

# Here

## Improving Access Services/Primary Care Redirection/COVID-19 Hot Sites

## Remote Consultations using AccuRX Fleming on the IAS SystemOne GP Hub

*How to download & start using  
AccuRX Fleming Video Consulting  
software for Improving Access  
Services*

<b>Document Version:</b>	1.1
<b>Document Author:</b>	Dr Simon Hincks
<b>Document Owner:</b>	Antony Clarke
<b>Approved By:</b>	Dr Simon Hincks
<b>Approved Date:</b>	11 <sup>th</sup> April 2020
<b>Review Date:</b>	As Required During Pandemic
<b>Review Cycle:</b>	As Required During Pandemic

<b>Version</b>	<b>Date</b>	<b>Summary of Change</b>	<b>Reviewer</b>
1.0	11/04/2020	Final	Dr Simon Hincks
1.1	22/04/2020	How to operate with EMIS	Dr Simon Hincks

## Contents

1. Background.....	4
2. Log on to accuRx (Please note you will need to do this for each new computer you use) .....	4
3. What do I need for it to work? .....	5
4. How does it work?.....	5
5. Step by Step Process .....	5
You are now all set! .....	8
6. How to Use accuRx when consulting EMIS patients .....	8
7. For further information and help on accuRx and video consulting: .....	9
8. Associated IAS Process notes: .....	9
9. Appendix 1 Video Consultation Guide How to do a high-quality consultation from Trish Greenhalgh.....	10

## 1. Background

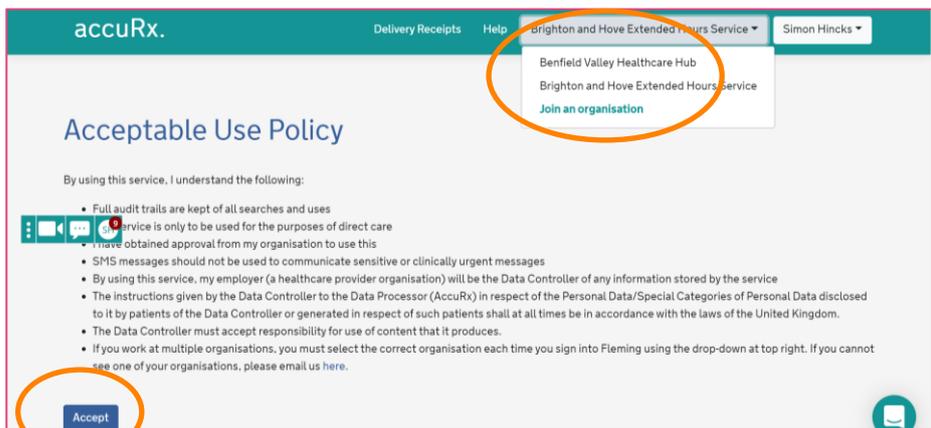
To help NHS Services during the COVID-19 Pandemic there has been a push to work more remotely. The accuRx Fleming Video consultation software is NHS Approved, simple to set up and integrated with NHSmail Single Sign On. There is no need to set up an account.

## 2. Log on to accuRx (Please note you will need to do this for each new computer you use)

- Click on this link <https://fleming.accurx.com/login>



- Sign in with your NHS Mail Account login details
- Click on the Accept button on the Acceptable Use Policy Page



- Go to the Organisation tab and if Brighton and Hove Extended Hours Service is not showing then click on Joining an organisation and at the top of the page and add the following details:

If you think you should be a member of another organisation please submit the details below

[Check the details for your organisation here](#)

Organisation Name  
Brighton and Hove Extended Hours Service

Organisation Postcode  
BN1 6AG

Organisation Type  
Improving Access

Reason for access  
Video

I agree that the above information is accurate

Submit

- Then contact the EHS Team by email to be approved [ehsbrighton@nhs.net](mailto:ehsbrighton@nhs.net)

### 3. What do I need for it to work?

- A smartphone, either with working Wifi/3G/4G connection OR your desktop with a working microphone and webcam
- Your Internet Browser needs to have your microphone and camera enabled (you can see how to alter this here). You might also need to make sure you are using a supported browser.

The following browsers deliver the best video consultation experience:

- a. Chrome
  - b. Firefox
  - c. New/Chromium/Blink based versions of Microsoft Edge (version 80 or later)
  - d. Chromium-based browsers: (Opera & Vivaldi)
- iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the Whereby app to join the consultation

### 4. How does it work?

If you prefer to see a video, there's one [here](#). Overall, what happens is you'll send both yourself and the patient a link via SMS which will take you both through to a video consultation on your phones.

