Radar Will Deliver

**RISK STRATIFICATION**

Identifying those patients needing urgent intervention. Automated patient alerts are highly specific in order to identify patients with genuine reversible risk.

**ACTIVE MONITORING OF YOUR PATIENTS**

Over 10% of your patients need enhanced monitoring, these are often the same patients that do not present at the GP Practice. Through the validated Advice and Guidance (Eclipse Live) service optimal monitoring is delivered.

**REDUCED GP WORKLOAD**

Central patient tracking and standardised calls to action enables GPs to delegate workload to their wider team whilst ensuring clinical excellence.

**SURGERY VALIDATION AND PROFESSIONAL DEVELOPMENT**

Standardised evaluation of patient outcomes enables optimisation of clinical resources. In addition the reference data can be used for CQC inspections, annual appraisals and re-validation. All alerts addressed and advice and guidance accessed is logged for each clinicians professional development plan.

The Radar alerts have been specifically designed to empower the wider GP Practice clinical team. Implementing the Advice & Guidance (Eclipse Live) service with your Healthcare Assistant, Nurse or Practice Support Pharmacist teams enables your most vulnerable patients to be managed effectively whilst reducing GP workload. This approach has been validated within General Practice to deliver significant improvements and work load efficiencies.
NHS Pathways

Your new Radar alerts can be accessed via www.nhspathways.org using your existing Eclipse user name and password.

LOGGING IN

Log in with your existing Eclipse username and password.

ACCESSING NHS PATHWAYS

NHS Pathways is accessed through the secure Eclipse Live portal. In addition to being hosted on a secure ISO27001 server, two-factor authentication is required to log in. This simply involves entering an access code that is sent by SMS to your mobile or emailed to your NHS email address.

Please contact our support team if you require assistance - support@prescribingservices.org
Once logged in the home page will be shown.

The Eclipse Live icon takes you through to the Radar alert suite. These are categorised into Red, Amber and Blue (monitoring) categories of alerts.

The CCG Alerts icon will contain all relevant alerts. At CCG level access management of the alerts is enabled and all of these will be shown within this icon. All the other individual icons, Radar alerts and drug/LTCs, contain all patient alerts relevant to those areas.
Once loaded click on the down arrow symbol on the right hand side of the alert. This will open to display information to help review the patient on the alert. There are also two Excel icons to export the information as required.

You can access the individual patient portal at this point. More detailed information is available under ‘WHAT DOES AN INDIVIDUAL PATIENT RECORD LOOK LIKE’ later in this document.

Under Reference is the patient identifier. For Emis, Vision and Microtest practices this is the same patient reference as found in the clinical system. For SystmOne practices this is an encrypted Eclipse created number that cross references to the NHS number. Towards the end of this guide under QUICKER IDENTIFICATION OF YOUR PATIENTS there is detailed description of how to identify patients.
HOW TO RECORD THE OUTCOME OF THE REVIEW AGAINST THE PATIENT

Click the review box

This brings up the review form:

Review box

This needs completing once an action has been decided.

Within the Action dropdown choose from one of the following:

- No Action Needed
- Appointment Requested
- Blood Test Requested
- Medication Altered
- Patient Called
- Information Passed On
- Addressed

Notes: You may record here why you have chosen a particular option, e.g. ‘No action because the patient doesn’t tolerate the alternative medication’.

Exclude: If it is not relevant, appropriate or after clinical review that repeat alerts keep appearing then there is the option to exclude from future runs of the search for up to 12 months. The initial run of alerts will always contain patients that you may wish to exclude as the search criteria algorithm looks purely at data extracted and not any free text information or exemption codes.

Message Recipients: Here you can notify other people inside or outside your practice that this review has taken place or to issue to a GP, Nurse or HCA. The system will send them an email alert confirming this, provided they have an Eclipse profile set up in the system. This can be used rather than Task as mentioned above.

Address box: This box simply annotates the alert has been addressed without adding in any additional information. The alert has no exclude option and will stay in place for as long as the alert criteria is fulfilled. After 3 months it will lose its addressed status and require further attention.
WHAT DOES AN INDIVIDUAL PATIENT RECORD LOOK LIKE?

Clicking on the blue patient icon will access the Patient Portal.

This allows you to view in detail summary care record areas such as medication history, test results, conditions and alerts of the patient concerned.

You can also search for individual patients using their Emis number/Vision/Microtest reference number. For SystmOne practices you will need to use their NHS Pathways reference number, which can be found on the PATLIST file created when running a direct extraction. Further information is found at the end of the guide. Enter this number in the Patient Ref box at the top of the page.

The data is view only, so you are free to move around the NHS Pathways Patient Portal solution.
NHS PATHWAYS SUPPORT

We have a range of support services and training programmes available to help you make the most of your NHS Pathways System. Please call 01553 615555 or email enquiries@eclipsesolutions.org to find out more about our:

User guides – SystmOne and Emis Web

Telephone helpline service

Online demos

www.eclipsesolutions.org

HOW TO SET UP USERS FOR ECLIPSE

CCG level log in requests have to be authorised by the Head of Medicines Management and should be sent to support@prescribingservices.org

Practice level log in requests have to be authorised by either the Practice Manager / Lead GP or Primary Contact listed on the original sign up form and should be sent to support@prescribingservices.org for Information Governance purposes.

All log in requests require the following:

• Name
• Job Role
• NHS Email
• Mobile Number (optional)
• CCG
• Practice National Code
• Practice Name

Once received these requests will be actioned, details sent to users directly and you will be updated.
QUICKER IDENTIFICATION OF YOUR PATIENTS

SystmOne practices only

SystmOne use the NHS number as the patient identifier. This number is not extracted, instead an Eclipse reference number is generated and held within an Excel sheet called a PATLIST. The Practice Managers/Primary Contacts are aware and shown this as part of the extraction process. There is also a macro quick finder that can be downloaded as detailed below.

How to download a macro for quicker identification of your patients

Please enter the below link into the address bar in your web browser:
www.eclipsesolutions.org/downloads/patlistsearch.zip

1. A zipped folder will be downloaded, unzip and save ‘Eclipse Patient List Search.exe’ file (keep for future use).

2. Double click and run the file.

3. Click ‘choose file’, then navigate to where the PATLIST is saved.

4. Enter Eclipse patient reference ‘Ref’ number in ‘Reference Number’ field and click ‘Search’.

5. The ‘NHS Number’ field will then be populated.

We recommend minimising the program so as not to repeat step 3 each time.

For any further guidance please contact support@prescribingservices.org
Advice & Guidance
(Eclipse Live)

Dr. Julian Brown
Clinical Lead

Steven Platt
IT Lead

Paul Taylor
Training Lead
paul@prescribingservices.org
07824346749

Keri Whitmore
Training Manager
keri@prescribingservices.org

Stephen Harrington
Data Editor

Helpline: 01553 615555
support@prescribingservices.org
www.nhspathways.org

Prescribing Services Ltd
2 Regis Place
King's Lynn
England
PE30 2JN

Company No: 05913240

Data Protection Registration Number: Z2536678