GUIDE

Managing a GPnetworks Hub Account

www.gpnetworks.co.uk

Contents

Logging in 01

Managing your profile 02

Managing your practitioner bank 03

Assignments 04

Your schedule 05

Rules & information 06

Notifications 07

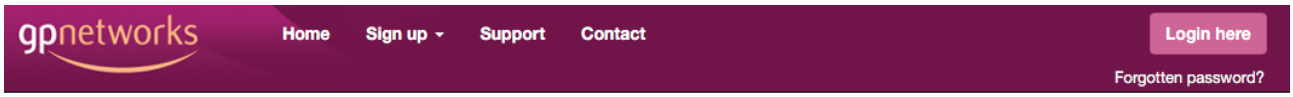
Getting help 08

01 Logging in

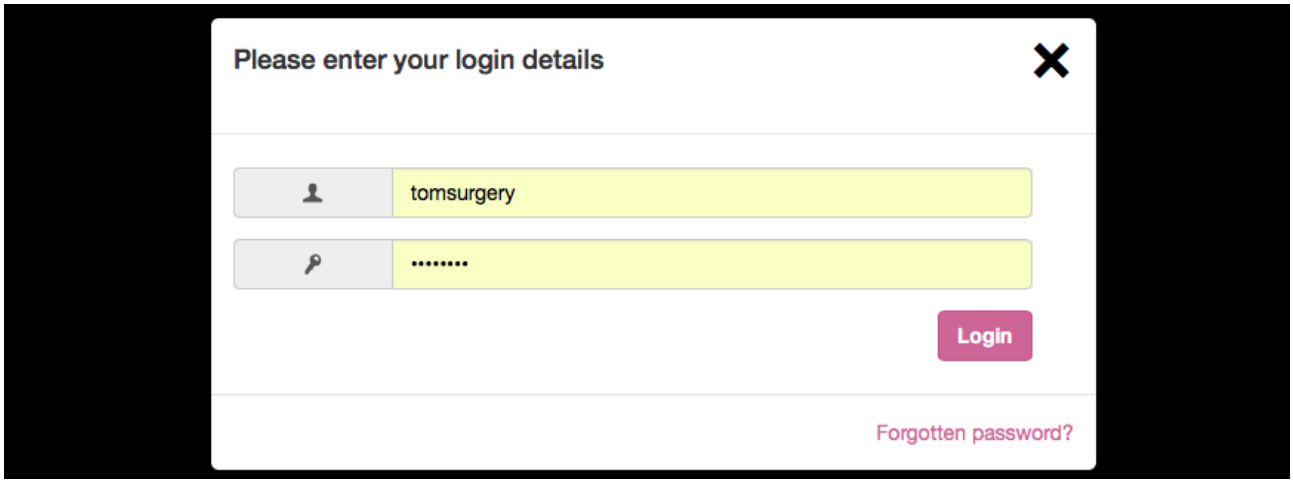
There is a single login box for all users of the system. Each type of user is then redirected to the relevant account type based on their user role. There are three roles:

- Practitioner
- Practice
- Hub

To login any user starts by clicking the Login button at the top right of the home screen.

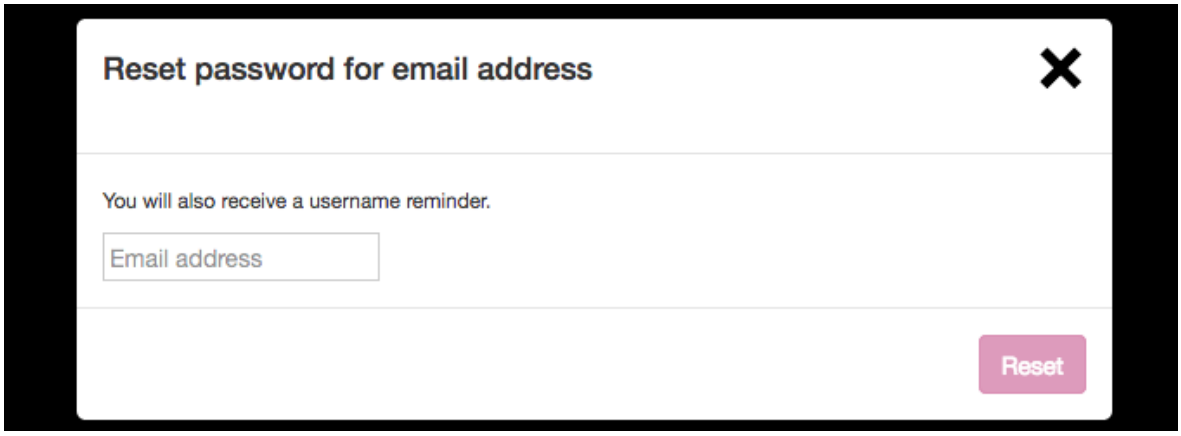


After clicking the login button a small dialogue box is opened containing two input fields: username and password.



Login requires only a username and password. These are set by new users during registration but can be changed from within a users profile.

