

Desktop Support Guidance – EMIS & TPP SystemOne

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Purpose

The purpose of this toolkit is to provide local Service Desks with a quick guide on what types of issues may present from end users accessing the Urgent Care Plan (UCP) Platform via EMIS and TPP SystemOne in primary care (GP Practices), community care and where to test locally for issues before escalating to the UCP Helpdesk.

End users will be directed to their Local Service Desk in the first instance for any issues.

This guidance document is specific to the organisations with the EMIS/TPP SystemOne (Valida) access route to the UCP. Other Desktop Support Guidance can be located on the [UCP website](#).

These include:

- Desktop Support Guidance – Cleric ePCR
- Desktop Support Guidance – Adastral EPR
- Desktop Support Guidance – Web Portal
- Desktop Support Guidance – London Care Record (Cerner HIE)

Background

The Urgent Care Plan (UCP) also known as the 'Better SCPA' replaces the Co-ordinate My Care system and allows end users to read and write urgent care plans to support patients. It enables patients to have their care and support wishes digitally shared with healthcare professionals across London.

More information about the UCP can be found: <https://ucp.onelondon.online>

The UCP will be used by a range of agencies including Primary Care (GP practices and community), Acute Trusts and 111. They will access the UCP through different routes (as per the table below)

GP Practice, community set up and the Valida client



Currently, GP practices and community services using EMIS and TPP SystemOne will access the UCP via the Valida client

GP practices will need to have completed the following tasks to facilitate access to the UCP:

- Local configuration in EMIS to activate the UCP/ SCPA API. Not required for TPPSystemOne
- Activation of the partner application on all desktops and laptops
- All UCP users will need to undertake self – registration to create an SSO account

The Valida client has been installed across London GP practice and community service desktops and laptops. The Valida client may not have been installed on some machines e.g due to device not being connected to the network, Datto not installed. In which case tickets may be raised by users to install the Valida client to individual machines.

The Valida client allows for single sign on and some bi-directional information exchange between EMIS and UCP

Vision GP practices will access the UCP via a web portal. UCP Web Portal Desktop Support Guidance can be found here [Resources – Urgent Care Plan \(onelondon.online\)](#)

