

Worklists User Guide



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Introduction and adding patients to worklist

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Introduction



- The Better Worklists functionality enables users to track patients, activities and tasks around their universal care plans on user level or workplace level.
- Worklists can be built on user level by displaying patients that have been marked as **My patient** or on an organisation level where the system displays patients that are assigned to user's organisation.

WORKLISTS

Last update: less than a minute ago [Update now](#)

My patients **v**
10 patients on the list (8 with UCP)

Filters [Reset](#) Patient search [Clear](#)

●	Patient	Last updated	Forms saved in progress	CPR Review date	CPR recommendation	Last opened by	Urgent care
●	SMITH, Melissa Polona 12 Apr 2022 - 10m 14d NHS No.: 382 819 1919	Care Plan Management Personal Information (Demographic details) 06 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Significant medical background 23 Jan 2023 at 11:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 23 Jan 2023 at 11:38	Remove
●	STARK, Marry Test Caroline 13 Aug 1980 - 42y 6m NHS No.: 000 000 5059	Personal Information (Demographic details) 20 Feb 2023 by 374 ST HELIER AVENUE		Due 21d ago	DNACPR 30 Jun 2022		Remove
●	MALFOV, Jacob Polonca Test 17 Oct 1975 - 47y 4m NHS No.: 000 000 5090	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 71d	DNACPR 18 Oct 2022	ST JOHN AMBULANCE 22 Feb 2023 at 14:19	Remove
●	DUNLAP, Wolfgang 10 Nov 1923 - 99y 3m NHS No.: 226 384 1805	Emergency care and treatment plan 24 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 2809d	DNACPR 24 Nov 2020		Remove
●	VONNEGUT, Pam (Miss) 04 Sep 1998 - 24y 5m NHS No.: 767 802 6072	Advance decisions and statements Alerts Care Plan Management Medications and allergies Personal Information (Performance and Social) Personal Information (Demographic details) Personal Information (Contacts) Prognosis and preferences for location of care Symptom management plan Significant medical background Emergency care and treatment plan		CPR 13 May 2022		ST JOHN AMBULANCE 02 Feb 2023 at 14:50	Remove

Version info

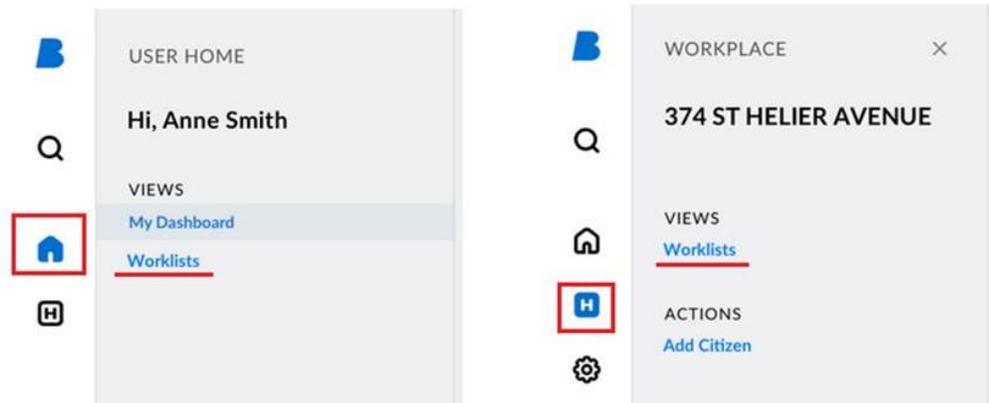
* To note* When opening patient list for the first time, it may take up to 10 minutes to load.

Accessing the worklist views



Users can access worklists on the UCP **web portal only** via:

- User dashboard module (home icon)
- Workplace module (H icon)



Users need to have the following roles to be able to access worklists:

- Clinician
- Non-clinician

Based on point of access, default view is displayed:

- When user navigates from **user dashboard** to worklists functionality, default view is **My patients** list.
- When user navigates from **workplace module** to worklists functionality, default view is **My organisation** list.

My Patients worklist view



- You can add a patient to your [My patients](#) list by clicking [mark as my patient](#) which is available on patient dashboard within the section [SHORTCUTS](#).
- Only the user will see this list.
- Only patients that have an active care plan or whose care plan was never started will be displayed.