If a user has forgotten their password, they can retrieve this via a link under the login box. Clicking this link opens a small dialogue box with an input field for the users email address. This must be the email address associated with the users account. When a valid email address is entered here, the user will be sent a new auto generated password via email.

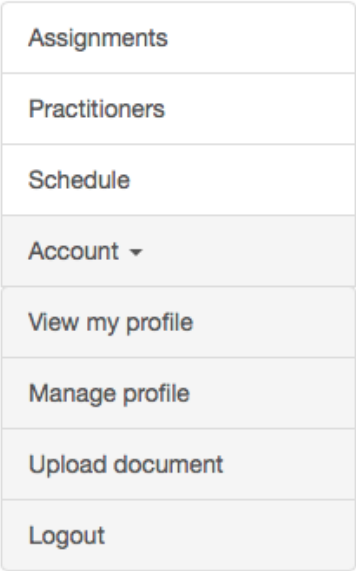


If a user has forgotten their username they can get in touch with us at admin@gpnetworks.co.uk

02 Managing your Profile

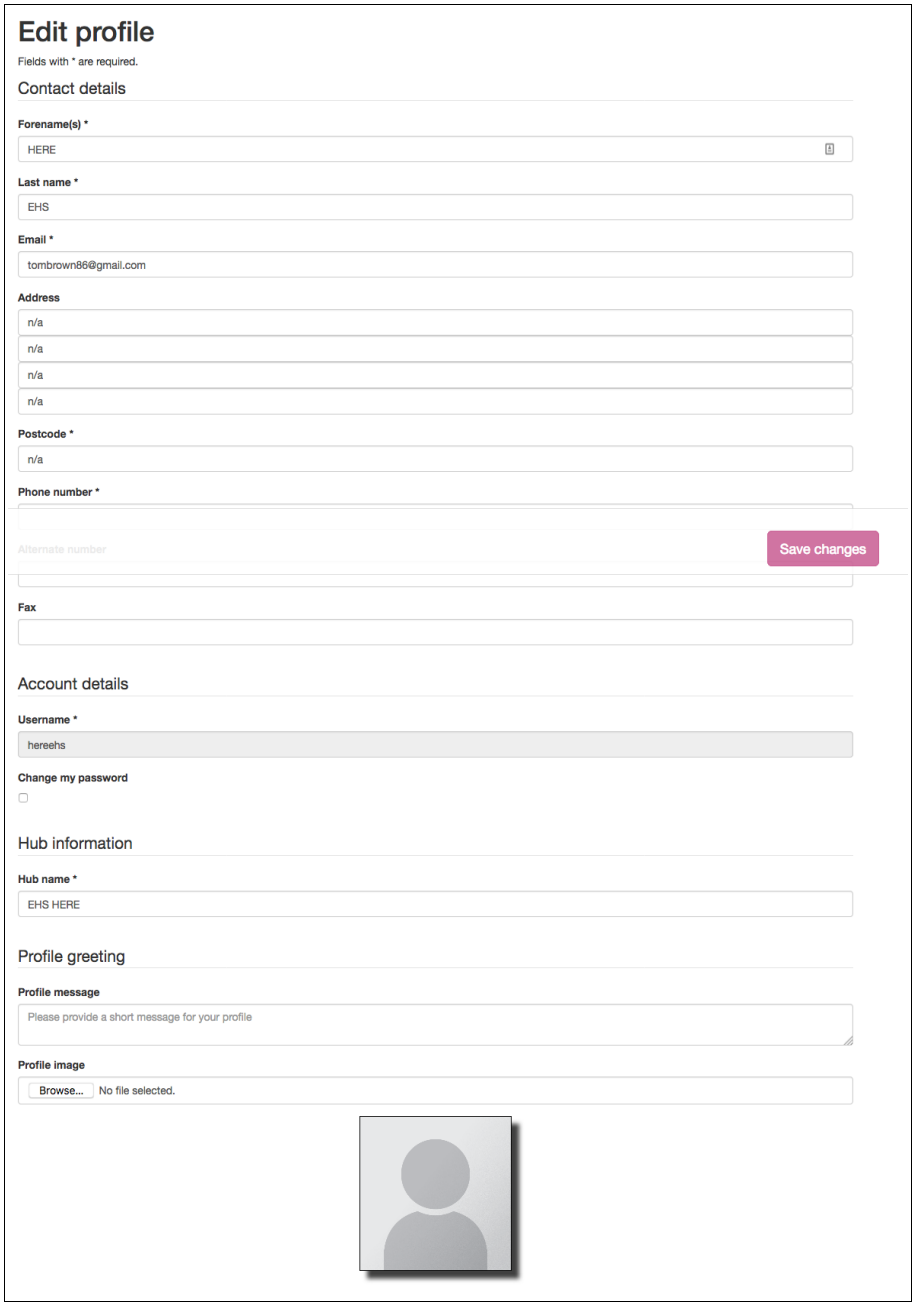
The profile for a Hub user account is fairly simple, consisting of Hub Contact details, user login details, an optional profile image and a Hub Terms & Conditions document.

Profiles are managed from the Account tab in main left hand menu that appears in a user account home screen after login.