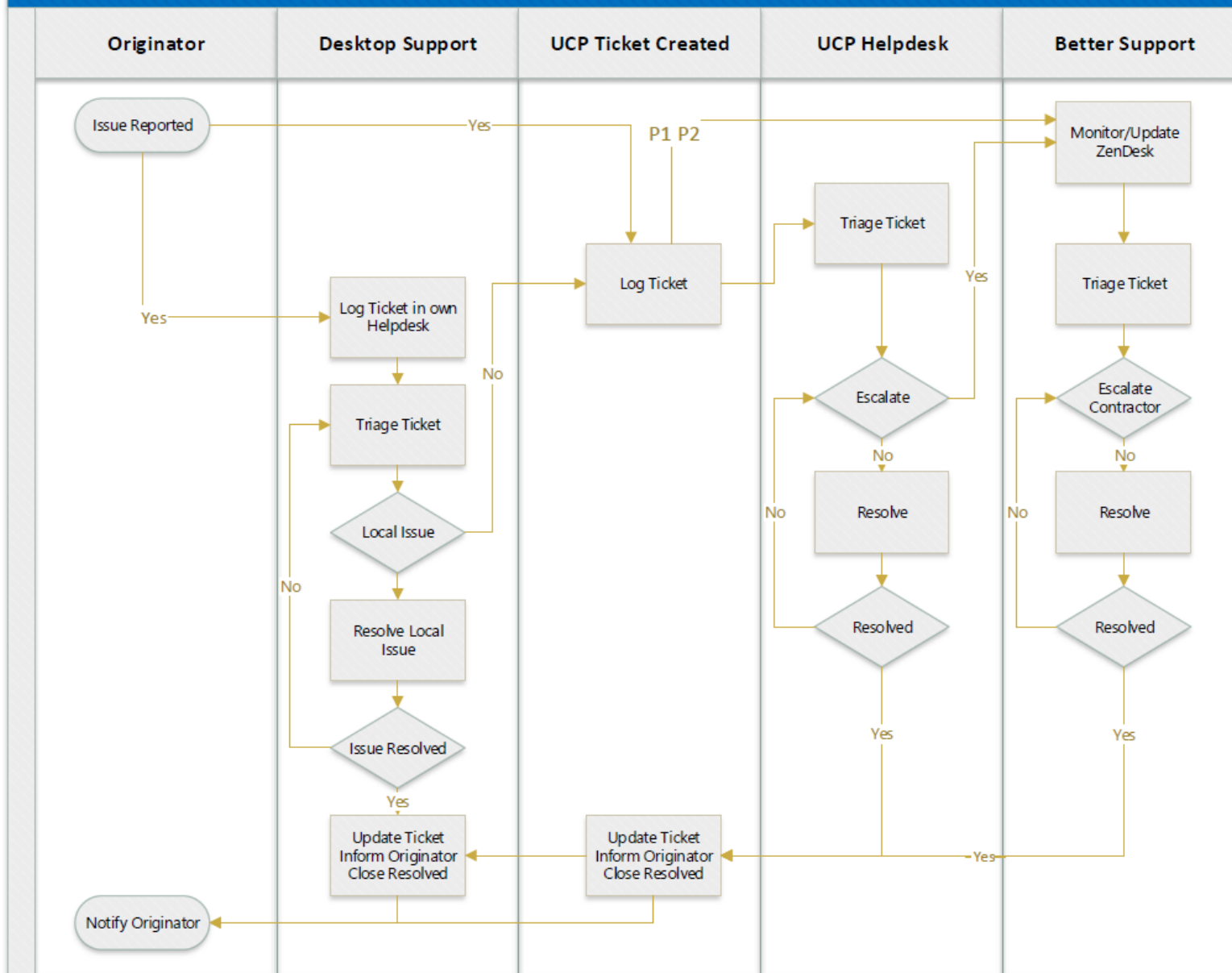
UCP Accessibility

The table below provides information about access routes and functionality that will be available to UCP users from Go-Live.

Access mechanism	Available System Functionality
In-context from EMIS	UCP Access video: UCP Access (from go-live) – Urgent Care Plan (onelondon.online) Flag to alert presence of UCP plan. In-context launch of care plan. System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding Key users: General Practice, Community and Hospice
In-context from TPP SystemOne	UCP Access video: UCP Access (from go-live) – Urgent Care Plan (onelondon.online) Key Users: General Practice, Community Providers
Adastra	UCP Access video: available on request Flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials) Key users: Urgent Care (111/Out of Hours/UTC)
Cleric	UCP Access video: internally hosted by London Ambulance Service Flag to alert presence of UCP plan In-context launch of care plan System level authentication (No additional log-in credentials) Key users: Urgent Care (London Ambulance Service)
In-context from London Care Record (Cerner HIE)	UCP Access video: UCP Access (from go-live) – Urgent Care Plan (onelondon.online) Flag to alert presence of UCP plan In-context launch of care plan. System level authentication (No additional log-in credentials) Bi-directional information exchange/SNOMED coding from within UCP plan to and from GP system Key users: Acute Providers
View-only PDF in London Care Record (Cerner HIE)	UCP Access video: UCP Access (from go-live) – Urgent Care Plan (onelondon.online) A PDF of the Urgent Care Plan will be available to all users that are able to access the HIE. Key users: Acute Providers

