

**NEW FOR 2014:**  
**CONFERENCE APP**  
SEE P.3 FOR DETAILS

**NETWORKING  
& EVENTS**

**EDUCATION  
& TRAINING**

**TECHNOLOGY  
& SOFTWARE**

**emisnug**  
NATIONAL USER GROUP

**2014 ANNUAL  
CONFERENCE**

**24 - 26 SEPTEMBER**

**EAST MIDLANDS CONFERENCE CENTRE, NOTTINGHAM**

**UKchip**  
The UK Council for Health Informatics Professions

# CONTENTS

<b>WELCOME AND THANK YOU</b>	<b>1</b>
<b>NOTES TO DELEGATES</b>	<b>2</b>
<b>THE DOCTORS SURGERY</b>	<b>4</b>
<b>PARTNER STREAM</b>	<b>4</b>
<b>FLOORPLANS</b>	<b>5</b>
<b>THURSDAY: PROGRAMME</b>	<b>6</b>
<b>THURSDAY: PRESENTATIONS</b>	<b>8</b>
<b>FRIDAY: PROGRAMME</b>	<b>10</b>
<b>FRIDAY: PRESENTATIONS</b>	<b>12</b>
<b>EXHIBITOR PROFILES</b>	<b>14</b>
<b>SPEAKER PROFILES</b>	<b>18</b>
<b>NUG COMMITTEE</b>	<b>24</b>
<b>NUG AGM AGENDA</b>	<b>26</b>
<b>WRITING FOR EMIS USER</b>	<b>27</b>
<b>RAFFLE</b>	<b>28</b>
<b>MORE TO LIFE CHARITY</b>	<b>28</b>

# WELCOME

Welcome to the 21<sup>st</sup> EMIS National User Group Conference. We are at the East Midlands Conference Centre for a second year. Following feedback in 2013 we have rearranged the meeting rooms to allow more delegates to access the popular teaching sessions.

Once again we have various streams including the Main (the headlines about developments from EMIS and the NUG, major topics such as access for patients, Q scores, interoperability, care.data and National Services updates), EMIS Training Tasters (the trainers usually supported by a user will be introducing an area of EMIS Web and will be including top tips) and For Users by Users where you can learn how to make best use of EMIS Web in your practice (covering protocols, templates, workflow and this year macro-express).

On Thursday there is a Community stream in the Gallery with its own attendees but delegates are welcome to attend these sessions. On Friday this area is taken over by the Practice Management stream (not just for Managers but Management focussed GPs as well). Following this there will be an opportunity for ex I soft users to get together. Some exhibitors will also present on their products in the Partner stream. Another opportunity to ask the experts will happen at the 'Walk-In Surgery' on Friday where you can clear up those tricky problems that are holding you back.

On the social side we are having the Networking Dinner on Wednesday evening in the Orchard Hotel. The Gala Dinner followed by a Ceilidh will be on Thursday evening in the Conference Centre. Most delegates will be staying at the Orchard Hotel adjacent to the EMCC, those off site at the Crowne Plaza will be provided with free transport for the Gala Dinner.

We hope you will find the exhibition of interest and we extend a warm welcome to all our exhibitors and thank them for their support. Please take some time to visit the stands in the EMCC (in the Concourse, Exhibition Hall and Marquee). Coffee breaks and lunch will be served in the same spaces so it will be easy to drop by the stands.

EMIS and Egton will have stands in the Atrium and Exhibition Hall and a Training Suite in one of the conference suites, so you will have an opportunity to speak to EMIS staff. We owe thanks to all at EMIS for their support in running the Conference.

There will be some excellent prizes to win in this year's charity raffle, many thanks to those who have donated them. Raffle tickets will be on sale on Thursday and during the Gala Dinner. All proceeds will go to our chosen charity More to Life.

If you have any comments or queries throughout the conference, please approach any NUG committee member, Venue-Select team member (appointed organisers) or member of staff at the registration or liaison desks and we will do our best to assist you. We will contact you after the Conference to gather more feedback and we are grateful for your help in contributing to this.

Don't forget to follow us on Twitter ([emis\\_nug](#) / [#Nug14](#)) and download the Conference App to keep in touch (search 'EMIS NUG Conference 2014').

Enjoy your time at the EMIS NUG 2014 Conference.

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# NOTES TO DELEGATES

## ADVERTISING AND EXHIBITION

The distribution of advertising materials without prior consent of the EMIS National User Group is prohibited. The exhibition will be open during conference hours: **09:00 – 17:30** on Thursday and **09:00 – 15:30** on Friday.

## DELEGATE PLACES ALLOCATION & ACCOMMODATION

Delegate and accommodation places have been allocated on a first-come, first served basis. Please note the following check-in/out times:

### The Orchard Hotel

Check-in: 14:00, Check-out: 11:00

### The Crowne Plaza Hotel

Check-in: 14:00, Check-out: 11:00

Luggage can be stored at the Orchard Hotel and East Midlands Conference Centre if required.

## BREAKFAST TIMES

For delegates staying at the Orchard Hotel breakfast is served 07:00 - 10:00 in the Bramleys Restaurant.

For delegates staying at the Crowne Plaza Hotel Nottingham breakfast is served 07:00 - 10:00 in the Lace Maker Restaurant.

## CAR PARK

Free on-site car parking is available at the East Midlands Conference Centre and Orchard Hotel. For delegates staying at the Crowne Plaza Hotel Nottingham, parking is available adjacent to the hotel and is **chargeable at £12 per 24 hours**.

## REFRESHMENT BREAKS AND LUNCH

All refreshment breaks and the buffet luncheon will be served in the Exhibition Marquee & Exhibition Hall. Vegetarian food is available for those guests who have requested a vegetarian option during their online booking process. Special diets have also been catered for.

## CONFERENCE GALA DINNER

The Annual Gala Dinner will commence at **20:00** on **Thursday 25 September** in the Exhibition Hall. Pre-dinner drinks will be in the Concourse Bar Area of the East Midlands Conference Centre at 19:30. A three course meal will be served followed by after dinner entertainment in the form of a traditional Ceilidh. The dress code is smart casual.

## EVALUATION

It is very important that we obtain feedback about the conference, in order to ensure next year's conference is even better. We ask that you please complete the session feedback cards found in your delegate pack and place them in the boxes provided. We will send the link to the online evaluation by email shortly after the conference. Feedback for the Conference can also be made via the Conference App.

## LIAISON DESK - HELP AND ADVICE

If you require any help, information or assistance during the conference, please visit the liaison desk in the East Midlands Conference Centre Reception, where a Venue-Select or NUG member of staff will be available and do their best in resolving the problem as soon as possible.

## PHOTOGRAPHY

Please note that the EMIS National User Group Conference may be filmed / photographed by EMIS and the EMIS National User Group. The footage will be distributed in the public domain.

## RAFFLE

This year there will be a raffle to raise money for the More to Life Charity. Tickets can be purchased from their stand in the East Midlands Conference Centre entrance foyer and will be on sale on Thursday and during the Gala Dinner. All winners will be notified and sent their prize after the conference.

## THE ANNUAL GENERAL MEETING

Practices who are members of the EMIS National User Group are entitled to send a representative to the Annual General Meeting, which will be held on **Thursday 24 September 2014** at **17:30** in the Conference Theatre.

## WI-FI

Free Wi-Fi is available during the Conference. The password is **venues**.

# NEW FOR 2014: CONFERENCE APP

The EMIS National User Group is proud to debut the 2014 Conference App. The App puts a host of information, such as the programme, venue, feedback etc. at the fingertips of mobile device users attending the EMIS National User Group Conference 2014. This helps delegates to ensure they get the most from the attendance at Conference allowing you to stay up to date with any developments.

The EMIS National User Group Conference App is available to download for free from the iTunes store (for iOS users) and Google Play (for Android users). Search 'EMIS NUG Conference 2014'.

# NUG MEMBERSHIP

Don't go it alone with EMIS, join us...

Our mission is "improving patient care through the use of IT for healthcare users by healthcare users". EMIS NUG members are the primary health care team: GPs, practice nurses, community nurses, practice managers, admin staff and IT consultants... anyone who is an EMIS user will benefit from belonging to EMIS NUG.

## WHAT DO MEMBERS GET?

- EMISUser, a quarterly magazine full of news, ideas, hints and tips.
- A dedicated user website with specific content for different users' needs.
- Guidance packs.
- Annual conference(s) for sharing information, ideas and learning about developments in the EMIS system.
- Advice, support and guidance on how best to use the EMIS system to improve patient care.
- Representation of your views to EMIS, the BMA, NHS and other decision-making bodies.

## HOW DO I JOIN?

Current membership categories and fees are shown on our website - please visit [www.emisnug.org.uk](http://www.emisnug.org.uk) to find out more.

# THE DOCTORS SURGERY

Have a troublesome ailment or a more serious problem with EMIS Web that you really need to speak with someone about? Then drop into the walk in surgery where an expert NUG EMIS user can discuss with you the problems and recommend a treatment!

