

FAO:
In-scope GP practices in
England

Senior Partner and Practice
Manager

Operations and Information Directorate
NHS England
Quarry House
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Thursday 9 August 2018

Gateway Reference Number: 08355

Dear Colleague,

***CENTRAL ALERTING SYSTEM* Unprocessed documents not in patient records: Practice collection of documents from NHSmail: use of Docman version 7 with Electronic Data Transfer enabled.**

NHS England has been made aware of an issue where some GP practices have records, received by NHSmail, which have not been able to be processed and have not transferred into the patient's electronic records. This issue affects GP practices using Docman version 7 software with Electronic Document Transfer (EDT) enabled. This configuration is dependent on the practice having systems and processes in place to manage any unprocessed records which do not transfer automatically.

GP practices in scope

GP practices that are currently or have previously used NHSmail to receive communications AND have previously or are currently using Docman version 7 AND had EDT enabled to transfer documents into the patient electronic records, may be affected and need to take further action (detailed below).

Action request

Deadline Thursday 23 August 2018

1. Please review the "**Docman version 7 – GP Alert Scheduling Guidance**" and check to see if your practice systems are appropriately configured.
2. Please check that you have processes in place to manage any documents that cannot be converted by the Scheduler. We would recommend that where the practice is using Docman version 7 with EDT enabled, it is configured to have a minimum of two users to receive alerts.

Incoming documents that are unprocessed will remain in the NHSmail account, either in the deleted items folder or an otherwise pre-defined equivalent folder designated by the practice, unless the practice has chosen to manually delete them.

3. Please download and install additional software which has been made available by Docman to help practices to identify if you have any unprocessed unique records for further review by the practice. Please see attached "**Docman unprocessed documents guidance**". This software has been made available to help isolate unprocessed records for practice review and remove any duplicate copies generated by the system.

It may be that these documents are filed into Docman, however the practice needs to review these documents and check the patient record within Docman and the Clinical System to ensure the document is filed successfully.

Deadline Thursday 20 September 2018

Following investigation if you identify any unprocessed documents and believe letters may not have been filed, please take the following next steps:

4. Practices should undertake a clinical risk assessment for any unfiled documents using the attached **proforma assessment form** which has been created for this issue. Subsequently please file documents to Docman and the clinical system.
5. Please share the outcome of your risk assessment to your CCG.

Background

Docman software is used by practices to automate the movement of documents and letters arriving by NHSmail into the Docman system for filing to the patient's electronic records. Once processed the email is automatically moved from the practice NHSmail inbox into the deleted items folder or other specified folder designated by the practice during installation. Where a file does not transfer, and the document is not moved into Docman (e.g. password protected file, or a record otherwise not able to be read), the Docman Scheduler generates alerts. These should be acted upon by nominated member(s) of staff (the system can be configured to send additional individual alerts to nominated practice staff users for action.)

Further support

If you need further advice, please contact your CCG in the first instance; support is also available from your local GPIT service provider.

We understand there may be workload implications arising from this issue which need to be addressed. A delay in managing documents could have had adverse clinical consequences and we are currently discussing these issues with the BMA's General Practitioners Committee (GPC). We are also working with Docman, NHS Digital, and other stakeholders so we can provide the necessary support.

OFFICIAL

Yours faithfully



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