Portal access	Log-in and passwords issued by UCP helpdesk RBAC based on role and qualification Key users: Hospice and Care Homes
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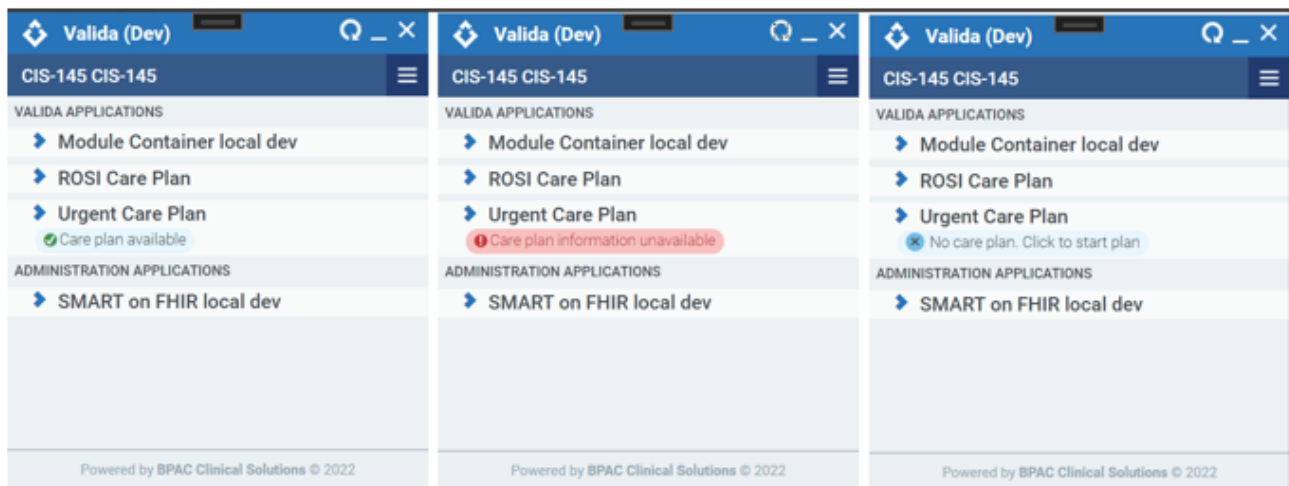
Support Request Logging and Management Process for Urgent Care Plan



UCP Troubleshooting guidance for Local IT Support teams:

- Local Networking – please check the below URL and domains have been whitelisted:
 - ds2-client.care-is.thirdparty.nhs.uk
 - ds2-onto.care-is.thirdparty.nhs.uk
 - ds2-auth.care-is.thirdparty.nhs.uk
 - ds2-modules-patientreview.care-is.thirdparty.nhs.uk
 - ds2-audit.care-is.thirdparty.nhs.uk
 - digiauth.care-is.thirdparty.nhs.uk
 - portal.care-is.thirdparty.nhs.uk
 - london-scpa-hscn.better.care
 - london-scpa.better.care
- Local Connection issues:
 - HSCN connection
 - Ruling out local system issues with (EMIS/TPP)
- Addressing issues relating to local Valdia Client installation on devices, position assignments for smartcards & expired smartcards (see Table 1 for guidance)

