with Asplenia or dysfunction of the spleen
832	Patients with Morbid Obesity (BMI>=40)
32	Pregnant

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.


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**Remember** – The **NHS111 Covid-19 message** audits are within the **In Practice Systems (Daily)** section.

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**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.