The Doctors Surgery is a free walk in clinic located in the upper Gallery suite. Simply drop in between **10:00** and **15:00** on **Friday 26 September** for assistance.

Feel free to drop in for a chat with colleagues about development requests and add your ideas to the board.

# PARTNER STREAM

The Partner stream provides delegates with a great opportunity to gain further understanding of the products available that work with EMIS Web. The presenters have been carefully selected by the National User Group offering delegates an insight into some of the latest and best products and services available.

Conference Suite 1A will play host to a number of Partners presenting during the refreshment and lunch breaks at Conference, this gives delegates ample time to visit the stream and learn more.

## PARTNER STREAM PROGRAMME

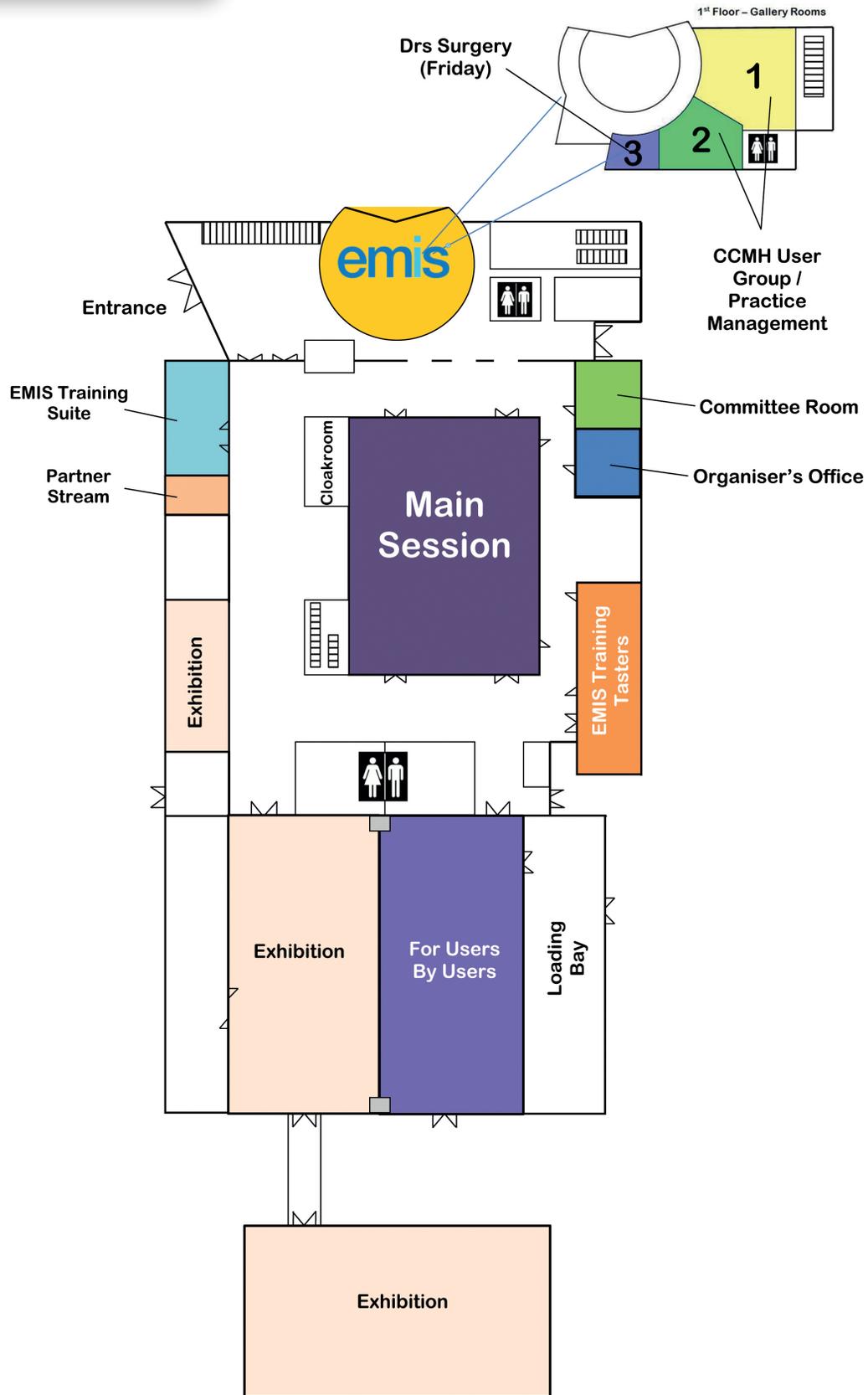
### THURSDAY 25 SEPTEMBER

10:40 - 10:55	PatientChase
13:10 - 13:25	Medibooks
13:35 - 13:50	Docman
16:00 - 16:15	Lexacom

### FRIDAY 26 SEPTEMBER

10:40 - 10:55	NHS England
13:10 - 13:25	Numed Healthcare
13:35 - 13:50	Medvivo

# FLOORPLAN



# THE PROGRAMME

THURSDAY 25 SEPTEMBER

	CONFERENCE THEATRE For All	CONFERENCE SUITE 3 EMIS Training Tasters
8.30	REGISTRATION	
9.00	REGISTRATION	
9.30	Introduction - <i>Hasib Ur-Rub</i>	
10.00	Integrating Healthcare: EMIS Group - <i>Chris Spencer, Shaun O'Hanlon</i>	
10.30	COFFEE & EXHIBITION	
11.00	COFFEE & EXHIBITION	
11.30	EMIS Update: Primary Care - <i>Matt Murphy</i>	
12.00	Patient Access: How to meet the April 2015 deadline - <i>Ben Foster</i>	Getting the most from Appointments - <i>Carl Crossley</i>
12.30	Patient Access: Practice perspective - <i>Farhan Amin Mohammed</i>	Getting the most from Organisational Configuration - <i>Chris Tomlinson</i>
13.00	LUNCH & EXHIBITION	
13.30	LUNCH & EXHIBITION	
14.00	LUNCH & EXHIBITION	
14.30	Is EMIS Web fit for the future? - <i>Neil Paul</i>	Getting the most from Protocols - <i>Ross Wickens, Gwynfor Evans</i>
15.00	Q Prediction scores: New developments - <i>Julia Hippisley-Cox</i>	Getting the most from Templates - <i>Robbie Corrance, Angus Goudie</i>
15.30	EMIS Group's Analytics Strategy - <i>Paul Davis, Paul Henderson</i>	EMIS Support Centre - <i>James Bee</i>
16.00	COFFEE & EXHIBITION	
16.30	Integration and Interoperability - <i>Matt Sweeney</i>	Getting the most from Searches - <i>Jo Palmer</i>
17.00	National Services	Work quicker and more efficiently with Macro Express - <i>Tim Caroe</i>
17.30		

**BANQUETING SUITE**

For Users by Users

**GALLERY SUITE**

EMIS Community Childrens and Mental Health Healthcare User Group Conference

**REGISTRATION**

- NUG Lead Presentation
- Main Stream
- EMIS Training Tasters
- By Users for Users
- EMIS Community Childrens and Mental Health User

**COFFEE & EXHIBITION***Welcome and EMIS update - Martin Bell**The Consultation - Hasib Ur-Rub, Mike Walton**Planning and managing your mobile solution - Jackie Lucas**Why Code? - Dai Evans**The computer says yes: making information governance work in reality - Caroline Rand***LUNCH & EXHIBITION***Advanced Protocols - Geoff Schrecker**From vision to reality, from NPfIT to today, clinical engagement with IT is a complex issue - Ian Bailey**Smart Templates - Keith Prescott, Jo Tissier, Jayne Callaghan**Support at your fingertips - Helen Moore, Judith Tabor**Why Summarise? - Dai Evans**Patient Admin: Getting it right from the very start - Ryan Lomax**Good data in equals good data out: templates and protocols - Karen McFadden***COFFEE & EXHIBITION***Earn missed income easily using Excel - Arun Aggarwal, Jenny Sparkes*

# PRESENTATIONS

THURSDAY 25 SEPTEMBER

## **INTEGRATING HEALTHCARE – EMIS GROUP**

**09.40 – 10.40 | Conference Theatre**

**Main Stream**

**Chris Spencer & Shaun O'Hanlon**

EMIS Group is uniquely placed to help organisations in every UK healthcare setting run effectively and efficiently. It's always been our goal to support people living longer and healthier lives. Find out in this session how the different elements of EMIS Group work together to help our customers to do this.

## **EMIS UPDATE – SHARED WORKING IN PRIMARY CARE**

**11.00 – 11.45 | Conference Theatre**

**Main Stream | Matt Murphy**

From risk stratification to shared working, the latest priorities for primary care and commissioning are our priorities too. In this session we will provide an update on all the latest products and services from EMIS that can help you meet your targets, and make sure that you're aware of all the functionality that you could be using to make practice life easier.

