



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets

Our Latest Newsletter

(24/09/2018)



EQUIPPED with the ability to run better searches and hone into your appointment types

Lovely folks,

I'm not even going to pretend that I have any firm grip on Edenbridge, so today's missive is in Alex's better informed words. And yes, I probably need to re-attend the very training we are advertising at the bottom of this email. Hope to see all 762 of you there, unless the following already makes total sense to you.

From Alex:

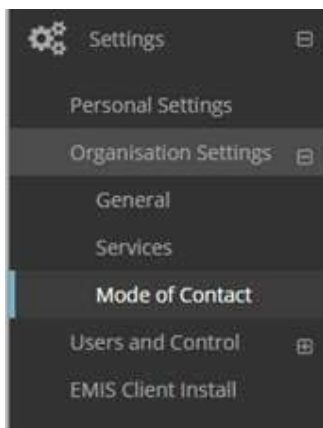
Edenbridge has changed for the better! The team over at Edenbridge have changed the way you can configure the Apex dashboard for your practice. The new way is much more flexible than it was before. What do I mean by flexible? Well, Edenbridge now allows you to define contacts. Those are what a home visit is, what a telephone consultation is and what a general patient interaction is. I bet you're thinking "but couldn't I do this before?" Well yes, you could but to do it you had to create a filter for each (which is a pain). However, even after you did this you would find two lonely graphs (*Virginia's interjection - lonely graphs - how poetic!*) on the appointment page that appear blank. Please see below.



Figure 1.1 The sad and neglected Home Visits and Telephone Slots graphs on the Appointment Booking page

No matter what you did, these graphs would stay blank. The reason for this is that before this change, Edenbridge assumed that everybody would be using the default EMIS slots. Of course, hardly anybody does so Apex never picked up any data. Now, things are different. You can define each of these interactions so Apex knows precisely what data to pick up. To do this please follow the below instructions.

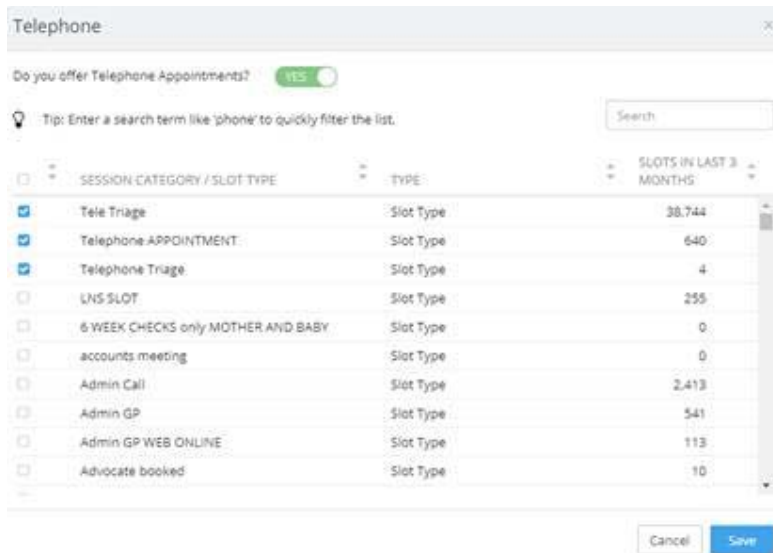
1) Go to Settings-> Organisation Settings -> Mode of Contact



2) Click either Home Visits, Telephone or Patient Interaction from the top header.



3) Click on the pencil icon next to the title. This will open up a dialogue box with all the slots and session categories on your EMIS system.