The screenshot shows a 'Patient Lookup' interface. On the left is a navigation sidebar with icons for a blue 'B' logo, search, home, and hospital. The main content area is titled 'Patient Lookup' and shows a search result for 'LEWIS, Elizabeth (Mrs.)'. The patient's details include a birth date of 1 Jan 1988, age 36y 8m, and NHS number 999 562 9372. There is a 'Patient alerts (1)' notification and a 'DNACPR' button. Under 'VIEWS', there are links for 'Care plans and registries' and 'Patient alerts'. Under 'SHORTCUTS', there is a link for 'Add to my organisation list' and a 'Mark as my patient' button which is highlighted with an orange border. On the right, a 'Universal Care Plan' section shows the last update as 26 Sep 2024, 16:06. Below this is a 'Summary' section with 'Plan management' and a 'LIST OF CONTENT' table of contents. The table of contents includes 'Personal information' (last update: 26 Sep 2024, 13:4 Olufsen), 'Personal and professional c', and 'Alerts' (last update: 26 Sep 2024, 15:5 Olufsen).

My Organisation list



Adding to [My organisation](#) List depends on which organisation you work for:

- If you work for a GP Practice your list of patients with a UCP will automatically be added to your [My organisation](#) list based on information retrieved from the Patient Demographic Service (PDS).
- If you work for an organisation that is not a GP Practice, worklists can be built manually by using [Add to my organisation list](#) action that is available on patient dashboard within section [SHORTCUTS](#).
- Everyone in your organisation will see this list.
- Only patients that have active care plan are displayed. Those with deleted, withdrawn or never started before care plan are not included into worklist.

The screenshot shows a patient dashboard for Elizabeth Lewis (Mrs.). On the left, there is a navigation menu with icons for home, search, and a patient icon. The main content area is titled 'Patient Lookup' and shows patient details for Elizabeth Lewis (Mrs.), born 1 Jan 1988, with NHS No: 999 562 9372. A 'Patient alerts (1)' notification is visible, along with a 'DNACPR' status. Under the 'SHORTCUTS' section, the 'Add to my organisation list' button is highlighted with an orange box. On the right, the 'Universal Care Plan' section shows the last update as 26 Sep 2024, 16:06. Below this, there are sections for 'Summary', 'Plan management', and 'LIST OF CONTENT' which includes 'Personal information', 'Personal and professional c', and 'Alerts'.

* Hint* For users working for two or more organisations, remember to select the relevant organisation when adding a patient to ensure they are on the correct organisation list.



Functionality Overview

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Worklist view selector

Dropdown list selector enables user to switch between **worklist views** – **My patients** or **My organisation** worklist view.

The screenshot shows a web interface for 'WORKLISTS'. A dropdown menu is open, showing 'My patients' selected and '123 TOTTENHAM LANE (DENTAL PRACTICE)' as an option. Below the dropdown is a search bar labeled 'Patient search' with a 'Clear' button. The main area contains a table with columns: Patient, Last updated, Forms saved In progress, CPR Review date, CPR recommendation, and Last opened by Urgent care. The table lists three patients: SMITH, Melissa Polona; STARK, Marry Test Caroline; and MALFOY, Jacob Polonca Test.

	Patient	Last updated	Forms saved In progress	CPR Review date	CPR recommendation	Last opened by Urgent care	
	SMITH, Melissa Polona 12 Apr 2022 · 10m 14d NHS No.: 382 819 1919	Care Plan Management Personal information (Demographic details) 06 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 25 Jan 2023 at 12:38	Remove
	STARK, Marry Test Caroline 13 Aug 1980 · 42y 6m NHS No.: 000 000 5059	Personal information (Demographic details) 20 Feb 2023 by 374 ST HELIER AVENUE		Due 21d ago	DNACPR 30 Jun 2022		Remove
	MALFOY, Jacob Polonca Test 17 Oct 1975 · 47y 4m NHS No.: 000 000 5059	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 71d	DNACPR 18 Oct 2022	ST JOHN AMBULANCE 22 Feb 2023 at 14:19	Remove

Worklist content



The works lists include information about: Patient demographics, Last updated, Forms saved in progress, CPR review date, CPR recommendation and last opened by urgent care.