## **PATIENT ACCESS – HOW TO MEET THE APRIL 2015 DEADLINE**

**11.45 – 12.30 | Conference Theatre**

**Main Stream | Ben Foster**

The clock is ticking! In April 2015, allowing patients access to their summary record electronically becomes mandatory. In addition to offering online appointment booking and repeat prescription ordering, Patient Access now enables patients to view sections of their medical record on their computer or via an app. Find out how enabling this service can help save practices time, improve patient experience and engagement, and learn how to best prepare before turning it on.

## **PATIENT ACCESS – PRACTICE PERSPECTIVE**

**12.30 – 13.30 | Conference Theatre**

**Main Stream | Farhan Amin Mohammed**

My journey towards allowing patients access to their records.

## **IS EMIS WEB FIT FOR THE FUTURE?**

**14.00 – 14.45 | Conference Theatre**

**Main Stream | Neil Paul**

While we have all been waiting for LV to change into Emis Web general practice has changed and there is even more radical change to come. We are being asked to change the way we work, with whom, from where, and when. Has Emis Web kept up? Is Web helping or hindering us now? Will it help us in our future? Dr Neil Paul will have a critical look at some of the features of EMIS web and question whether it is good enough to remain the system of choice for modern practices and then make some predictions on where general practice is going

and what EMIS WEB needs to do to keep up and remain our preferred system.

## **Q PREDICTION SCORES – NEW DEVELOPMENTS**

**14.45 – 15.30 | Conference Theatre**

**Main Stream | Julia Hippisley-Cox**

This year we will cover latest developments in risk prediction tools developed using qresearch to aid clinical decision making including Qstroke.org which assesses stroke risk and Qbleed.org which assesses risk of bleeding in patients on and off anticoagulants. There will also be an update on tools recently integrated into emis web including qcancer.org, qfracture.org & qadmissions.org.

## **EMIS GROUP'S ANALYTICS STRATEGY**

**15.30 – 16.00 | Conference Theatre**

**Main Stream**

**Paul Davis & Paul Henderson**

This session will cover EMIS Group's Analytics Strategy and provide an update on progress in a number of key areas using case studies including improving the management of unscheduled care, and the role of primary care in that, as well as managing End of Life services. Product demonstrations will include dashboards, advanced analytics and geo-spatial analytics. The strategy piece will cover new trends in analytics, such as cloud computing and big data, and discuss how EMIS Web analytics will be improved. It will also provide an insight into individual and combined analytics across our group, including Patient.co.uk, and discuss how we will work with data from other sources to provide clinical and operational value.

## **INTEGRATION AND INTEROPERABILITY**

**16.15 – 16.45 | Conference Theatre**

**Main Stream | Matt Sweeney**

EMIS has released a number of new interoperability offerings in recent months, including the Portal SDK and a new Extracts service, providing greater opportunity for sharing data between EMIS and third party systems. The session will provide an overview of these new services, alongside an overview of some exciting new partner product that have recently joined the EMIS Partner Programme.

## **NATIONAL SERVICES**

**16.45 – 17.30 | Conference Theatre**

**Main Stream**

## **GETTING THE MOST FROM APPOINTMENTS**

**11.45 – 12.30 | Conference Room 3**

**EMIS Training Tasters | Carl Crossley**

This session will begin with the basic set up of an appointment book, before moving through each section focusing on holidays and closures, session templates and adding them to the planner.

## GETTING THE MOST FROM ORGANISATIONAL CONFIGURATION

12.30 – 13.00 | Conference Room 3

EMIS Training Tasters | Chris Tomlinson

The session will cover user configuration, assigning deputies and setting up teams and services. We will also look at other areas of configuration including formulary and recall schedules.

## GETTING THE MOST FROM PROTOCOLS

14.00 – 14.45 | Conference Room 3

EMIS Training Tasters

Gwynfor Evans & Ross Wickens

Protocols and concepts are a very powerful feature of EMIS Web and once understood, can enhance the system performance across all users. This session will be based around protocols but will incorporate other system features as we move through the session, including concepts and system triggers.

## GETTING THE MOST FROM TEMPLATES

14.45 – 15.30 | Conference Room 3

EMIS Training Tasters

Angus Goudie & Robbie Corrance

An overview of template use, features (basic and less so), activating/creating/editing. How to trigger in consulting etc. Basic QOF templates and KMP templates as examples.

## EMIS SUPPORT CENTRE

15.30 – 16.00 | Conference Room 3

EMIS Training Tasters | James Bee

The new EMIS Support Centre launches in September with a focus on helping customers with their quick queries. In this session we'll look at the top five reasons people contact EMIS Support and where help for these is available online. If you regularly receive questions from practice colleagues, want to query details in a release or pass your eureka moments on, come along and find out how the Support Centre can help with all these.

## GETTING THE MOST FROM SEARCHES

16.15 – 16.45 | Conference Room 3

EMIS Training Tasters | Jo Palmer

This session on EMIS Web Population Reporting will help you get the most from searches and reports. It includes time saving hints and tips plus demonstrations of some of the more advanced options in this module, i.e. counts, aggregates and lists, sorting your rules from your features and criteria, to ensure what you get is what you asked for.

## WORK QUICKER AND MORE EFFICIENTLY WITH MACRO EXPRESS

16.45 – 17.45 | Conference Room 3

By Users for Users | Tim Caroe

Using Macro Express Pro (MEP), you can take your EMIS WEB use to a different level. MEP can save you hours of time and make you and your team more productive by augmenting what EMIS can do, and extending it to enable you to do things that you always wished you could do. To whet your appetite see [www.youtube.com/watch?v=trX96--MwmQ](http://www.youtube.com/watch?v=trX96--MwmQ). In the seminar we will be building a simple macro to make tasks easier and exploring how you could use MEP to help you and your team work more effectively in WEB and in all other areas of IT within the practice.

## THE CONSULTATION

11.45 – 12.30 | Banqueting Suite

By Users for Users

Hasib Ur-Rub & Mike Walton

This is a beginner's guide to entering a clinical consultation within EMIS Web. Hasib and Mike will take a stroll through the basics of how to enter a consultation and how to use information stored within EMIS to help support that consultation. There may be some tips and tricks to help record a well-structured consultation.

## WHY CODE?

12.30 – 13.00 | Banqueting Suite

By Users for Users | Dai Evans

This session will cover basic aspects of READ code usage and is suitable for individuals who wish to learn about the basics of handling READ codes or wish to refresh themselves. It will focus on READ version 2 rather than CTV3 and include a look at common problems in working with READ codes.

## ADVANCED PROTOCOLS

14.00 – 14.45 | Banqueting Suite

By Users for Users | Geoff Schrecker

This session is for the serious protocol writer with ambitions of geekdom! It will be taking a couple of ideas for protocols and hopefully develop and expand them before you very eyes! I hope to show that being advanced may mean using the more advanced features, but may also be about advancing your thinking of how to apply protocols and make them more sensitive to the specific patient needs. You can be quite sure we will be displaying the pitfalls along the way ; ) - wish me luck!

## SMART TEMPLATES

14.45 – 15.30 | Banqueting Suite

By Users for Users

Keith Prescott, Jo Tissier, Jayne Callaghan

We will demonstrate how with the use of smart templates along with data sharing agreements with practices across Newham, Tower Hamlets and Hackney, we can enable practices to improve quality and increase income. The Clinical Effectiveness Group (CEG) is based in Barts & the London School of Medicine. Providing years of support including a suite of 60 templates, searches and reports to fulfil local and national targets, clinical guidelines and various dashboards and audit tools. Led by 3 clinical GP leads Drs John Robson, Sally Hull and Kambiz Boomla who have all practiced in east London for many years.

## WHY SUMMARISE?

15.30 – 16.00 | Banqueting Suite

By Users for Users | Dai Evans

This session will look at what makes a good patient summary whether from scratch or in maintaining a good patient summary. As well as going through the mechanics of summarising from scratch, it will include a look at handling and pruning the Problem List for clarity.

## EARN MISSED INCOME EASILY – USING EXCEL SUPPORT CENTRE

16.15 – 17.15 | Banqueting Suite

By Users for Users

Arun Aggarwal & Jenny Sparkes

Arun offers tips on using basic Excel skills and clever Web searches, reports and scheduler to avoid missing income, or wasting too much time chasing up. Also, suggestions on how to prevent the things that can go wrong in searches, reports and exports to Excel, and how to speed up slow aspects. Examples will include Minor ops, minor injuries, Pneumococcal 3rd Vaccination, rotavirus, pertussis in pregnancy and FP34 vaccine claims. Go back to the practice with new tips and skills easily implemented, and make your PM and senior partner smile!

## WELCOME AND EMIS UPDATE

11.00 – 11.45 | Gallery Suite

Community | Martin Bell

Find out all the latest news and developments about EMIS in Community, Children's and Mental Health.

## PLANNING AND MANAGING YOUR MOBILE SOLUTION

11.45 – 12.30 | Gallery Suite

Community | Jackie Lucas

Taking the clinical record with you, wherever you go.

## THE COMPUTER SAYS YES: MAKING INFORMATION GOVERNANCE WORK IN REALITY

12.30 – 13.00 | Gallery Suite

Community | Caroline Rand

We know the technology can do it, but it's not about the technology it's about the culture.