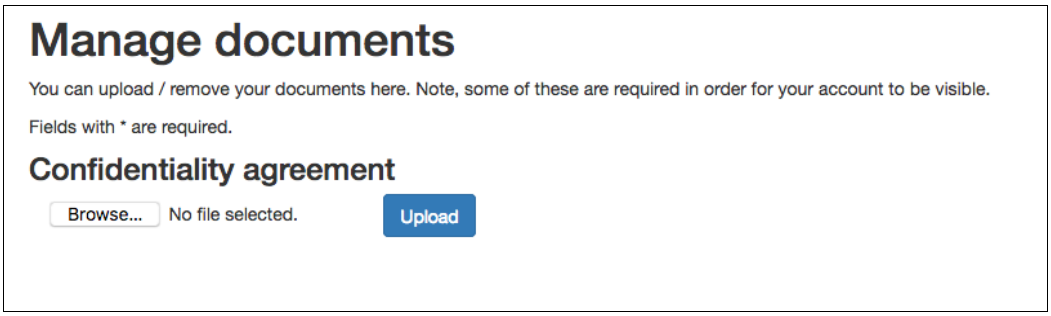
View Profile
If you view your Profile you will see your Profile pic (or a default icon) and a clickable link of your Hub Terms document.

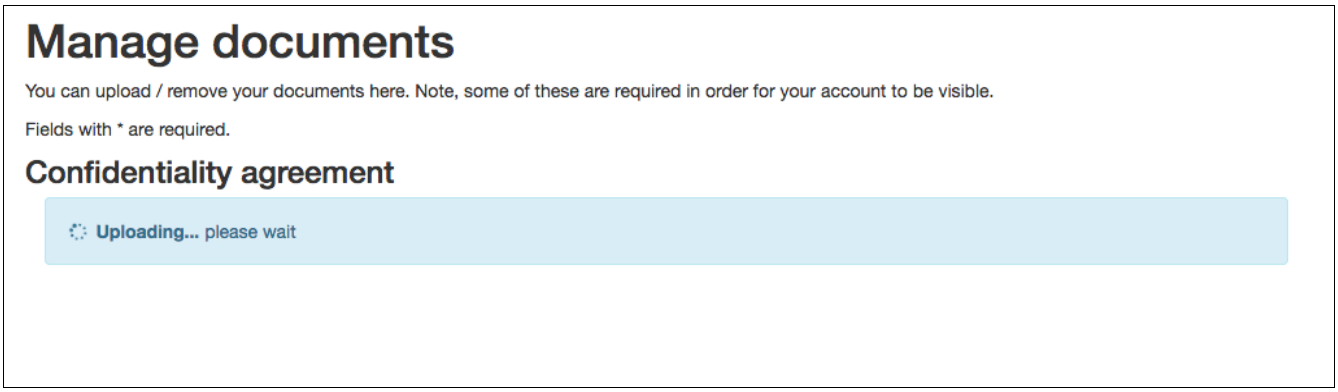
Manage Profile
This screen allows you to make changes to all aspects of your Profile

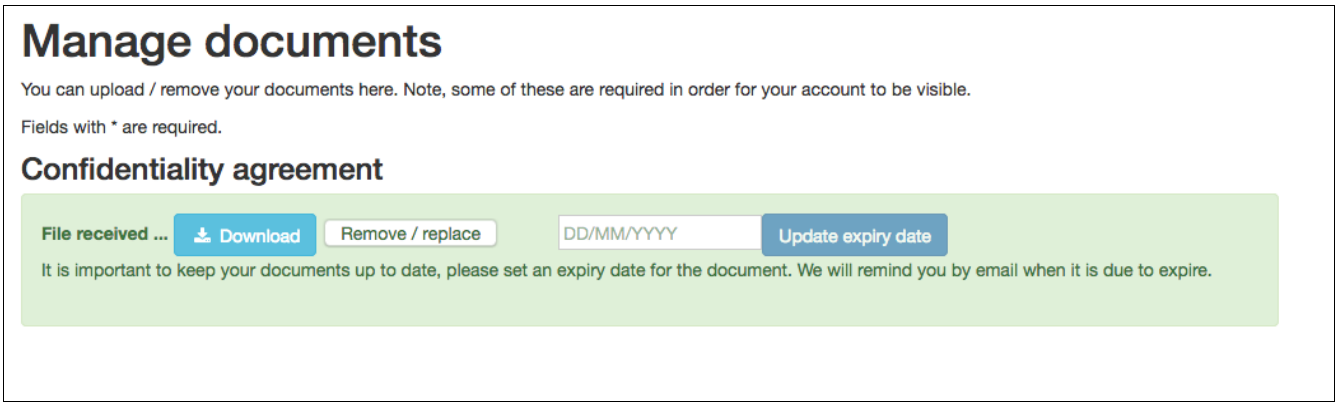


Upload document

The upload document feature is where you can add your Hub confidentiality agreement. This is important file that practitioners will see within their account when they have opted into a Hub and been accepted. They must indicate they have read this document as part of the induction process into a Hub.