Can I use my desktop instead?

If you've chosen to use your desktop rather your phone, [see here after Step 3](#) below.

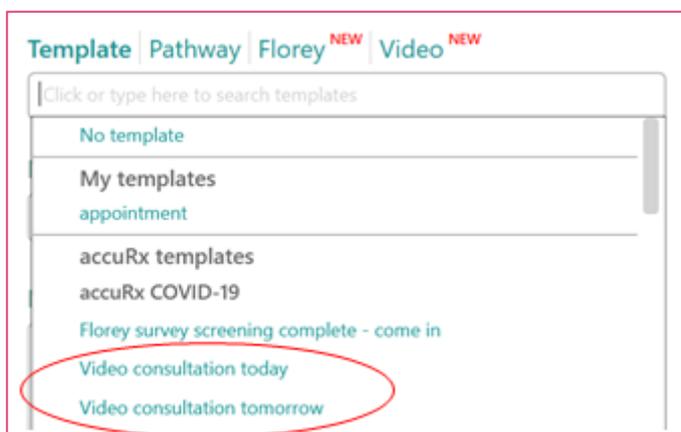
***If you'd like to test this out - find a colleague to help, open a dummy patient and follow the steps below using your own mobile numbers.***

### 5. Step by Step Process

#### 5.1 Step 1:

Let the patient know ahead of time that their consultation will be taking place via video call and that they shouldn't come into the practice.

We have developed some "**Video consultation**" templates which will help you with this. You can access these in the accuRx library of message templates.



## 5.2 Step 2:

Just before you are ready to begin the video consultation, make sure you have both (1) the SystmOne GP Hub open and (2) the little green accuRx toolbar open, and select the patient.

## 5.3 Step 3:

Click on the video icon on the left of the toolbar.



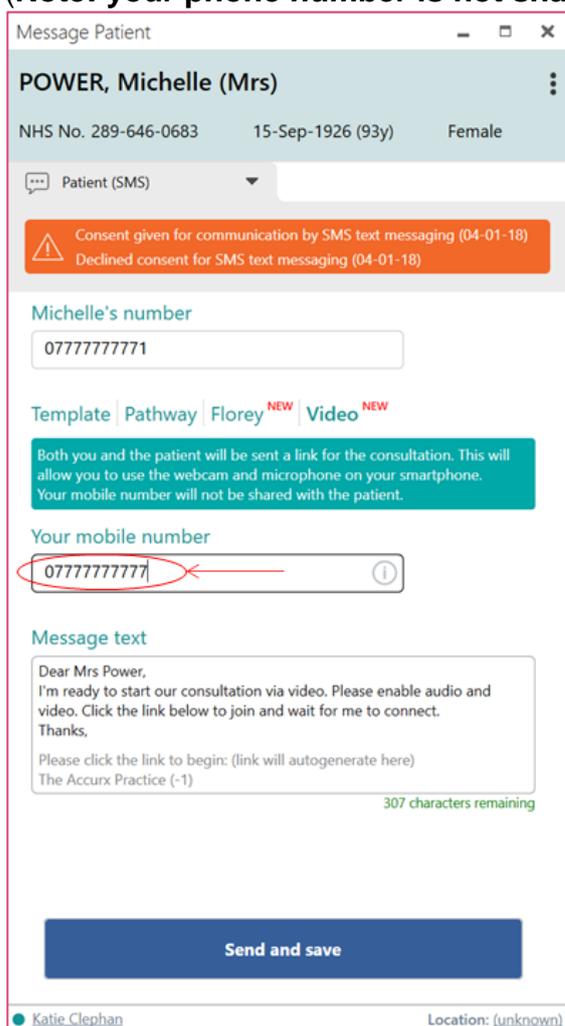
(or you can click on the message icon in the middle of the toolbar and then click the new "Video" tab.)

If you can't see this feature, please [follow these instructions](#).

## 5.4 Step 4:

Type in your own mobile number into the white box below circled in red. If you are using a desktop rather than your own phone, [see here](#).