## FROM VISION TO REALITY, FROM NPFT TO TODAY, CLINICAL ENGAGEMENT WITH IT IS A COMPLEX ISSUE

14.00 – 14.30 | Gallery Suite

Community | Ian Bailey

A session to consider opportunities and share ideas on how to 'crack this nut' without using the 'operational sledgehammer'.

## SUPPORT AT YOUR FINGERTIPS

14.30 – 15.00 | Gallery Suite

Community | Helen Moore & Judith Tabor

Launching the new EMIS Support Centre - your route to instant knowledge and support on all things EMIS.

## PATIENT ADMIN – GETTING IT RIGHT FROM THE VERY START

15.00 – 15.30 | Gallery Suite

Community | Ryan Lomax

All you need to know to set up and configure EMIS Web to suit your organisation. Learn from the experience of trusts that have been using EMIS and are happy to share their lessons to get you off to a flying start.

## GOOD DATA IN EQUALS GOOD DATA OUT: TEMPLATES AND PROTOCOLS

15.30 – 16.00 | Gallery Suite

Community | Karen McFadden

The use of templates and protocols in EMIS Web can help any clinical service efficiently and accurately record information, saving time and producing higher quality reporting data.

# THE PROGRAMME

FRIDAY 26 SEPTEMBER

	CONFERENCE THEATRE For All	CONFERENCE SUITE 3 EMIS Training Tasters
8.30	REGISTRATION	
9.00	REGISTRATION	
9.30	NUG update - <i>Geoff Schrecker</i>	Getting the most from Workflow Manager - <i>Chris Tomlinson</i>
10.00	Care.data ICO update - <i>Dawn Monaghan</i>	
10.30	Key Note Care.data - <i>Phil Booth</i>	Getting the most from Document Templates - <i>Tom Blowers, Mike Walton</i>
11.00	COFFEE & EXHIBITION	
11.30	Ask EMIS - <i>Matt Murphy, Iain Akhurst, Nick Dodds, Chris Shepherd</i>	What's new for Spine Services? - <i>Phil Bloor, Siobhan Murphy</i>
12.00	'Sharing' in modern day healthcare - <i>Colin Tate</i>	Linking templates, concepts, protocols and searches - <i>Gemma Donnahey</i>
12.30	Development Group Report: Having some Influence - <i>Geoff Schrecker</i>	Mobile working: Benefits realisation - <i>Tim Hill</i>
13.00	LUNCH & EXHIBITION	
13.30	LUNCH & EXHIBITION	
14.00	GPSOC-R - <i>Manpreet Pujara</i>	Clinician Masterclass: Shortcuts and more - <i>Lisa Babb</i>
14.30	Update from the new world of GPSOC 2014 onwards - <i>Peter Short</i>	
15.00	Update from the new world of GPSOC 2014 onwards - <i>Peter Short</i>	Improving Patient Engagement - <i>Tom Porteous</i>
15.30	GP2GP - <i>Neill Jones</i>	
16.00		

<b>BANQUETING SUITE</b> For Users by Users	<b>GALLERY SUITE</b> Practice Management and ex-iSoft users
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- NUG Lead Presentation
- Main Stream
- EMIS Training Tasters
- By Users for Users
- Practice Managers
- Ex-iSoft

**REGISTRATION**

Macro Express - <i>Andrew Roxburgh</i>	Introduction to Administration tasks and appointments in EMIS Web - <i>Ross Wickens</i>
Protocols, templates & concepts - <i>Alan Mills, Kay Lawrence</i>	A walk through the Educational resources on the NUG web site - <i>Keith Burns</i>

**COFFEE & EXHIBITION**

Embedding Clinical Protocols within EMIS WEB one practices experience of Hypertension and Asthma - <i>Dustyn Saint</i>	Smart Templates, Smart Data, Smart Money B - <i>Keith Prescott, Jo Tissier &amp; Jayne Callaghan</i>
Map of Medicine integration with EMISWeb in Herefordshire CCG - <i>Chris Frith &amp; Simon Radcliffe</i>	The NUG Guide to Data Sharing - <i>Julia Hippisley-Cox, Maggie Falshaw</i>
	Looking after the pennies - <i>Jenny Keane</i>

**LUNCH & EXHIBITION**

Making data tasks and reports easier: Pivot tables and Vlookup - <i>Arun Aggarwal, Jenny Sparkes</i>	QOF 2014-15 and beyond! - <i>Simon Clay</i>
	Transition from Front Desk to EMIS Web Appointments System - <i>Paul Maddy, Sophie Brown</i>
How to Master Workflow - <i>Hasib Ur-Rub, Mark Westwood</i>	Top Tips for ex-I-Soft Users - <i>Paul Maddy, Jacky Slator</i>

# PRESENTATIONS

FRIDAY 26 SEPTEMBER

## CARE.DATA – ICO UPDATE

**09.40 – 10.10 | Conference Theatre  
Main Stream | Dawn Monaghan**

Here is the follow up of the 2013 session – hear the latest advice on data use from the Information Commissioners Office.

## KEY NOTE – CARE.DATA

**10.10 – 10.40 | Conference Theatre  
Main Stream | Phil Booth**

medConfidential is campaigning to keep personal medical information confidential follow the blog at [medconfidential.org/blog](http://medconfidential.org/blog)

## ASK EMIS

**11.00 – 12.00 | Conference Theatre  
Main Stream | Matt Murphy,  
Chris Shepherd, Nick Dodds & Iain Akhurst**

Your chance to ask the EMIS representatives your questions.

## 'SHARING' IN MODERN DAY HEALTHCARE

**12.00 – 12.30 | Conference Theatre  
Main Stream | Colin Tate**

The forming of Primary Care Manchester Ltd: Bringing together a number of distinct practices to share the same vision of primary healthcare delivery across Central Manchester. Implementing EMIS Web in support of the locality 'vision': Sharing of the system schema and how this fits with Central Manchester's vision. Lessons learned: Things that went well, and things that could have gone better throughout the whole project.

## DEVELOPMENT GROUP REPORT – HAVING SOME INFLUENCE

**12.30 – 13.00 | Conference Theatre  
Main Stream | Geoff Schrecker**

With the advent of GPSoC-R the National User Group now has a direct role in directing a proportion of the development from EMIS. In this session we will discuss how this is happening, what we have achieved so far, and how you can help us to steer EMIS in the developments that we as users most need.

## GPSOC-R

**14.00 – 14.45 | Conference Theatre  
Main Stream | Manpreet Pujara**

This will be a joint presentation where Peter and Manpreet will be speaking on a number of HSCIC programmes including about the new GPSoC framework agreement and what it means for practices, patients and suppliers. There will be an explanation and update on the three lots that are part of the procurement. 1 - GP Clinical IT Systems and Modules 2 - Additional GP services 3 - Cross Care Setting Interoperable Systems The second part of the presentation will be on the new "Patient on Line" programme

which will allow patients to book appointment, request repeat medication and access their GP records all of which are part of the 2014 GMS contract. The final part of this presentation will be a general update on other HSCIC programmes that have an impact on general practice including EPS, GP2GP, NHSmail 2, N3 and its replacement. There will be ample time for questions after each section of the presentation.

## UPDATE FROM THE 'NEW WORLD' OF GPSOC 2014 ONWARDS

**14.45 – 15.30 | Conference Theatre  
Main Stream | Peter Short**

## GP2GP

**15.30 – 16.00 | Conference Theatre  
Main Stream | Neil Jones**

Topics for discussion include: updates with regards to V2.2 of the software (eg. large messaging and returning patients) utilisation and benefits.

## GETTING THE MOST FROM WORKFLOW MANAGER

**9.30 – 10.10 | Conference Room 3  
EMIS Training Tasters | Chris Tomlinson**

The session will cover the Workflow Manager within EMIS Web and will look at Tasks, Medicine management, Referral management, Lab reports and the top five queries posted on the EMIS Support Centre forms.

## GETTING THE MOST FROM DOCUMENT TEMPLATES

**10.10 – 10.30 | Conference Room 3  
EMIS Training Tasters**

**Mike Walton & Tom Blowers**

This session will cover the Document Templates module, focusing on saving time with protocols, setting document types, dealing with double spacing, and making best use of the more advanced merge fields.

## WHAT'S NEW FOR SPINE SERVICES?

**11.00 – 11.50 | Conference Room 3  
EMIS Training Tasters**

**Phil Bloor & Siobhan Murphy**

The National Services team will provide information on forthcoming and future developments for Choose and Book, Electronic Prescriptions Service (EPS), GP2GP and Summary Care Record (SCR). We'll take a look at the e-Referral Service (eRS) - the replacement for Choose and Book - going live in November and the benefits of the various services. We'll also hear from a practice relating their experience of going live to EPS and from the HSCIC team to get their view on deploying EPS and future plans.