Configured Valdia client - from UCP Go-live



Configured with care plan available

Error in configuration

Configured with no care plan

Table 1 Valida and UCP system specific issues & escalations

Client	Issue	Resolution
Valida	<p>Client Installation (missing from Local device desktop).</p> <p>Client Configuration.</p> <p>Smartcard Registration question.</p> <p>Error message from user.</p>	<p>Valida Installation, Configuration, Smart card Registration and Troubleshooting Guides</p> <p>Resources – Urgent Care Plan (onelondon.online)</p> <p>For any issues that cannot be resolved locally, please either raise the issue directly (or request End Users to contact the UCP) using the Contact Us form on the UCP Website. The UCP helpdesk team will work with the requestor to resolve the issue.</p> <p>Contact – Urgent Care Plan (onelondon.online)</p>
Valida	<p>Client has disappeared from user’s desktop or is not launching.</p>	<p>Client is an older version (V3.49.8271.28359 or below) that is not compatible with the latest Valida release.</p> <p>Uninstall and re-install the Valida client with the latest version. Uninstallation and re-installation guide is available in the Valida resources folder linked below.</p> <p>Resources – Urgent Care Plan (onelondon.online)</p>
UCP	<p>UCP application issue.</p>	<p>Please direct users to the Contact Us form on the UCP Website. The UCP helpdesk team will work with the requestor to resolve the issue.</p> <p>Contact – Urgent Care Plan (onelondon.online)</p>
Valida	<p>UCP link on the Valida tile is showing “care plan information unavailable”.</p>	<p>Please complete a Contact Us form on the UCP Website. The UCP helpdesk team will work with the requestor to resolve the issue.</p> <p>Contact – Urgent Care Plan (onelondon.online)</p>
Valida	<p>Smartcards - Position assignments for smartcards, expired smartcards.</p>	<p>Escalate to RA Helpdesk & direct end user to Contact UCP Helpdesk once the Position assignment / new Smartcard is issued.</p> <p>Contact – Urgent Care Plan (onelondon.online)</p> <p>The UCP Helpdesk will communicate the change to Valida/Care-IS. Please include a screenshot of the End User Identity Agent Smart card role(s) in the Contact us form.</p>

Operational Hours Provision

UCP Helpdesk is available 09:00 – 17:00 Monday to Friday excluding weekends and bank holidays.

Outside these hours, for Critical P1 & P2 incidents, follow the instructions in Table 3. **Desktop Support will be prompted to provide the Minimum Required Dataset detailed below.**

Where the UCP is aware of a P1 incident or a P2 incident that is affecting General Practice and Community Providers that use EMIS/TPP, the UCP will inform LSS, Your Health Care or the relevant community provider IT support

Table 2 UCP Critical P1/P2 issue escalation pathways

Incident type	Escalation
<p>Critical Incident (P1 / P2):</p> <p>P1: Critical failure resulting in the loss of UCP access via the Valida Integration, the HIE Integration and the UCP Web Portal for all users.</p> <p>P2: Loss of one of the UCP Access routes i.e. Valida or HIE or UCP Web Portal.</p> <p>Resolution times can be found in the below section 'Severity Impact Scale'</p>	<p>(24/7 support provided for P1/P2 incidents).</p> <p>For in and out of hours support:</p> <p>Contact – Urgent Care Plan (onelondon.online)</p> <p>UCP Incident telephone for P1 and P2 issues only:</p> <p>020 3880 0285</p>

Table 3 Severity Impact Scale

The table below illustrates the UCP Service Level Agreements from the time the issue is logged with the UCP. These resolution times begin when the minimum required dataset has been received:

Severity Level	Categories of Service Incidents	Rectification Time
Level 1	Critical failure resulting in the loss of UCP access via the Valida Integration, HIE Integration and the UCP Web Portal for all users.	3 hours
Level 2	Loss of one of the UCP Access routes i.e. Valida or HIE or UCP Web Portal.	5 hours
Level 3	Service Incident that includes the loss of a single function or multiple functions which has a moderate operational impact on the end user. Example: <ul style="list-style-type: none"> • Smart card user account reset • Valida Configuration Troubleshooting query • UCP form bug i.e. unable to submit a care plan form 	72 hours (business working hours)
Level 4	A Minor Error and includes loss of a single or multiple functions which have a minor impact on the Service and: <ul style="list-style-type: none"> • Does not significantly affect the Services functionality • Does not materially impact the End Users activities Example: <ul style="list-style-type: none"> • Pop up notifications for Valida are not showing • Last name appears twice on Smart card profile • Printing of care plan forms 	96 hours (business working hours)

Minimum Required Dataset for Incidents

[Contact – Urgent Care Plan \(onelondon.online\)](https://onelondon.online)