**(Note: your phone number is not shared with the patient and is not stored).**

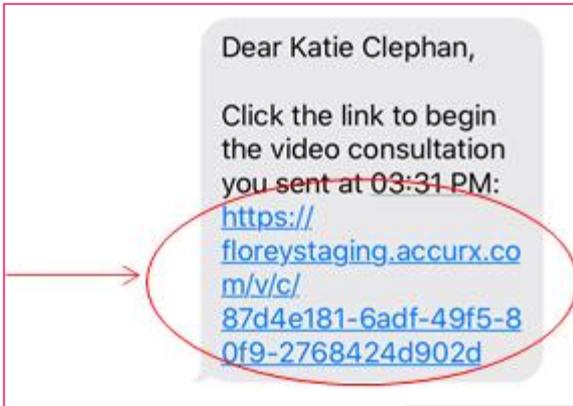
A screenshot of the SystmOne 'Message Patient' form. The form is titled 'Message Patient' and shows patient details for 'POWER, Michelle (Mrs)'. Below the patient details, there are consent checkboxes for 'Patient (SMS)'. A teal box contains the text: 'Both you and the patient will be sent a link for the consultation. This will allow you to use the webcam and microphone on your smartphone. Your mobile number will not be shared with the patient.' Below this, there is a 'Your mobile number' field with the number '0777777771' entered. This field is circled in red, and a red arrow points to it from the left. At the bottom of the form, there is a 'Send and save' button and a 'Message text' field containing a pre-written message to the patient. The form also shows the user's name 'Katie Clephan' and location '(unknown)'.

Click the "Send and save" button and the texts will be on their way to you and the patient!

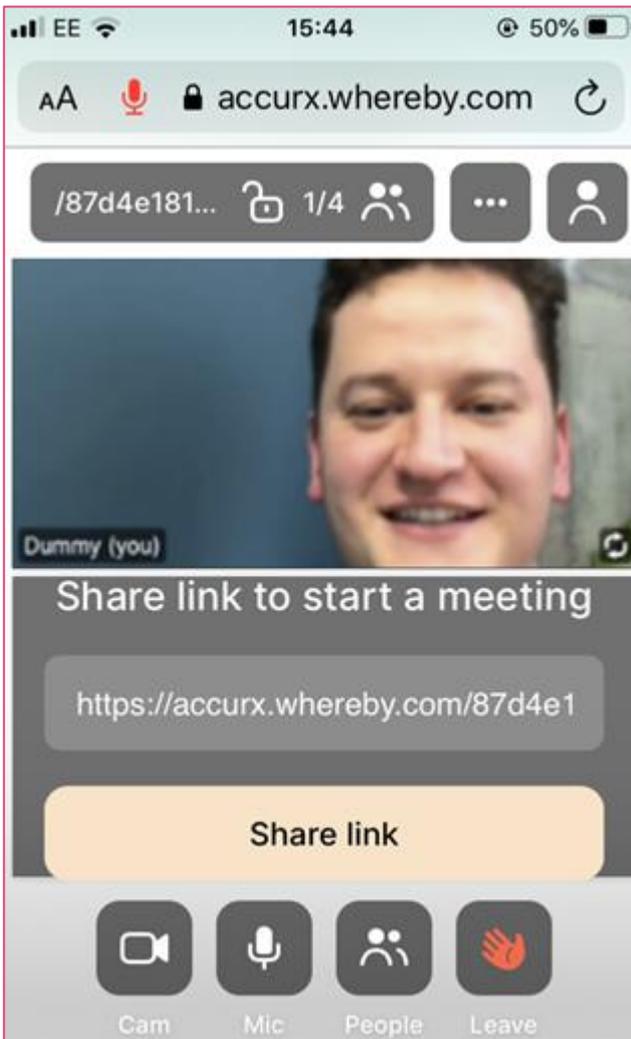
### 5.5 Step 5:

Both you and the patient will receive a text on your phones. ([This article](#) has a little more detail for patients).