WORKLISTS

Last update: less than a minute ago [Update now](#)

My patients -
32 patients on the list (8 with UCP)

Filters [Reset](#) Patient search [Clear](#)

(D1)	(A)	(B)	(C)	(D)	(E)	(F)
Patient	Last updated	Forms saved in progress	CPR Review date	CPR recommendation	Last opened by Urgent care	
SMITH, Melissa Polona 12 Apr 2022 - 10m 14d NHS No: 382 819 1919	Care Plan Management Personal information (Demographic details) 06 Feb 2022 by 123 TOTTENHAM LANE DENTAL PRACTICE	Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST-JOHN AMBULANCE 25 Jan 2023 at 12:38	Remove
STARK, Mary Test Caroline 13 Aug 1980 - 42y 6m NHS No: 000 000 5059	Personal information (Demographic details) 20 Feb 2023 by 374 ST HELIER AVENUE		Due 21d ago	DNACPR 30 Jun 2022		Remove
MALFOY, Jacob Polona Test 17 Oct 1975 - 47y 4m NHS No: 000 000 5090	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 71d	DNACPR 18 Oct 2022	ST-JOHN AMBULANCE 22 Feb 2023 at 14:19	Remove
DUNLAP, Wolfgang 10 Nov 1923 - 99y 3m NHS No: 226 384 1805	Emergency care and treatment plan 24 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 2909d	DNACPR 24 Nov 2020		Remove
VONNEGUT, Pam (Miss) 04 Sep 1998 - 24y 5m NHS No: 767 802 6072	Advance decisions and statements Alerts Care Plan Management Medications and allergies Personal information (Performance and Social) Personal information (Demographic details) Personal information (Contacts) Prognosis and preferences for location of care			CPR 13 May 2022	ST-JOHN AMBULANCE 02 Feb 2023 at 14:50	Remove

Worklist views



You can filter worklists and narrow down list of patients by: On End of Life Care Register, Sections in progress, Care Home (Without Nursing On Premises), Care Home (With Nursing On Premises).

The screenshot shows a 'WORKLISTS' interface. At the top, it says 'Last update: 3 minutes ago Update now'. Below this is a section for 'My patients' with a dropdown menu showing filter options: 'On End of Life Care Register', 'Deceased patients', 'Forms in progress', 'Care Home (Without Nursing On Premises)', and 'Care Home (With Nursing On Premises)'. A 'Reset' button is next to the filter dropdown. To the right is a 'Patient search' field with a 'Clear' button. Below the search is a table of patient records with columns for 'Forms saved in progress', 'CPR Review date', 'CPR recommendation', and 'Last opened by Urgent care'. The table contains three rows of patient data, each with a 'Remove' button.

Forms saved in progress	CPR Review date	CPR recommendation	Last opened by Urgent care	
Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 25 Jan 2023 at 12:38	Remove
	Due 21d ago	DNACPR 30 Jun 2022		Remove
MALFOY, Jacob Polonca Test 17 Oct 1975 - 47y 4m NHS No.: 000 000 5090	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Due in 71d	DNACPR 18 Oct 2022	ST JOHN AMBULANCE 22 Feb 2023 at 14:19 Remove
DUNLAP, Wolfgang 10 Nov 1923 - 99y 3m NHS No.: 226 384 1805	Emergency care and treatment plan 24 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Due in 2909d	DNACPR 24 Nov 2020	Remove

Filtering options



The user is able to narrow down list of patients by applying one or more filtering options:

- **On End of Life Care Register:** system will display all patients that are on End of life register, if it is recorded so in section *diagnoses and prognosis* in field 'Is the patient on the GP's Palliative / End of Life Care Register?'.
Sections in progress: if this filtering option is applied, system filters out all patients whose care plans do not have any forms in progress.
- **Care Home (Without Nursing On Premises):** system displays all patients that have this value set as Type of accommodation within form *Personal information*.
- **Care Home (With Nursing On Premises):** system displays all patients that have this value set as 'Type of accommodation' within form *Personal information*.

Filtering options



Applied filters are **saved for next time** user returns to Worklists. The **reset** button next to the filters returns it to default view (show all on the list but hide deceased patients).

The screenshot shows a 'WORKLISTS' interface with a search bar and a 'Reset' button. A dropdown menu is open, showing filter options. The main table displays patient records with columns for 'Forms saved In progress', 'CPR Review date', 'CPR recommendation', and 'Last opened by Urgent care'.