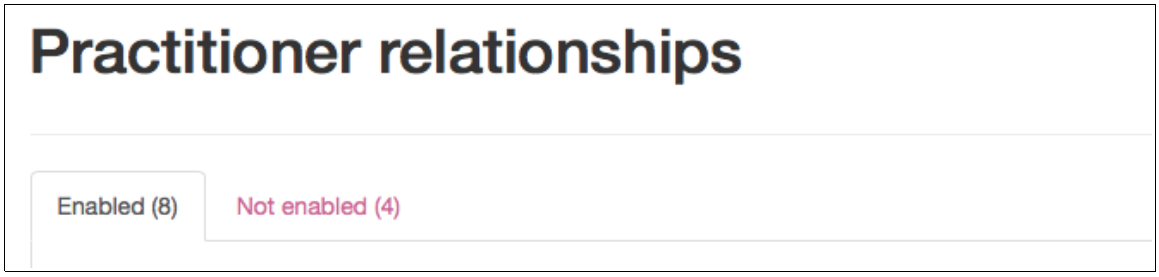


The Hub admin also must indicate that the practitioner has accepted the Hubs confidentiality agreement before the system can assign the practitioner to any of the Hubs shifts. This is illustrated in the next section: Managing Practitioners.

03 Managing the practitioner bank

In this section you will two separate lists of practitioners:

- Those that have requested to opt into the Hub but are not yet accepted by the Admin
- Those already accepted into the Hub bank by the Hub Admin



In the Not enabled list you can simply enable practitioners waiting to be accepted and inducted into your Hub. In this view if you click a practitioner name you will open a dialogue showing all the practitioners professional details.

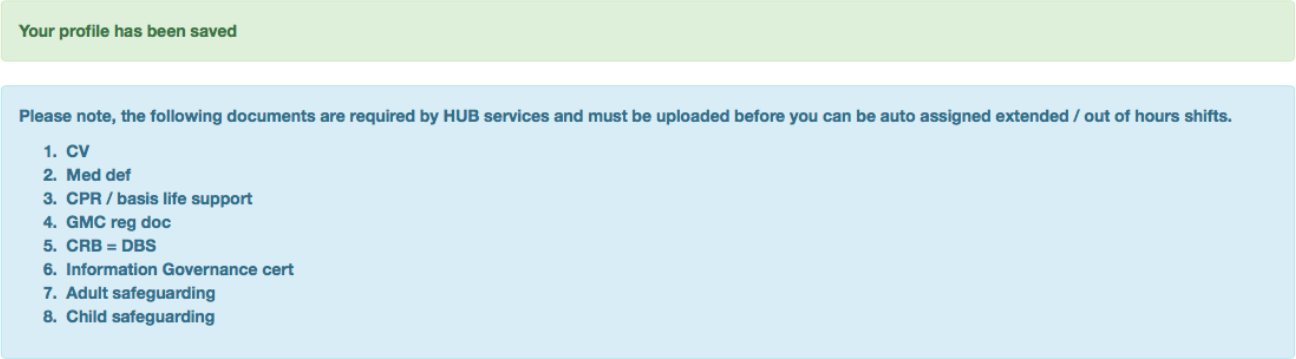
- Professional documents
- Skills & qualifications
- Profile pic
- Hourly rate /daily rate
- Smart card number