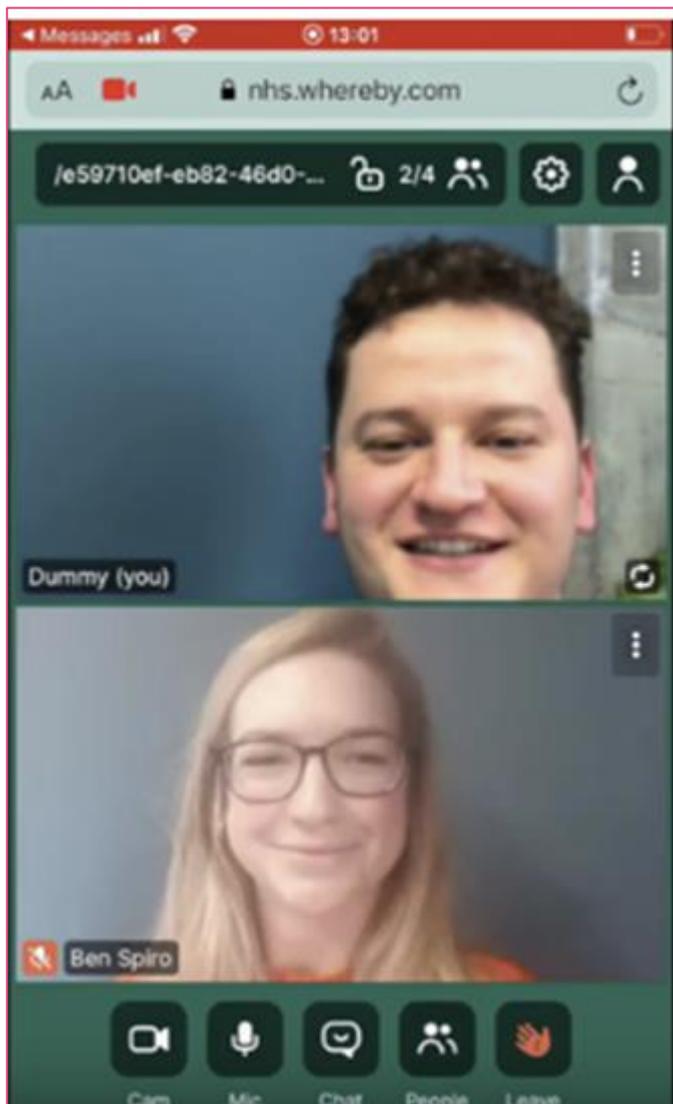
**On your phone, click on your unique and secure link** in the text to join the video consultation.



Once you've clicked on the link in the text, **allow the browser to have access to your camera and microphone**.



Then **wait for the patient to join** the video consultation.



**You are now all set!**

## 6. How to Use accuRx when consulting EMIS patients

Without individual practice authorisation and set up it is not possible to use accuRx directly from a patient's EMIS record. For EMIS practices use the GP S1 Hub to initiate the consultation. If you want you can then copy the accuRx message from the S1 GP Hub Record into the EMIS record.

22 Apr 2020 21:19 - Surgery: HINCKS, Simon (Dr) (Clinical Practitioner Access Role)  
Simon H Patient telephone number (9159.) - 07939432713  
Short message service text message sent to patient (XaMii)  
Dear Mr Testy,  
I'm ready to start our consultation via video. Please enable audio and video. Click the link below to join and wait for me to connect.  
Thanks, Simon Hincks  
Please click the link to begin: (link will autogenerate here)  
Brighton and Hove Extended Hours Service

**7. For further information and help on accuRx and video consulting:**

- 6.1 [accuRx on line help](#)
- 6.2 [Roger Neighbour's top ten video consulting tips](#)
- 6.3 [BMJ Visual Summary COVID-19 Remote Consultations V1.3](#)
- 6.4 [Remote Consulting a survival guide thanks to Red Whale](#)

**8. Associated IAS Process notes:**

- 7.1 200401 Remote Access Consultations in IAS & PCR No EPS V 1.3.docx

9. Appendix 1 Video Consultation Guide How to do a high-quality consultation from Trish Greenhalgh

## VIDEO CONSULTATIONS IN PRIMARY CARE 3: How to do a high-quality consultation

### Before the consultation

- Confirm that (as far as you can assess in advance) a video consultation is clinically appropriate for this patient at this time
- Use a private, well-lit room and ask patient to do the same
- Take the patient's phone number in case the video link fails
- Ensure you have access to the patient's clinical record (ideally, have it available on a second screen)
- On the day, check that the technology is working

### Starting the consultation

- Initiate the consultation by calling or inviting the patient
- Say something e.g. "can you hear me?" "can you see me?" to prompt patient to optimise the technical set-up
- Take and record verbal consent for a video consultation
- Introduce everyone in the room (even those off camera), and ask patient to do the same or confirm that they are alone
- Reassure the patient that the consultation is likely to be very similar to a standard one, and that the call is confidential / secure

### Having a video consultation

- Video communication works the same as face to face, but it may feel less fluent and there may be glitches (e.g. blurry picture)
- You don't need to look at the camera to demonstrate that you are engaged. Looking at the screen is fine
- Inform the patient when you are otherwise occupied (e.g. taking notes or reading something on another screen)
- Make written records as you would in a standard consultation
- Be aware that video communication is a bit harder for the patient

### Closing the consultation

- Be particularly careful to summarise key points, since it's possible something could have been missed due to technical interference
- Ask the patient if they need anything clarified
- Confirm (and record) if the patient is happy to use video again
- To end, tell the patient you're going to close the call now, and say goodbye (before actually closing the connection)