Forms saved In progress	CPR Review date	CPR recommendation	Last opened by Urgent care
Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 25 Jan 2023 at 12:38
	Due 21d ago	DNACPR 30 Jun 2022	
MALFOY, Jacob Polonca Test 17 Oct 1975 - 47y 4m NHS No.: 000 000 5090	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Due in 71d DNACPR 18 Oct 2022	ST JOHN AMBULANCE 22 Feb 2023 at 14:19
DUNLAP, Wolfgang 10 Nov 1923 - 99y 3m NHS No.: 226 384 1805	Emergency care and treatment plan 24 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Due in 2909d DNACPR 24 Nov 2020	

Patient Search



- The user is able to search for certain patients by entering **full NHS number** or by part of the **patient's name** (at least 3 characters) into search box above list of patients. The **clear** button next to the search box clears filled in search criteria.
- Upon entering full NHS number or part of the patient's name, the list automatically narrows down to patients that match search criteria.
- If search doesn't return the desired result, please check whether the patient is included in the list or might be deceased, had his/her care plan withdrawn or deleted.

The screenshot shows a patient search interface. At the top, there is a search bar with the placeholder text "Find patients on the list" and a "Clear" button. To the left of the search bar is a "Reset" button and a "Filters" dropdown menu. Below the search bar is a table of patient records. The table has columns for Patient, Last updated, Forms saved In progress, CPR recommendation, CPR Review date, and Last opened by Urgent care *since 22-Mar-2023. The first row shows a patient named BRAHM, Deedee (Ms) with an emergency care and treatment plan. The second row shows a patient named ADAM, Jason (Master) with medications and allergies.

Filters	Reset	Find patients on the list	Clear		
Patient	Last updated	Forms saved In progress	CPR recommendation	CPR Review date	Last opened by Urgent care *since 22-Mar-2023
BRAHM, Deedee (Ms) 03 Apr 1990 · 33y NHS No: 000 007 8093	Emergency care and treatment plan 18 Aug 2022 by 152 SPRINGBANK ROAD	Significant medical bac... 20 Jun 2022 at 15:08	DNACPR 27 Jul 2022	Indefinite decision 18 Aug 2022	
ADAM, Jason (Master) 08 May 2010 · 12y 11m NHS No: 600 510 9189	Medications and allergies 22 Mar 2023 by 301 EAST STREET SURGERY		CPR 01 Aug 2019		

Update



- User can update worklist view by selecting **Update now** in left upper corner.
- User can see how long ago the worklist page was last updated.

The screenshot shows a 'WORKLISTS' interface. At the top left, there is a blue 'B' icon and a search icon. Below the search icon, there is a blue house icon and a blue 'H' icon. The main content area is titled 'WORKLISTS' and has a close button 'X' in the top right corner. Below the title, it says 'Last update: less than a minute ago' followed by a red-bordered button labeled 'Update now'. Below this, there is a section titled 'My patients' with a dropdown arrow and the text '10 patients on the list (8 with UCP)'. There are 'Filters' and 'Reset' buttons, and a 'Patient search' field with a 'Clear' button. The main table has columns for 'Patient', 'Last updated', 'Forms saved In progress', 'CPR Review date', 'CPR recommendation', and 'Last opened by Urgent care'. The table contains two rows of patient data.

Patient	Last updated	Forms saved In progress	CPR Review date	CPR recommendation	Last opened by Urgent care
 SMITH, Melissa Polona 12 Apr 2022 - 10m 14d NHS No.: 382 819 1919	Care Plan Management Personal information (Demographic details) 06 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 25 Jan 2023 at 12:38 Remove
 STARK, Marry Test Caroline 13 Aug 1980 - 42y 6m NHS No.: 000 000 5059	Personal information (Demographic details) 20 Feb 2023 by 374 ST HELIER AVENUE		Due 21d ago	DNACPR 30 Jun 2022	Remove



Content details by columns

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Content details by columns



WORKLISTS ×

Last update: less than a minute ago [Update now](#)

My patients ▼
10 patients on the list (8 with UCP)