## LINKING TEMPLATES, CONCEPTS AND PROTOCOLS AND SEARCHES

12.00 – 12.30 | Conference Room 3

EMIS Training Tasters | Gemma Donnahey

The session will briefly explain the functionality of Templates, Concepts, Protocols and Searches and provide creative ways of effectively capturing data, help improve processes within the practice and highlight opportunities to enhance patient care. It will also explore the different ways in which data can be captured in EMIS Web effectively.

## MOBILE WORKING – BENEFITS REALISATION

12.30 – 13.00 | Conference Room 3

EMIS Training Tasters | Tim Hill

It's a challenging time for the NHS but one that presents many opportunities to review and improve the ways we deliver healthcare. The appetite for change is ever increasing, with information and digital technology playing a pivotal role in achieving the reforms. Embedding mobile technology in working practices features strongly in the Department of Health's information strategy, enabling clinicians to access patient records and other online resources at the point of care and on the move.

## CLINICAL MASTER CLASS – SHORTCUTS AND MORE

14.00 – 14.45 | Conference Room 3

EMIS Training Tasters | Lisa Babb

During the session we will be looking at how to get the most out of Care Record configuration and how to use this, as well as templates and protocols to speed up the consultation process. We will also be discussing unplanned admissions and how EMIS Web can help you to manage this.

## IMPROVING PATIENT ENGAGEMENT

14.45 – 15.30 | Conference Room 3

EMIS Training Tasters | Tom Porteous

In this quick fire session we will demonstrate how to improve patient engagement through experience and how you can start to meet the increasing patient demand for convenient access to health information.

## MACRO EXPRESS

09.40 – 10.10 | Banqueting Suite

By Users for Users | Andrew Roxburgh

Data entry, Keyboard vs mouse, Time consuming tasks, Macros as keyboard shortcuts – examples in Emis Web and examples to use in other software, Macroexpress, Website and purchase, Creating your macros.

## PROTOCOLS, TEMPLATES AND CONCEPTS

10.10 – 10.40 | Banqueting Suite

By Users for Users

Alan Mills & Kay Lawrence

If you want to convince or more accurately mislead your colleagues into thinking you are some form of computer guru or more laudably, to learn how to use Emis's powerful tools, to work more efficiently and safely. This is the session for you. Separately, concepts, protocols and templates are great. Together they are elegant, sophisticated and powerful. Despite this, they are simple to use, requiring very little IT knowledge or skill. All that is needed is an inventive imagination. In this session we will demonstrate how by using protocols templates and concepts together, we have saved time

and reduced errors in our surgery. We will then show how easy they are to build even for those of us who are technologically challenged with basic computer skills.

## EMBEDDING CLINICAL PROTOCOLS INTO PROTOCOLS WITHIN EMIS-ONE PRACTICES EXPERIENCE OF HYPERTENSION AND ASTHMA

11.00 – 12.00 | Banqueting Suite

By Users for Users | Dustyn Saint

How one practice has adapted protocols and concepts to allow integration of clinical protocols into EMIS web. By creating user specific protocols, one practice has developed a system where clinicians reviewing asthmatic or hypertensive patients are guided through the practice guidelines with prompts from the clinical system. This work has enabled the practice to increase disease prevalence whilst encouraging self-management and reducing clinic attendances.

## MAP OF MEDICINE INTEGRATION WITH EMISWEB IN HEREFORDSHIRE CCG

12.00 – 12.45 | Banqueting Suite

By Users for Users

Chris Firth & Simon Radcliffe

A demonstration of how Map of Medicine can be used with EMISWeb to provide an easily accessible, localised, educational resource for clinicians and patients. Including the developments available and what would help in future to enhance patient care using Map of Medicine with EMISWeb.

## MAKING DATA TASKS AND REPORTS EASIER – PIVOT TABLES AND VLOOKUP

14.00 – 15.00 | Banqueting Suite

By Users for Users

Arun Aggarwal & Jenny Sparkes

Arun starts from simple to show how easily pivot tables can be built from excel reports to save counting up so many things that need submitting as claims. Vlookup skills are really nifty in completing CCG searches, and matching up different databases (eg. diabetic eye registers). Those pesky vascular checks quarterly reports simplified using a clever search and report. Using PatientChase with Excel to save loads of money inviting patients for any campaign. Using PatientChase with PopMan Priority in web to target energy for shrunken QoF. Using Excel to prepare for PMS reviews and ensure you get paid properly. Excel skills can be put to so many uses, it is now essential for survival.

## HOW TO MASTER WORKFLOW

15:00 – 16:00 | Banqueting Suite

By Users for Users

Hasib Ur-Rub & Mark Westwood

This is an interactive session with audience participation about the topic of Workflow as it applies to clinicians in their busy working day. The main objective is to demonstrate how different users use Workflow in their practice.

## INTRODUCTION TO ADMINISTRATION TASKS AND APPOINTMENTS IN EMIS WEB

09:30 – 10:10 | Gallery Suite

Practice Managers | Ross Wickens

## A WALK THROUGH THE EDUCATIONAL RESOURCES ON THE NUG WEBSITE

10:10 – 10:40 | Gallery Suite

Practice Managers | Keith Burns

The EMIS NUG website is the main area for our educational resource including videos, articles and EMISUser magazines. There are a range of resources available and we are commissioning further material. In this session I will review the current resources and ask for feedback as to how we could develop the site to best serve the needs of users.

## SMART TEMPLATES, SMART DATA, SMART MONEY B

11:00 – 12:00 | Gallery Suite

Practice Managers

Keith Prescott, Jo Tissier, Jayne Callaghan

Using searches and reports to promote income and quality.

## THE NUG GUIDE TO DATA SHARING

12:00 – 12:30 | Gallery Suite

Practice Managers

Julia Hippisley-Cox & Maggie Falshaw

This session will outline some key questions that practices need to ask - and get answers to - before sharing patient data with health care providers, commissioners, researchers or others.

## LOOKING AFTER THE PENNIES

12:30 – 13:00 | Gallery Suite

Practice Managers | Jenny Keane

This session is aimed at maximising your claims. Are you sure you are being reimbursed for everything you have dispensed? Hints and tips on setting up simple methods for stock control, templates, searches to and reports to find those missing prescriptions to send to the PPA.

## QOF 2014-15 AND BEYOND!

14:00 – 14:45 | Gallery Suite

Practice Managers | Simon Clay

This session will cover the main changes in QOF for 2014-15. It will also cover some of what's coming in QOF 2015-16 & also cover some hints and tips on QOF "catches" if time permits.

## TRANSITION FROM FRONTDESK TO EMIS WEB APPOINTMENTS SYSTEM

14:45 – 15:15 | Gallery Suite

Ex i-Soft | Paul Maddy & Sophie Brown

An overview of the transition from Frontdesk to EMIS Web Appointments, including pros and cons of Frontdesk and EMIS Web Appointments systems, for those former Isoft Practices considering moving from one to the other.

## TOP TIPS FOR EX I-SOFT USERS

15:15 – 16:00 | Gallery Suite

Ex i-Soft | Paul Maddy & Jacky Slator

Calling all Ex-Synergy and Ex-Premiere users: This session is aimed at those of us who have migrated to EmisWeb over the last year or so from an iSoft (CSC/Torex...) system and want to share ideas on how to tackle the changes we have had to make to the way we run our surgeries as a result. For example: How have you sorted your Summary page in EMISWeb? How do you use the various headings in Consultation mode effectively? Are you making the most of Tasks? Anything and everything can be covered (it'll be up to you) and we can all hopefully benefit from the experience of others and share best practice. Please bring up to 3 top tips or issues with you for discussion.

# EXHIBITOR PROFILES



[www.apollo-medical.com](http://www.apollo-medical.com)

Apollo Medical Software Solutions is the UK's leading supplier of primary care data extraction and clinical audit services to the NHS and Private Sector. Visit our stand for a demonstration of Apollo AIR, our advanced patient communication and campaign management system, that enables practices to communicate with patients via their preferred method of contact: text, email, letter or telephone. Patient cohorts are identified using a built in suite of reports or imported from other sources, whilst an integrated reminder service can be set to automatically send text and/or e-mail reminders to patients booked into the EMIS appointment system. AIR improves GP practice efficiency, service quality and helps patients to remain engaged with their healthcare. Apollo is part of the Wellbeing Software Group.



[www.brother.co.uk/healthcare](http://www.brother.co.uk/healthcare)

Brother is a leading global provider of printing technology solutions, including design, manufacture and distribution of multifunction printers, mono and colour A4 and A3 laser and inkjet printers, scanners, labelling devices, mobile solutions, video conferencing and print management solutions. Brother's environmental and ethical excellence has been recognised by receiving The Queen's Award for Enterprise: Sustainable Development. Our partnership with Cool Earth, a pioneering rainforest sustainability charity, further demonstrates our commitment to reducing climate change and protecting biodiversity. Earlier this year, Brother was named one of the UK's best 100 companies to work for as published by the Sunday Times.



[www.codegate.co.uk](http://www.codegate.co.uk)

LabelTrace sets the standard for printing accurate labels for patient test request forms and specimen samples direct from EMIS. Enhancements include a separate Appointment Card printing system.