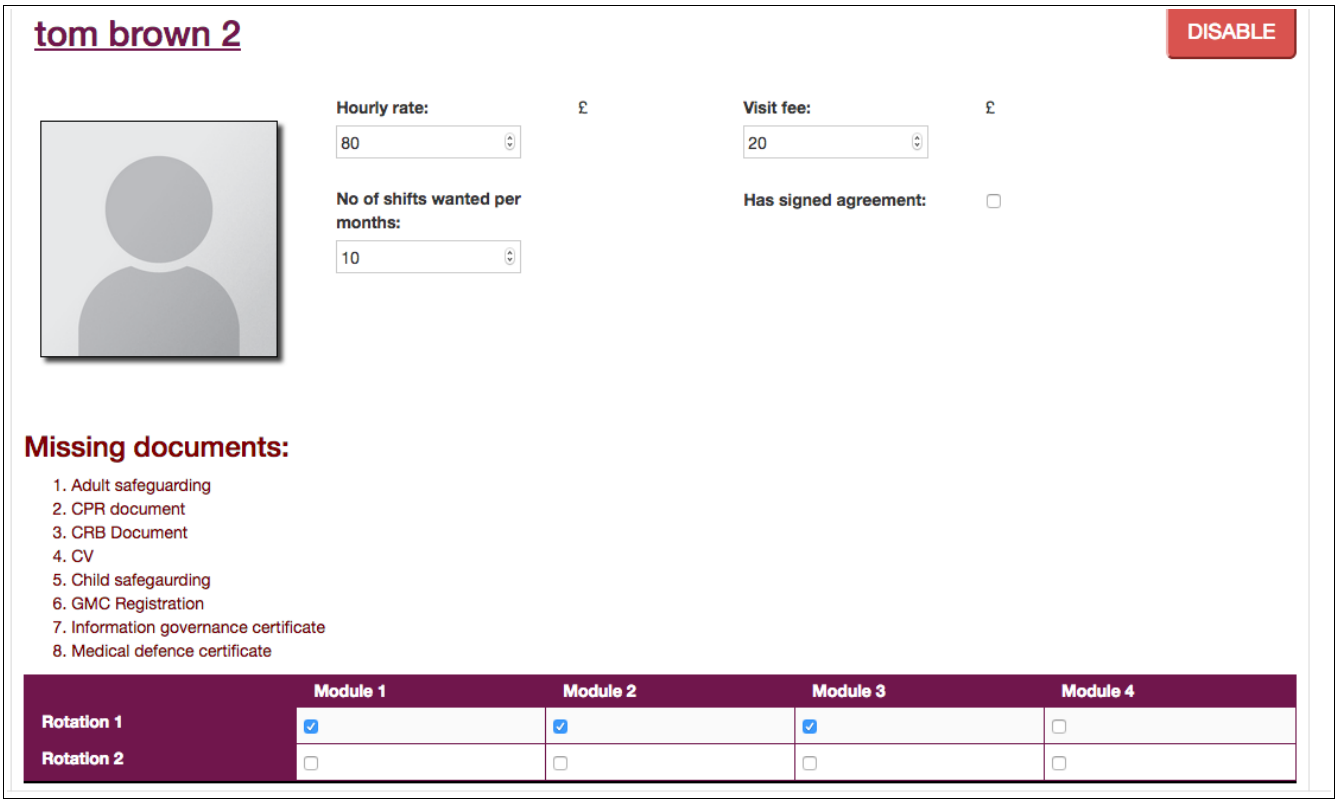
When a practitioner is enabled, this moves them into the Enabled list where you can manage key aspects of the practitioner in relation to your Hub and your Assignments.

- Hourly Hub rate
- Optional visits fee
- Number of shifts the practitioner wants to work per month
- Flag to specify if the practitioner has signed your Confidentiality agreement
- Practitioners relation to your Hub structure*
- Documents missing from practitioner profile essential to working for the Hub*

**Some Hubs have an internal structure such as modules and some operate different shift requirements at different times of the year. When this is the case, the structure will be shown in a table beneath each practitioner and you can assign them to the parts of the Hub they wish to work within.*

** When a practitioner joins a Hub both sides are kept informed of the status of the key documents required within the practitioner account. The Missing documents list changes as the files are uploaded.*





Note

Even after a practitioner is enabled by the Hub Admin, before the practitioner can appear within the Hubs Assignments screen and be automatically or manually matched to the Hubs Shift requirements, they must have fulfilled the following induction requirements:

- All essential documents uploaded into their Profile
- All documents must have an expiry date in the future (the system sends reminders)
- Number of shifts wanted per month set to a positive value above zero
- Confidentiality agreement signed

They must also have the following things set within their own account:

- Visibility to at least some of the host locations within the Hub
- Availability within their Schedule for at least some of the Shift requirements of the Hub

04 Assignments

The Assignments screen is the place where the Hub shift requirements are dynamically matched to the practitioner bank availability.

The Assignments table is driven by a hierarchy of logic to automatically make the optimal matches of practitioners to your Hub shift requirements but any match in the table can be manually adjusted by the Hub Admin.

The Assignments table will have tabs that automatically reflect any Hub structure, where it exists, and will show a separate Assignments table for each calendar – each populated with the best possible practitioner matches at any given time.

The hierarchy of logical rules governing the auto matching of practitioners is described in the addition 'Rules and information' tab.

Assignments screen

Each row within a Module table contains a shift for a host from the Shift Pattern for the current Rotation and shows the best practitioner match (if possible)

The Modules should be prepopulated with the first choice candidate for a shift. If there are no preferred candidates available, the next best available practitioner will be selected.

Within each row the practitioner matches are drop down menus that allow for manual adjustment by an Administrator

Selected practitioners are marked in ORANGE. Once the assignment has been created the entry will display GREEN.

If the hub has cancelled the assignment or the practitioner has declined, the entry will be crossed out and marked RED.

Automatic mapping

The system will automatically map the most appropriate practitioner to each shift according to the following rules:

- The practitioner must have their account set visible to the practice location.
- The practitioner must have set themselves as available for a session on that date.
- Practitioners are then chosen by the following conditions in order:
  1. Choose **preferred candiates*** first
  2. Choose practitioners who have reached the lowest percentage of number of shifts wanted per month so far.
  3. Choose closest practitioner to the practice location.

Preferred candidates*

Candidates are preferred if they have the practices IT System as one of their skills AND are mapped to the module in question (Manage Hub Practitioners).

Assignment logic and notifications

When you assign shifts to practitioners, each practitioner is sent a notification describing their assigned shifts.

They may decline the offer upto 2 calendar days before. If they do so, you will be contacted by email.

As HUB user you are able to cancel the shifts from your Schedule view or by assigning another user for that shift. The practitioner will be notified if their assignment is cancelled.