Filters Reset Patient search Clear

(D1)	(A)	(B)	(C)	(D)	(E)	(F)	
● Patient	Last updated	Forms saved	In progress	CPR Review date	CPR recommendation	Last opened by Urgent care	
	SMITH, Melissa Polona 12 Apr 2022 · 10m 14d NHS No: : 382 819 1919	Care Plan Management Personal information (Demographic details) 06 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE	Significant medical background 23 Jan 2023 at 13:24	Due 21d ago	DNACPR 20 Jan 2023	ST JOHN AMBULANCE 25 Jan 2023 at 12:38	Remove
	STARK, Marry Test Caroline 13 Aug 1980 · 42y 6m NHS No: : 000 000 5059	Personal information (Demographic details) 20 Feb 2023 by 374 ST HELIER AVENUE		Due 21d ago	DNACPR 30 Jun 2022		Remove
	MALFOY, Jacob Polonca Test 17 Oct 1975 · 47y 4m NHS No: : 000 000 5090	Emergency care and treatment plan 27 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 71d	DNACPR 18 Oct 2022	ST JOHN AMBULANCE 22 Feb 2023 at 14:19	Remove
	DUNLAP, Wolfgang 10 Nov 1923 · 99y 3m NHS No: : 226 384 1805	Emergency care and treatment plan 24 Feb 2023 by 123 TOTTENHAM LANE DENTAL PRACTICE		Due in 2909d	DNACPR 24 Nov 2020		Remove
	VONNEGUT, Pam (Miss) 04 Sep 1998 · 24y 5m NHS No: : 767 802 6072	Advance decisions and statements Alerts Care Plan Management Medications and allergies Personal information (Performance and Social) Personal information (Demographic details) Personal information (Contacts) Prognosis and preferences for location of care			CPR 13 May 2022	ST JOHN AMBULANCE 02 Feb 2023 at 14:50	Remove

Content details by columns



Patient (A): basic patient's demographic data. User can sort patients by Surname (A-Z and Z-A) by selecting arrow icon next to column title.

Last update (B): This column contains date when some or all sections were submitted (complete). In [My patient](#) worklist view, if patient doesn't have care plan yet user will see message that will reflect absence of the care plan. User can sort patients by last updated date (ascending, descending) by selecting arrow icon next to column title.

Forms saved In progress (C): This column displays forms (care plan sections) that are saved as in progress in patient's care plan. There is no sort option for this column.

Content details by columns



CPR Review date (D): This column displays information if Emergency Care and Treatment Plan needs to be reviewed or if review date is already past due. If review is not needed, indefinite decision text is displayed. **(D1)** Time icon in 1st column is a reflection of CPR Review date column. User can sort patients by Review date (ascending, descending) by selecting arrow icon next to column title.

Legend:

- Due date is greater (older) than current date, which means that review date is overdue - system will display **red** flag
- Due date is in 3 or less months from current date - system will display **amber** flag
- Due date is more than three months from current date in future - system will display **grey** text

Content details by columns



CPR recommendation (E): User sees what CPR recommendation was entered into patient's CPR and treatment escalation decision.

Legend:

- If 'Yes' was selected in the CPR and treatment escalation decision form, it's marked with **grey** flag with text **CPR**
- If option 'No' was selected in CPR and treatment escalation decision form, then it's marked with **red** flag with text **DNACPR**
- If option 'Decision Not Yet Made' was selected in CPR and treatment escalation decision form, user will see grey text **No decision**
- Regardless of selected option in the form CPR and treatment escalation decision, system will also display date which is taken from same form in field Date of CPR recommendation. User is able to sort by this date (ascending, descending) by selecting arrow icon next to column title

Content details by columns



Last opened by urgent care (F): This information will be presented to user if the patient's care plan was opened (viewed) by a urgent care user in past three months. Only last viewing urgent care organisation is displayed (not history of all views in past three months). User can sort patients by Last opened by urgent care date (ascending, descending) by selecting arrow icon next to column title.



Removing patients from Worklist

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Removing patients from Worklist



Removing patients from worklists is supported only for:

- [My patients](#) worklist
- Non-GP [My organisation](#) worklist

GP based worklist view has automatised logic of adding and removing patients to the list therefore manual removal is not available to user.

Removing patients from Worklist by system



The system will automatically remove patients under certain circumstances:

- **Care plan is withdrawn**

The withdrawal action is performed by a user within the patient's care plan under the [Actions](#) menu in [Settings](#). The system will remove patient from all worklists if their care plan is withdrawn.

- **Care plan is deleted**

A patient's care plan can be deleted by users (with proper permission) within the care plan's [Actions](#) menu. The system will remove patients from all worklists if their care plan is deleted.

- **Upon PDS sync, patient is not under GP anymore**

The PDS sync is triggered every time the user opens a patient's care plan. The GP Worklist will be built based on data from last performed PDS sync on a patient's care plan. If the system doesn't detect a certain patient registered within a user's GP anymore, such patient won't be included in the GP worklist and won't appear on it.

Removing patients from worklist



You can remove patient from your worklist by [Unmark as my patient action](#) available on patient dashboard within section [SHORTCUTS](#).