SAFE is a new panic button system and V-Log is a visitors management system for your PC.

T. 08450038942  
E. [labeltrace@codegate.co.uk](mailto:labeltrace@codegate.co.uk)



[www.cprd.com](http://www.cprd.com)

The Clinical Practice Research Datalink (CPRD) is a not-for-profit NHS organisation making anonymised primary care data available for approved research projects for over 25 years. Over 500 UK practices contribute data essential to research and are part of this exciting initiative. Data is used for research into drug safety, journey of care and epidemiology to improve and safeguard public health.



[www.docmail.co.uk](http://www.docmail.co.uk)

Welcome to Docmail, the secure print and mail solution which can save your practice time and money on your letters to patients. Over 2500 practices are now using Docmail, where they securely upload their letter and address list, or use the virtual print driver, and Docmail does the printing and mailing for less than the cost of a stamp. There is no minimum quantity and no contract to sign and its 100% IG toolkit approved.

The advantages are clear as prices are only 37p + vat for black only letters, and yes, that includes the 2nd class postage!



[www.docman.com](http://www.docman.com)

Docman is the leading supplier of advanced electronic document management, workflow, collaboration and transfer solutions for primary, secondary and social care. Docman GP benefits over 6,000 GP Practices, delivering time and cost efficiencies of over £12,000 per annum. 100 NHS Trusts utilise Docman Hub to transfer documents electronically to practices, saving approximately 2 minutes per letter received. CCGs and Secondary Care organisations are utilising Docman RMS to electronically manage and workflow referrals, resulting in an improved patient experience and faster referral-to-booking times. Visit us at stand one to discuss Docman and GPSoc.



[www.dxs-systems.co.uk](http://www.dxs-systems.co.uk)

DXS Point of Care was first launched over 10 years ago and was developed as an integrated education and information tool for GP's to allow access to medicines, leaflets, travel advice, guidelines etc.

DXS Point of Care now works with CCG's to provide immediate access to local care pathways, guidance notes, self-populating referral forms and Directory of Services - all relevant to the patient's condition and available in the workflow.

CCG's can ensure that best evidence recommendations are available to all clinicians within the CCG.

Contact us on 01252 719800 or have a look at our website.



[www.hscic.gov.uk](http://www.hscic.gov.uk)

The Health and Social Care Information Centre (HSCIC) was set up as an Executive Non Departmental Public Body (ENDPB) in April 2013. The Health and Social Care Act 2012 sets out our responsibilities:

- Collecting, analysing and presenting national health and social care data
- Setting up and managing national IT systems
- Building up a library of 'indicators'
- Acting to reduce how much paperwork doctors, nurses and care workers have to complete
- Helping health and care organisations improve the quality of the data they collect



[www.imail.co.uk](http://www.imail.co.uk)

imail enables users to send letters from just 36p with just the click of the mouse from as late as 3pm for next-day or 6pm for two-day delivery. imail, an EMIS approved supplier, is a secure print and mail service for GP Practices which allows real letters such as Flu Mailers to be sent quicker, cheaper and in a more secure manner than traditional mail. Since launch, imail has printed and mailed over 40m mail documents with many GPs and NHS Trusts using imail to communicate sensitive mailings such as screening results. The significant growth contributed to imail's winning of the 2013 World Mail Award and has become the UK's leading print and mail solution, with innovative desktop to doormat mail delivery solutions.



[www.inchware.com](http://www.inchware.com)

Inchware have developed Patient Anywhere which gives healthcare professionals access to EMIS patient records in order to enhance efficiencies within the GP surgery. Patient Anywhere provides quick access to the right information at the right time, streamlining once paper-based activities such as mobilising patient records for home visits to preparing third party reports, including automatic highlighting/redaction of third-party references. All data handled within Patient Anywhere is secured with 256-bit AES encryption at all times.

For more information please visit our website or contact us on 01628 789951.



[www.infermed.com](http://www.infermed.com)

InferMed will be showcasing Arezzo Pathways, software that supports clinicians in making the optimal decision first time, every time. Arezzo Pathways takes a patient's presenting conditions and compares these against clinically approved best practice guidelines to provide a recommended care pathway specifically for the patient at that point in their care. The software generates questions based on the patient's demographic and medical information, drawn automatically from their EMIS electronic medical record, and requests information on presenting symptoms before making treatment recommendations with pros and cons for each option. Where a referral is recommended, all relevant documentation is dynamically generated.



[www.inrstar.co.uk](http://www.inrstar.co.uk)

INRstar is the market leading software solution for anticoagulation, chosen by over 2000 treatment locations across the UK; centrally hosted on the NHS secure N3 network.

Because we're passionate about improving the quality and safety of anticoagulation treatment, our software meets the most rigorous clinical risk assessment criteria, compliance and audit requirements including ISO 13485 certification and the European Medical Device Directive (93/42/EEC).

INRstar is flexible and intuitive to use, with comprehensive audit and reporting tools as well as in depth TTR analysis enabling health care professionals to manage all of their anticoagulation patients in one place including NOAC patients. INRstar is the only CDSS which interfaces to all major GP clinical systems, (Vision, SystemOne and Emis web).



[www.lexacom.co.uk](http://www.lexacom.co.uk)

Lexacom's easy-to-use digital dictation and workflow software is designed to help you improve efficiency, accuracy and patient safety. A fully accredited partner to EMIS, and only digital dictation software approved by all three leading clinical systems, Lexacom offers clinical integration enabling you to automatically retrieve the correct patient data; add files and notes to dictations, straight from your EMIS system; and automatically file transcribed letters into patient notes. Lexacom's latest software offers secure mobile dictation, optional voice recognition, secure outsourcing, and advanced reporting features to monitor, audit and manage workload.

Visit us on Stand 2, or contact [sales@lexacom.co.uk](mailto:sales@lexacom.co.uk) or 01295 236910.



[www.mapofmedicine.com](http://www.mapofmedicine.com)  
[www.fdbhealth.com](http://www.fdbhealth.com)

Map of Medicine, FDB, Zynx and MCG are a network of healthcare companies proud to be demonstrating point of care products for the NHS. We bring together expert clinical content and technology. Together, we have 34 years' experience in the health information industry.

Join us on the stand to see for yourself how we can support your NHS organisation with referral management, e-prescribing in primary and secondary care, and discover the latest technologies that can optimise clinical and financial outcomes.

We will be demonstrating Map of Medicine's integrated care pathway solutions, and FDB's new point of care medicines optimisation solution, 'OptimiseRx'.



[www.tsgi.co](http://www.tsgi.co)

- #1 Are you a forward thinking practice that is always looking for ways in which you could save valuable time for your staff?
- #2 Are you interested in simple ways to grow your practices income through the 60+ Non-NHS lines?
- #3 Are you eager to streamline your payment and patient billing processes including third parties such as Insurance Companies and Private Businesses, as well as controlling aged debt?

If you answered yes to any of these questions then Medibooks is the answer you have been looking for. Come see us today for a 2-minute demonstration too see how eMIS integrated Medibooks can help. Come and see us for a demonstration.



[www.medvivo.com](http://www.medvivo.com)

By bringing together the wide range of expertise required, the Medvivo service provides integrated solutions to the full spectrum of health and social care problems threatening the ability of the vulnerable and those with long term conditions to live at home. The Medvivo service combines technological innovation with clinical excellence to offer imaginative, pragmatic, clinically focused solutions, with proven real world benefits for service users and commissioners.

Resilience, service continuity, sustainability and value for money are key features of the Medvivo ethos, delivering a service that understands and responds to the needs of its users, working collaboratively across health and social boundaries in a truly integrated model of care, closer to home, regardless of time of day.



[www.mjog.com/emis](http://www.mjog.com/emis)

MJog provides a fully automated, multi-channel and interactive Patient messaging service, which is proven to achieve sustainable efficiency gains and cost savings from innovative use of fast and effective digital communications. Fully integrated with all versions of EMIS, MJog will help you reduce your DNAs, increase QOF income, and meet the new Friends and Family Test requirements.

Benefits to your Practice include: Improving patient experience; Freeing up your reception time; Increase Patient access; Helping you to meet DES targets; Reducing print and postal costs.

Visit MJog at Stand 8  
E. [info@mjog.com](mailto:info@mjog.com)  
T. 01353 741641 (Option 1)



[www.england.nhs.uk/ourwork/pe/patient-online](http://www.england.nhs.uk/ourwork/pe/patient-online)

Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including access to records, online appointment booking and online repeat prescriptions.

The NHS's ambition is to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way.

Today, the majority of GP practices already offer appointment booking and ordering of repeat prescription online. This year, practices will increasingly expand online services to include access to information in patients' GP records and by April 2015.



[www.nichehealth.co.uk](http://www.nichehealth.co.uk)

Niche Health is a pioneer in the drive to a paperless NHS. The team provides safe, secure and intelligent records management software solutions for Primary care that save time and space for clinical and administrative staff.

noteSpace offers simple and secure off-site storage for the 'paper mountain' of Lloyd George and other medical records. The software is used to electronically manage the flow of records enabling Practices to offer additional facilities in the resulting space.