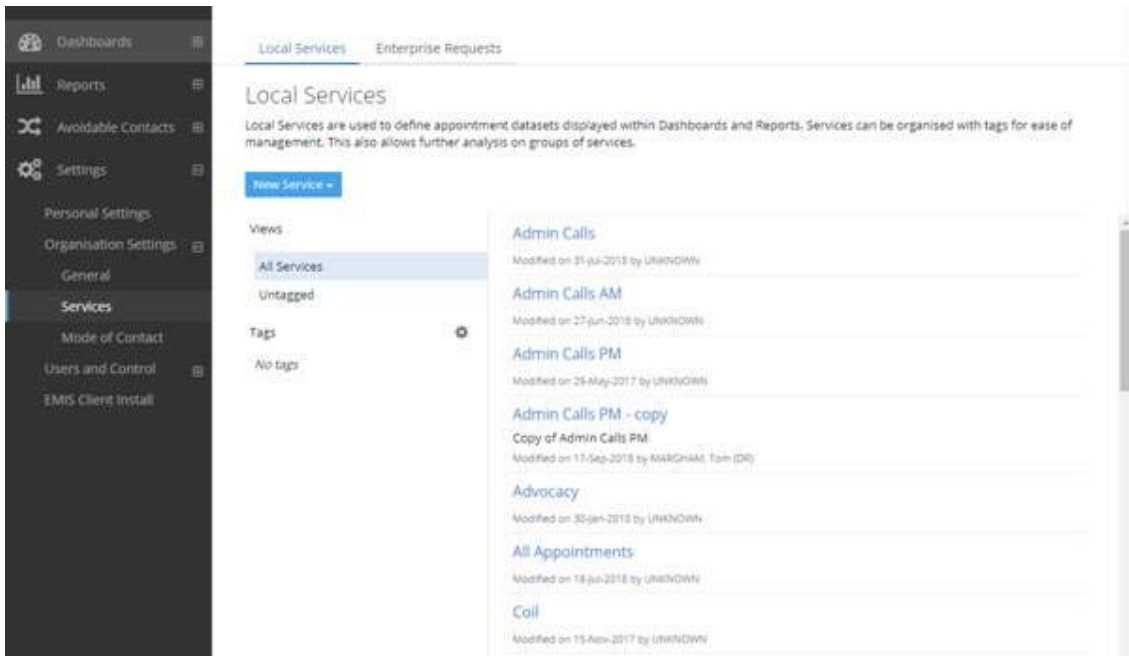


4) Select the slots and sessions that are relevant to the contact and press save. Your graphs on appointment booking will now populate with data!



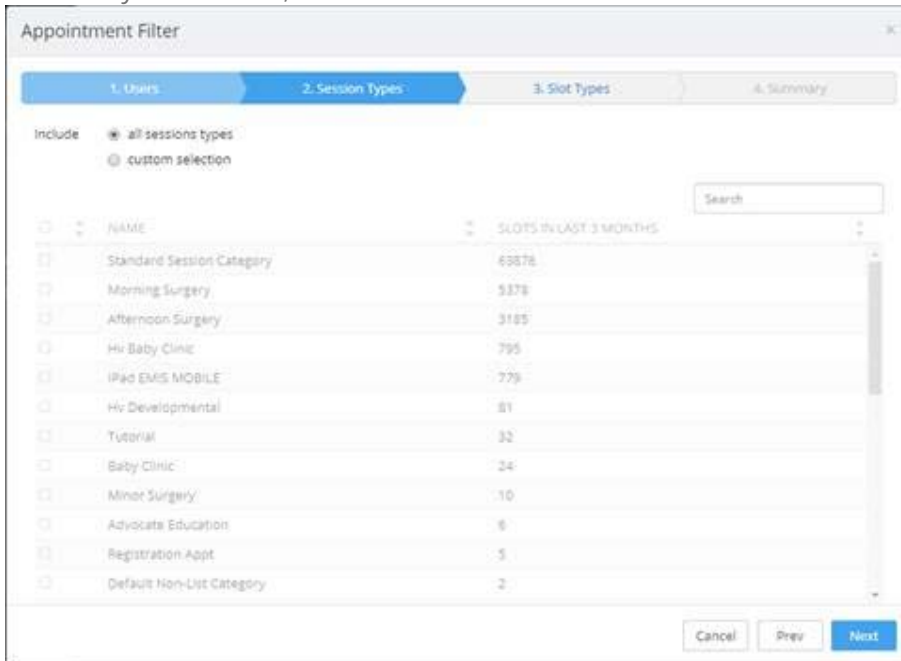
Another change Edenbridge has made is to the look of the configuration module. Essentially, it does exactly what you could do before, but looks completely different. To access it first go to

a) Settings-> Organisation Settings-> Services. Here you will see all the filters you have previously created.



b)As you can see the filters are now called services. To configure them go to -> New Service (Bright Blue Button). Then fill in the Service Name and Description for the filter you are creating.

c)Then click add filter. This should look very familiar to you. Here you can select the users, session types and slot types to be included in the filter/service you are looking at. When you are done, click Next and VOILA! A new filter/service has been created.



So if any of the above was confusing or you've forgotten how to use Edenbridge altogether, we are holding a training session. Please find the details below.

Edenbridge Training Session

26th of September, 9:30-11:30

The training session will be held at the IT suite at **75-77 Worship Street, London, EC2A 2DU**

If you are interested or know anybody who would be, please sign up on the following website.

<https://www.eventbrite.co.uk/e/edenbridge-workshop-tickets-48913255865>

** Thanks to Alex for making our work that little bit more informed, and an encouraging reminder that even just the coffee around the Worship Street area makes it worth the journey. **

Virginia

PS we are absolutely overflowing with stands and stage presentations for the GP Summit!!! THANK YOU!!!! And now *stooooooooooooooooop* sending volunteers our way!! We got it! We got you! But we're full – fully booked, no seats left, no slots left, no nothing left, so your only action from the summit from here onwards is – just pitch up!! If you're a stand or a stage presenter, you'll be hearing from Ekramul very soon. And big fat massive thank you to our coaches for highlighting and suggesting so much talent!

And I am personally vouching for the fact it will offer the most high quality catering Tower Hamlets NHS has ever been treated to yet. Take that seriously. Quality over quantity, at last.