Practitioners will also receive an email when one of their uploaded documents is approaching it's expiry date. If their document expires, it will still be available to download.

This describes how everything works as well as how some of the notification logic works once assignments are made.

The main assignments table itself shows a dynamic list of each shift requirement for the Hub, within each month plus columns of practitioner matches to those requirements. It uses colours to differentiate between assignments auto matched by the system, assignments confirmed by the

Hub admin and cancelled or declined assignments.

Shift + Add custom shift	Location	GP	Nurse
Sunday 1st of April 2018 - **10:00 - 13:00**	Mile Oak Medical Centre	None	None
Monday 2nd of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	*None available*	*None available*
Tuesday 3rd of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	*None available*	*None available*
Wednesday 4th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	*None available*	*None available*
Thursday 5th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*
Friday 6th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*
Saturday 7th of April 2018 - **08:00 - 14:00**	Mile Oak Medical Centre	*None available*	*None available*
Sunday 8th of April 2018 - **10:00 - 13:00**	Mile Oak Medical Centre	*None available*	*None available*
Monday 9th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	? joe aliferis	*None available*
Tuesday 10th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	? joe aliferis	*None available*
Wednesday 11th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*
Thursday 12th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	? joe aliferis	*None available*
Friday 13th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	? joe aliferis	*None available*
Saturday 14th of April 2018 - **08:00 - 14:00**	Mile Oak Medical Centre	? joe aliferis	*None available*
Sunday 15th of April 2018 - **10:00 - 13:00**	Mile Oak Medical Centre	? joe aliferis	*None available*
Monday 16th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*

Each assignment in the table can be clicked to see the other possible matches between practitioners and shift and each can be manually edited to choose a different practitioner or to fix a cancellation or failed match.

There are separate assignment tables practitioner match columns for each practitioner type. At this time that is comprised of GP and Nurses practitioners.

Note
The shift requirements behind the Assignments screen tables are unique to each Hub account. We program these patters in when we create the Hub account and can alter them at any time, on your request. You can also use Custom shifts to add one-off special shifts to your monthly schedules.

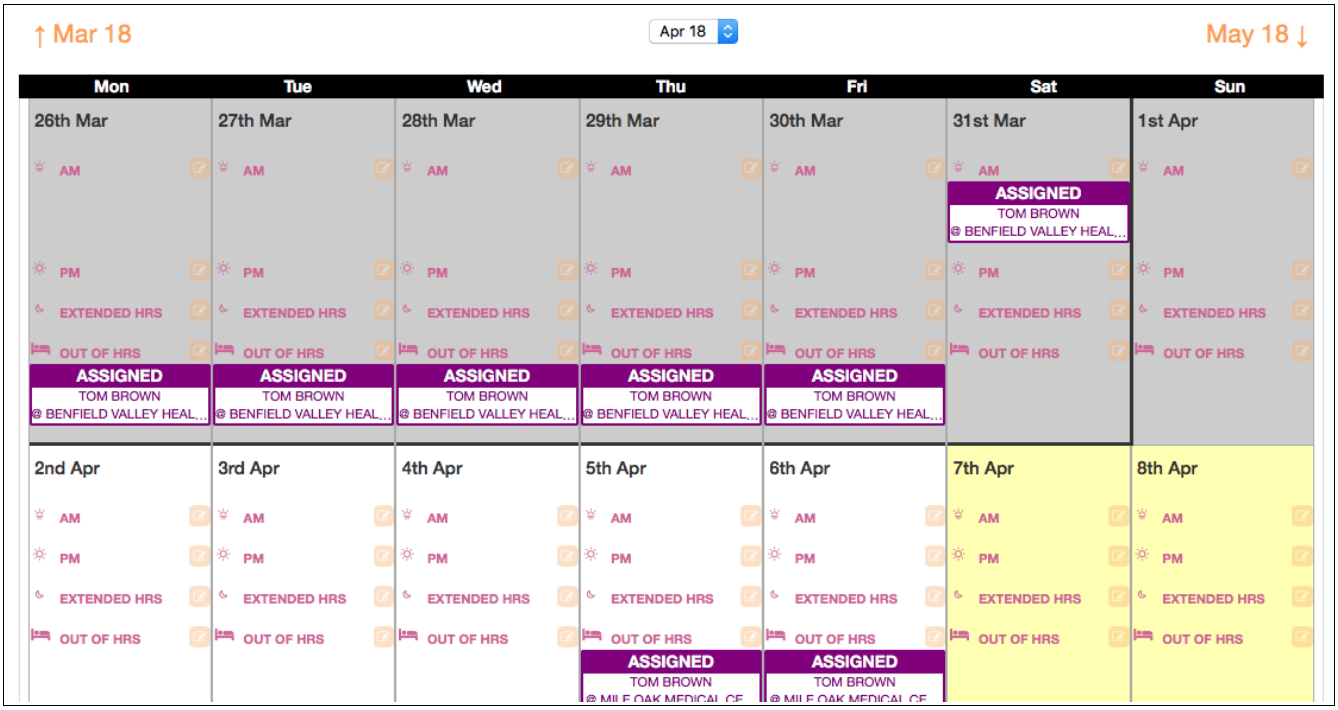
Custom shifts
Custom shifts show in a slightly different colour in the Assignments table.
The Hub admin can optionally add any number of custom shifts into their monthly schedule of requirements and these will also be automatically matched by the system to practitioner availability, where it exists and the other conditions are met.