- 1 First and Last Name:
- 2 Role:
- 3 Email Address:
- 4 Phone:
- 5 Organisation:
 - (a) ODS code or CQC unique location identifier
 - (b) Name of organisation
 - (c) CDB number (if applicable)
- 6 Severity Level (please refer to Table 3 – Severity Impact Scale):
 - (a) Service Interruption – 1
 - (b) Service Interruption – 2
 - (c) Service Interruption – 3
 - (d) Service Interruption - 4
- 7 Users affected:
 - (a) All: System Wide
 - (b) Multiple but not all
 - (c) Single User
- 8 Is the issue present across:
 - (a) All UCP care plans
 - (b) Multiple but not all UCP care plans
 - (c) Single UCP care plan
- 9 Device Type:
 - (a) Windows
 - (b) Mac
- 10 Screenshot of the issue & error message (if applicable):
- 11 Detailed description of the issue with course of action and troubleshooting steps already undertaken:

On Boarding Checklist Summary

Support On-boarding checklist	
Unique Service Name	Urgent Care Plan (UCP)
High level description of service	<p>1) Functionality (EMIS GP Practices)</p> <ul style="list-style-type: none"> • Flag to alert presence of UCP plan. • In-context launch of care plan. • System level authentication (No additional log-in credentials required) • Bi-directional information exchange/SNOMED coding <p>2) Business users and owners GP practice staff, Community staff, 111, Acute Trusts</p> <p>Vision GP practices will be able to access the UCP via a web portal to read and write care plans. An in - context solution for Vision is planned for later this year</p>
New, replacement or enhancement to existing application?	The UCP platform replaces the Co-ordinate My Care (CMC) application and allows a range of multi-disciplinary users to create and read urgent care plans for patients
Technical description & documentation	<p>3 core components make up the solution in Primary Care (EMIS GP practices):</p> <ul style="list-style-type: none"> • UCP platform: allows users to create and read urgent care plans (Supplier: Better) • EMIS: Core Clinical system (Supplier: Egton) • Valida Client: allows for single sign on and bi-directional information exchange between EMIS and the UCP (Supplier: Care-IS)
Target Launch Date	27/07/22
Communication strategy	Direct emails to end users including priority CMC Users, roadshows, GPIT Support Webinars, Clarity Teamnet, UCP Newsletter, UCP Online website
Is this a Clinical or Corporate system	Clinical
Expectations around SLA, including response and availability	See Tables A, 2 and 3

Support On-boarding checklist

<p>Are incidents to be logged with the LSS / YHC service desk</p>	<p>Initial calls to be logged with LSS and YHC service desk. See Tables A, 2 and 3</p>
<p>Provide copy of any user guides</p>	<p>These will be uploaded to the ITSM portal and intranet for callers to download.</p> <ul style="list-style-type: none"> • Videos, User Guides (Valida and EMIS configuration) <ul style="list-style-type: none"> ○ https://ucp.onelondon.online/resources/ • User Training (UCP) <ul style="list-style-type: none"> ○ https://ucp.onelondon.online/training/ • <u>Access to UCP via:</u> <ul style="list-style-type: none"> ○ EMIS: UCP Access (from go-live) – Urgent Care Plan (onelondon.online) ○ Web Portal: https://ucp.onelondon.online/access/ ○ HIE (In context): UCP Access (from go-live) – Urgent Care Plan (onelondon.online) ○ HIE (read only PDF): UCP Access (from go-live) – Urgent Care Plan (onelondon.online) • FAQs: Frequently Asked Questions – Urgent Care Plan (onelondon.online)
<p>Service Desk Call script</p>	<p>Proposed responses for desktop support:</p> <p>Scenario 1 - We have investigated you issue locally and can confirm that this is a Priority 1/Priority 2 issue. We will log a P1/P2 issue with the UCP team on your behalf.</p> <p>Scenario 2 - We have investigated you issue locally and can confirm that this issue requires managing by the UCP team. Please access the UCP contact us web page on Contact – Urgent Care Plan (onelondon.online), and complete the system enquiry form.</p> <p>Scenario 3 - We have investigated you issue locally and can confirm that this issue requires further local investigation and resolution – refer to local SLA</p>