September sees the launch of our revolutionary new product, please come and see us to find out more.



[www.numed.co.uk](http://www.numed.co.uk)

\*Brand new for 2014 - Fully integrated 24hr Ambulatory Blood Pressure\*.

Numed Healthcare are proud to announce the introduction of 24hr ABPM extending our range of fully integrated diagnostics including 12 Lead ECG and Spirometry. Our fully integrated diagnostic products will automatically file test results/reports and Read coded data to the electronic medical record in a format suitable for transfer, saving time, reducing entry errors enabling you to enhance healthcare.

We also supply Envisage Coda Waiting Room Media/Patient Call systems helping you educate patients whilst they are in the waiting room. For further information please visit our stand at the conference, call 0114 2433896 or visit our website.



[www.optum-uk.com](http://www.optum-uk.com)

Optum (formerly UnitedHealth UK) is part of UnitedHealth Group, one of the most successful global health and well-being companies. Since 2002 we have been working in close partnership with all levels of the NHS, including Primary Care Organisations, Clinical Commissioning Groups and the Department of Health. We draw upon our global expertise and experience to support the NHS in delivering high-quality and cost effective healthcare to improve the health and wellbeing of patients. We combine leading edge information technology, analytics, consulting and health management solutions to drive improvements in health outcomes using the most clinically and cost effective evidence base. Join us on stand 19 for more information or visit our website.



[www.patientchase.com](http://www.patientchase.com)

PatientChase simplifies and automates all aspects of patient recall, enabling a practice to identify patients, communicate with them through Letters, SMS Text, Emails and Label Printers, and audit all the contact made with them. All correspondence and 1st, 2nd and 3rd contacts are inserted and readcoded into EMIS.

Saves money, improves efficiency and ultimately improves the quality of care provided to patients whilst operationalising target driven payments. PatientChase will call in patients the least number of times necessary, providing greater convenience to them and also educate patients about their conditions - whilst helping to improve surgery access.



[www.vitalograph.co.uk](http://www.vitalograph.co.uk)

EMIS Connectivity System: Fast, accurate and automatic transfer of spirometry data into EMIS has never been easier with the Vitalink EMIS Connectivity System. Integrated with Spirotrac Software, Vitalink is the ideal solution for the busy general practice.

The automatic transfer of spirometry data into EMIS via Vitalink offers:

- Ease of use - data transfer is automatic, fast and secure
- Accuracy - Automation prevents transcription errors and ensures that test data is attached to the correct subject with the correct read codes. No more scanning and pasting attachments
- Accessibility - Spirometry test results are held within EMIS as a consultation, not as an attachment, making it easy to view results anywhere



[www.wiggly-amps.com](http://www.wiggly-amps.com)

Wiggly-Amps delivers excellent customer service, applications and bespoke hardware to the primary health care sector. We provide Engage - our patient check in touch screen which read codes QoF data, records FFT responses and checks patients in effortlessly.

Engage + builds upon the great features of Engage to allow your patients to self-monitor their blood pressure, weight and answer patient health questions. Little Green Button - the original GP practice panic button and GP surgery websites designed for PCs, tablets and mobile phones.

Our products are used by over 50,000 users worldwide and supported by our friendly team in Norfolk.

# SPEAKER PROFILES

## ARUN AGGARWAL

Dr Arun Aggarwal is a GP in a small, growing practice in Ramsey, near Huntingdon. He has been involved in medical audit for twenty years, and has previously run courses teaching EMIS and Excel skills, as well as speaking about Excel at the EMIS conference for many years. Arun is GP diabetes lead for the Huntingdon area, and his practice won 14th national award for an innovative alcohol program using recovered alcoholics, (in which Excel remains a useful tool). Arun's team moved to EMIS WEB in October 2012, and they are still discovering new features. Both of his daughters are studying medicine, and one qualified this summer. The greenhouse, sand and snow sculpting remain great distractions. Any GP interested in working in a stimulating, leading edge practice should contact him, as succession planning becomes important!

## IAIN AKHURST

Iain is Director of Hosted Services and is responsible for the delivery and management of the underlying systems that support EMIS's hosted solutions from EMIS Web, EMIS Mobile, Partner solution hosting, to patient facing services including Patient Access. His previous roles over many years have been involved with the build and management of business critical Software as a Service (SaaS) solutions in communications and healthcare.

## FARHAN AMIN

Dr Amin is GP at Burnett Edgar Medical Centre, South Cumbria. His passion is to educate and empower people and use every tool available to achieve this mission. He considers digital technology of today as mature enough to be used as the main tool to achieve education and empowerment. He firmly believes that giving patients access to their records is a great way of increasing patients understanding of their illness.

## LISA BABB

Lisa has worked at EMIS for four and a half years and throughout that time has assisted with countless surgery upgrades and installs to EMIS Web. Her first

visit to the EMIS NUG conference was in 2011 delivering the EMIS Web Masterclass and she is thrilled to be asked to return this year for the Clinician Masterclass.

## IAN BAILEY

Ian is currently Chief Clinical Informatics Officer for Liverpool Community Health NHS Trust. After graduating from the University of Liverpool in 2001 with a first class honours degree in nursing, Ian gained his District Nursing Specialist Practitioner Qualification and worked as a District Nurse and Modern Matron in the City of Liverpool. Since 2006, Ian has worked in various NHS management roles always striving to ensure the delivery of high quality patient care through the adoption and spread of innovative practice. Over the last two years, Ian has extended his interest in technology into the workplace and is currently providing strategic clinical leadership to the Trust's roll out of EMIS Web and associated mobile technology.

## JAMES BEE

James is an Online Support Project Manager and has been working for the past two years on the Support Centre, culminating in the launch of the latest version in September 2014. He started at EMIS in February 2011 on the training helpline for EMIS Web, having previously worked at Leeds University on their Virtual Learning Environment.

## MARTIN BELL

Martin joined EMIS in June 2013 with a remit to develop the Community, Children's and Mental Health area for EMIS in the NHS and privately. He has a significant focus on NHS Trust customers and complex, multi-product solution sales as well as Clinical Services, extended GP services, hospitals running departmentals and vertical markets. Martin was an independent consultant for 12 months prior to joining EMIS and offered a business and information technology consultancy, mainly around healthcare IT from both a supplier and Trust perspective. Prior to this he was a Board level CIO for 10 years at an NHS Acute Trust that also managed Community and Children's Services. He has also worked in retail, defence, software development and construction.

## **PHIL BLOOR**

Phil has worked at EMIS since 1998 - firstly as an operations manager, before becoming deputy operations director for a team of trainers. He has also worked as a project manager for the implementation and training teams and most recently with the Head of National Services to improve the deployment and utilisation of the National Services. He has also worked at AMSyS and LK Global Healthcare, initially in support before moving to training and team management. This followed three years working in a GP surgery in South Wales as an administrator, where he undertook a number of duties ranging from reception to IT maintenance.

## **THOMAS BLOWERS**

Tom has been involved with the roll-out of EMIS Web for over four years, visiting many practices all over the country. Previously, he was employed by a practice as IT support, so is well-versed in the challenges of primary care.

## **JAYNE CALLAGHAN**

Jayne Callaghan has an extensive background in General Practice which includes as finance manager and practice manager and more recently as senior primary care facilitator within the Clinical Effectiveness Group.

## **TIM CAROE**

Tim Caroe, a GP in Eastbourne, has been programming since he picked up his ZX81 in 1980. Having got over the excitement of his 16k RAM extension pack, he continued programming and now enjoys creating innovative IT solutions to real problems he encounters in his practice.

## **SIMON CLAY**

Simon Clay is senior partner at Poplars Surgery in Birmingham and also works as a Clinical Advisor for PRIMIS at the University of Nottingham. He lectures annually on the QOF rules - focusing on the new codes and "catches" in each version of the Business Rules - helping practices to avoid losing points and optimise their QOF scores. He writes extensively on the QOF for Pulse and produces an annual QOF Resource CD for practices.

## **ROBBIE CORRANCE**

Robbie Corrance is one of the Lead Account Managers for the Account Management and Training Team and has been with EMIS for over 7 years.

In that time he has worked with PCS and Web for NHS England, NHS Scotland, and the MoD (Ministry of Defence) and International Division.

## **CARL CROSSLEY**

Carl is an Account Executive for the Account Management and Training team and has worked at EMIS for three years. He previously worked in EMIS Support dealing with EMIS LV and PCS queries.

## **PAUL DAVIS**

Paul joined EMIS in 2011 to set up EMIS IQ as a new business service within the Company. EMIS IQ manages the research, creation, launch, commercial success and continuous improvement of a range of data-driven products and services. Our customer base includes Commissioning Support Services, Clinical Commissioning Groups, GP Practices, Community Services and Research bodies. Our services cover the mobilisation, presentation, analysis and application of healthcare data. EMIS IQ is also instrumental in the design and implementation of clinical and operational support tools that harness the power of EMIS Web Clinical Information Systems, bringing commissioner and provider organisations closer together. Paul has extensive experience in health informatics gained within the NHS as a senior manager in the West Midlands area and in the private sector with Capita and Ernst & Young.