The screenshot displays a patient dashboard for Elizabeth Lewis (Mrs.). The left sidebar contains navigation options: Patient Lookup, PATIENT, EL, LEWIS, Elizabeth (Mrs.), Patient alerts (1), DNACPR, VIEWS (Care plans and registries, Patient alerts), and SHORTCUTS (Add to my organisation list, Unmark as my patient). The main content area shows the Universal Care Plan, Summary, Plan management, and a LIST OF CONTENT with items like Personal information, Personal and professional c, and Alerts. The 'Unmark as my patient' link in the SHORTCUTS section is highlighted with an orange box.

Removing patients from worklist



For non-GP organisations, you can remove patient from [My organisation](#) worklist by [Remove from my organisation list](#) available on patient dashboard within section **SHORTCUTS**.

[Patient Lookup](#)

PATIENT

EL

LEWIS, Elizabeth (Mrs.)
1 Jan 1988 · 36y 8m
NHS No: 999 562 9372

Patient alerts (1)

DNACPR

VIEWES ^

- [Care plans and registries](#)
- [Patient alerts](#)

SHORTCUTS ^

- Remove from my organisation list**
- [Unmark as my patient](#)

Universal Care Plan
Last update: 26 Sep 2024, 16:06 · E
[Details](#)
Actions ▾

Summary

Plan management

LIST OF CONTENT

- Personal information**
Last update: 26 Sep 2024, 13:4
Olufsen
- Personal and professional c**
- Alerts**
Last update: 26 Sep 2024, 15:5
Olufsen

Removing patients from worklist



User is able to remove patient from worklists by action available on patient care plan, or with **remove** action, positioned in last column for each individual patient.

Once remove action is selected, dialog box appears, and user must select remove button to confirm action.

Patient is only removed from worklist on which user is performing removal action

Forms saved In progress	Emergency care and treatment plan review ^	CPR recommendation v	Last opened by Urgent care v	
	Due 7d ago	DNACPR 18-Aug-2023		Remove
Personal information (Performance and Social) 18-Aug-2023 at 13:20	Due 4d ago	CPR 16-Dec-2023	London Ambulance Service 18-Aug-2023 at 13:20	Remove
	Due 2d ago	DNACPR 8-Nov-2023	IM&T, London Ambulance Service 18-Aug-2023 at 13:20	Remove
	Due in 2w 7d	CPR 28-May-2023	Islington Ambulance Station G1 18-Aug-2023 at 13:20	Remove

* Tip* Before moving organisation, remember to add patients to the Organisation's worklist and removed them from your personal list.



Frequently asked questions

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1. Why can't I access Worklists?

- To be able to access the Worklists you must be logged into the UCP web portal and have an appropriate user role.

See details in the slide titled **Accessing the worklist views.**

2. There are no patients in My patients worklist view



- If no patients were manually added to the list via the **Mark as my patient** action, the list will be empty.
- If there are patients that are marked as **My patient** but do not appear in the **My patient** worklist view, check if patient is deceased or if their care plan was withdrawn or deleted.

See details in slide titled **My patients worklist** for ‘Mark as my patient’ feature.



3. There are no patients in My organisation worklist view for non-GP organisation

- If no patients were manually added to the list by the [Add to my organisation list](#) action, the list is empty.
- If there are patients that are marked as [Add to my organisation list](#) but do not appear in the [My organisation worklist view](#), check if patient is deceased or if their care plan was withdrawn or deleted.

See details in slide titled **My Organisation list**.



4. There are no patients in My organisation worklist view for a GP organisation

- If system doesn't find any patients that are registered within a user's GP, the GP Worklist is empty.
- In this case, the user is advised to search for a patient and open their care plan in order to trigger a PDS sync.
- If PDS sync was performed but the patient still doesn't appear to be in [My organisation](#) worklist, check if the patient is deceased or if their care plan was withdrawn or deleted.



5. Why can't I see the add and/or remove action in worklists?

- Only users with clinical and non-clinical roles can access Worklists and therefore have access to the related actions. Urgent care users will not see the worklist functionality.
- Another reason might be that you're currently logged in as a user working under a GP organisation.
- The [Add to my organisation list](#) and [Remove from my organisation list](#) action is not available for GP organisations.

6. How can I see deceased patients?



- Deceased patients will not show on the Worklist feature.

Service Support



For any queries or more information please follow the link below:

[Contact – Universal Care Plan \(onelondon.online\)](#) .