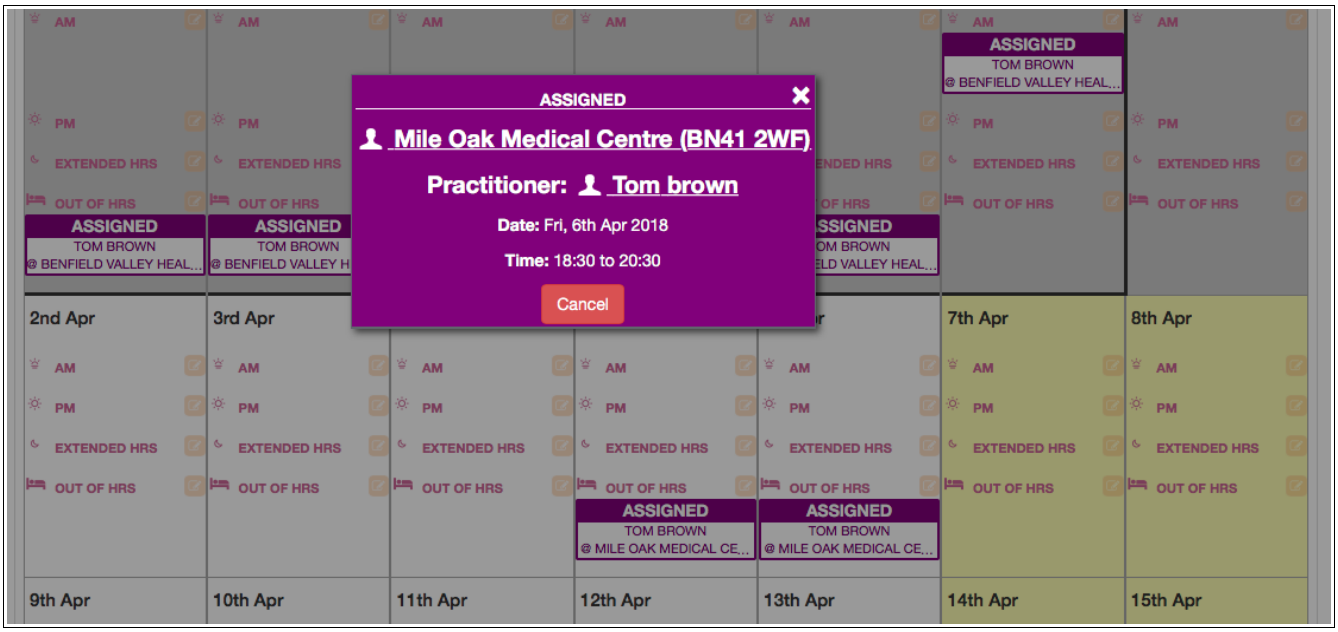
Wednesday 25th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	? joe aliferis	*None available*
Thursday 26th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*
Thursday 26th of April 2018 - **18:30 - 20:30** ***(Custom shift)***	Mile Oak Medical Centre	? Tom brown	*None available*
Friday 27th of April 2018 - **18:30 - 20:30**	Mile Oak Medical Centre	✔ Tom brown	*None available*

Screen shot above shows a custom shift highlighted for Thursday 26th April 2018

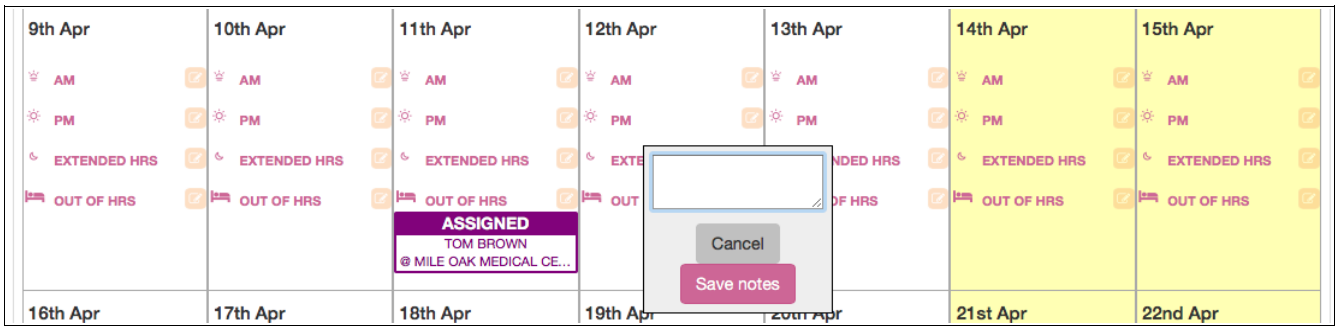
05 Your schedule

Each Hub account has a Schedule screen. This represents an up-to-date overview of all Hub assignments activity. Its an at-a-glance view of the Assignments, within a calendar timeline that you can paginate and filter. Each item in the Schedule can be clicked to open a dialogue containing more information and assignments in the future can be cancelled from the schedule.





You can also store private Hub notes within the schedule, against each shift of each day.



06 Rules & information

Within the Assignments screen there is a button that leads to a sub-page containing all the relevant information about how the Hub account works and what rules the logic of the application follows.

Assignments screen

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As HUB user you are able to cancel the shifts from your Schedule view or by assigning another user for that shift. The practitioner will be notified if their assignment is cancelled.

Practitioners will also receive an email when one of their uploaded documents is approaching it's expiry date. If their document expires, it will still be available to download.

The shift patterns are also explained, above the Assignments screen information.

Here's how things are working in the Hub

Modules and rotations

Every day the following hours are covered by each practice in each module in the current rotation:

- 6:30pm to 8:30pm on weekdays
- 8am to 2pm on Saturdays
- 10am to 1pm on Sundays

This tables shows the practices in each module / rotation.

	Module 1	Module 2	Module 3	Module 4
Rotation 1	Benfield	Stanford Medical Centre / Beaconsfield Medical Centre	Charter Medical Centre	St Peters Centre
Rotation 2	Mile Oak Medical Centre	Stanford Medical Centre / Beaconsfield Medical Centre	Trinity Medical Centre	Ardingly Court Surgery

Rotation 1 and 2 alternate through the year:

- **Rotation 1** runs over April, May, June and October, November, December
- **Rotation 2** runs over January, February, March and July, August, Sept

If your Hub account contains structure, this too will be explained, above the Assignments screen

These rules and information may vary slightly from one Hub account to another. We update these with the proper information ourselves, manually, for each Hub account.

07 Notifications

The GPnetworks system sends out automated notifications by email to both parties in order to drive the processes to their natural conclusions.

There are many types of notification. Some inform a user of a request or a responses to a request. Some are reminders for un-responded or outstanding issues. Notifications drive the chat process and inform users of changes or updates relevant to work they have scheduled.

Some notifications have a built-in method of making a quick response without logging into ones account – simply by clicking the responses in the email itself.

For the Hub accounts, notifications follow assignments, cancellations or amendments to assignments. They provide welcome / induction emails. They also remind users of document expiry dates.

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Request notification

Dear Dr. joe aliferis,

This is a notification to inform you that **EHS HERE** has assigned the following shift(s):

- Benfield Valley Healthcare Hub - Tuesday 20th of February 2018 (18:30 to 20:30) Decline request
- Benfield Valley Healthcare Hub - Wednesday 21st of February 2018 (18:30 to 20:30) Decline request
- Benfield Valley Healthcare Hub - Thursday 22nd of February 2018 (18:30 to 20:30) Decline request
- Benfield Valley Healthcare Hub - Friday 23rd of February 2018 (18:30 to 20:30) Decline request
- Benfield Valley Healthcare Hub - Tuesday 27th of February 2018 (18:30 to 20:30) Decline request
- Benfield Valley Healthcare Hub - Wednesday 28th of February 2018 (18:30 to 20:30) Decline request

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Request notification

YOU ARE RECEIVING IT BECAUSE YOUR EMAIL ADDRESS IS THE CONTACT FOR Toms Surgery2

Dear Surgery,

This is a notification to inform you that Dr. joe aliferis has rejected the following request.

Thursday 23rd of March 2017 (09:00 to 13:00)

Phone number: 07879883775
Alternate number: 07879883775

Practitioner notes: *None*

Remove request from my schedule

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Request notification

Dear Dr. joe aliferis,

This is a notification to inform you that **Toms Surgery2** has created the following request.

Shift: Thursday 23rd of March 2017 (09:00 to 13:00)

Notes: another note

Rate offered: 300

Contact name: Test Surgery

Contact number: 01273 123 123

Fax number: *Not specified*

Accept request | Reject request

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Request notification

YOU ARE RECEIVING IT BECAUSE YOUR EMAIL ADDRESS IS THE CONTACT FOR Toms Surgery2

Dear Surgery,

This is a notification to inform you that Dr. joe aliferis has accepted the following request.

Thursday 23rd of March 2017 (10:00 to 13:30)

Phone number: 07879883775
Alternate number: 07879883775

Practitioner notes: *None*

Confirm request | **Cancel request**

These emails will work across all devices and email software.

08 Getting help

Emailing us directly

You are welcome to send us an email whenever you like, using admin@gpnetworks.co.uk.
We generally respond within an hour during office hours and within three hours outside office hours. We will always endeavour to help you with any issue related to our system. This could be support for a problem with using the system, reporting a bug or an issue or clarifying how something works.

Our support site

We maintain a simple support site at support.gpnetworks.co.uk. This contains posts outlining various aspects of how the GPnetworks system works. We regularly add new posts to the site and it may be worth checking here first.

By Phone
In an emergency, you can contact us on 0208 133 8636, during office hours.