## **NICK DODDS**

Nick is Customer Operations Director at EMIS Group's primary care, commissioning, community care and patient facing services business. He is a customer service professional with over 12 years' experience in the technology and telecoms sector and has worked with brands including Plusnet and BT to help develop their customer service and online support offerings. Now heading up the customer facing teams in EMIS, Nick is passionate about customer engagement, delivering great service and using technology as an enabler to improve customer experience.

## **GEMMA DONNAHEY**

Gemma started with EMIS in 2012 as a Training Executive and is currently a Lead Account Manager for the Northern region. She graduated from Liverpool John Moores University with a BA in Education Studies and Physical education and has over four years' experience within teaching/training. She has held a variety of roles including clinical system training, electronic point of sales training and coaching and mentoring.

## **DAI EVANS**

Dai has been a GP for 21 years in the Peak District. He has been actively involved in Health Informatics throughout that period and also works at PRIMIS in the University of Nottingham. His particular expertise resides around Data Quality & Audit as well as Protocol construction.

## **CHRIS FIRTH**

Chris Frith has been working for the NHS for 32 years mostly as a GP in Hereford having qualified at Birmingham University. His practice used computers starting with Microdoc, progressing to AMSYS/LKGlobal, then EMIS LV before transferring to Web nearly 3 years ago. He attended his first NUG conference in Nottingham in 1999 where he found himself sitting on the floor at the feet of the gurus who founded the NUG. He has recently left his role of ITC lead for Herefordshire CCG and is now a Digital Clinical Champion for NHS England having first trialled Patient Access for EMIS 10 years ago.

## **BEN FOSTER**

Ben is Operations Director at Patient.co.uk. He is a digital practitioner with over 14 years' experience in the technology and digital sector. He has worked with brands including HSBC, AXA PPP healthcare and Open University to help shape and develop their digital and online engagement strategies. Now heading up Patient.co.uk, Ben is passionate about patient engagement and using technology as an enabler to improve patient experiences.

## **PAUL HENDERSON**

Paul is EMIS Group's Head of Analytics. He came to EMIS via the Ascribe integration and brings a team with a wide range of healthcare informatics experience. This led them to be the largest supplier of business and intelligence and data warehouse solutions to NHS secondary, community and mental health care. Paul had a background in healthcare finance, HR and research prior to starting establishing an analytics service that has been recognised in global competitions four times. He is very pleased to be given the opportunity to work in primary care, and will be delivering more effective analytics off EMIS Web in the coming months - as well as linking all of the knowledge in EMIS Group (and other) systems to look across whole care pathways.

## **TIM HILL**

Tim is Product Manager of EMIS Mobile and Interoperability. He enjoys speaking to customers as it enables him to gather insight and feedback from users, which in turn helps to shape the future developments of EMIS products and services. His role involves working closely with many stakeholders across the business to manage all aspects of EMIS product lifecycles. Tim feels that through the mobilisation of patient data they can improve patient care and contribute to the widespread savings required across the NHS.

## **JENNY KEANE**

Jenny Keane, Practice Manager, Sutton Coldfield. Changed career from teaching to Practice Management 23 years ago. PM of a large practice in Sutton Coldfield, 16,500 list, 8 Partners, 3 Salaried GPs, teaching/training practice 3-5 Registrars and Medical Students. 28 staff. Special interest in IT. Beacon award for IM&T Innovations in General Practice.

## **KAY LAWRENCE**

By training I am a clinical chemist, but started working in general practice 20 years ago after having a break for children. I have been the dispensary manager since 2005 and was responsible for implementing the DSQS within the practice. More recently I have had responsibility for IT within the practice and was the lead for the migration to EMISweb in June 2011. As a practice we piloted the dispensing module. As well as my day to day role as dispensary manager, and am now responsible for our data quality and ensuring correct coding.

## **RYAN LOMAX**

Ryan has been an IT Project Manager with Informatics Merseyside for five years with a background in training and data quality. Recently he managed the implementation of EMIS for various Liverpool Community Health services including Community Matrons, Physiotherapy and Occupational Therapy. Ryan is currently managing the migration to an Electronic Health Record for these services.

## **JACKIE LUCAS**

Jackie is East Cheshire's NHS Trust EMIS Web Solution Manager and a member of the EMIS healthcare user group, supported today by Jamie Cox, Deputy Head of Information and Andrea Haydon, EMIS Trainer. Jackie began her EMIS involvement in 2011 as Business & Admin Manager for MCATS; choosing to 'train with the trainers' from the outset to enable efficient adoption and achieve a paperless service within 18 months. She is currently managing the EMIS community rollout incorporating mobile working with all its benefits.

## **KAREN MCFADDEN**

Karen is currently Programme Lead for the Implementation of EMIS Web across community based children's services in NHS Greater Glasgow and Clyde. She has an extensive range of clinical and managerial experience that commenced with her training as a general nurse and has developed through several episodes of undergraduate academic study. Karen is a Health visitor and has practiced across a range of specialist teams. She has experience managing children's integrated health and social care services, universal children's services and specialist children's services.

## **ALAN MILLS**

Dr Alan Mills has been a general practitioner at Comberton surgery Cambridgeshire, a rural dispensing practice for 24 years. He has been an Emis user since 1993 and is Chairman of Cambridgeshire LMC.

## **DAWN MONAGHAN**

Dawn joined the Information Commissioners Office in 2002 as a Senior Policy Manager for Freedom of Information and in 2008 led the development and introduction of the ICO 'model' publication scheme for bodies covered by FOIA. Since 2010 she has held responsibility for developing and maintaining key strategic stakeholder relationships in the domestic and international arena. As Group Manager of the Public Services team in the Strategic Liaison Division at the ICO she is the main contact for key stakeholders in the health sector. Her expertise includes Data Protection, Freedom of Information and the Environmental Information Regulations. Her team has responsibility for identifying strategic initiatives

or issues arising which may impact upon information rights within the Health, Local Government, Education and Third sector organisations and providing advice and guidance to minimise risk to organisations and individuals. As a member of the Information Governance Review Panel for Health she was keen to ensure that the sharing of data is considered in a positive light and that sensible, safe and secure sharing becomes the norm rather than the exception.

## **HELEN MOORE**

Helen is a Training Project Manager specialising in creating training packages for Community, Children's and Mental Health customers. She has 10 years' experience in EMIS training coupled with a background in Primary and Secondary Care Mental Health and in supporting individuals with learning disabilities.

## **MATT MURPHY**

Matt is Managing Director of EMIS Group's primary care, commissioning, community care and patient facing services business. He joined EMIS in 2011 to set up the EMIS IQ healthcare intelligence division, having worked for Capita Health and CHKS in clinical benchmarking and performance management consultancy. Matt has 20 years commercial management experience within UK and global public and private sector business - including Lloyds Register and Renault SA. He is a graduate from the University of Nottingham and a member of the Chartered Institute of Marketing.

## **SHAUN O' HANLON**

Shaun joined EMIS in 2006 as Clinical Design Director and was responsible for the clinical architecture of EMIS's flagship product, EMIS Web. He was responsible for EMIS development from 2011 to 2013, overseeing the roll out of EMIS Web to GPs and the inception and delivery of EMIS Mobile as well as the EMIS Web CCMH product. With the expansion of EMIS Group to include Ascribe and Digital Healthcare, Shaun has taken group-wide responsibility for product and clinical strategy as the Chief Medical Officer. Shaun trained at Cambridge and St Thomas' Hospital, becoming a GP principle in 1994 and became Medical Director of LifeGard (Health Smartcards) between 1999 and 2000. He is also a director of QResearch (EMIS joint research collaboration with the University of Nottingham).

## JO PALMER

Jo joined EMIS in 2007 as an Operation Manager after spending 10 years working in General Practice. Following a brief move away from the training and account management team Jo returned to doing what she loves and is now a Lead Account Manager in the Southern Region supporting a team of account managers and account executives as well as having regular contact with practices.

## NEIL PAUL

Neil has been a full time Partner in Sandbach, Cheshire since August 2000. He is best known for his e-Health insider column that discusses the highs and lows of IT in primary care. He was on the PEC of Central and East Cheshire PCT and was involved in PBC and subsequently was on the GP executive of NHS South Cheshire CCG as Chief Clinical Information Officer. Believing the future of general practice is to get practices together, he left to help form, with a couple of senior NHS managers, [www.4GPs.co.uk](http://www.4GPs.co.uk), aimed at helping GPs setup provider federations.

## THOMAS PORTEUS

Thomas is Web Services Manager at Egton and over the last six years has worked to create innovative solutions to enable GPs and Healthcare organisations to make the most of new technology and opportunities for online engagement. He works with surgeries daily to understand the ever changing needs of general practice and solve patient engagement issues. He previously worked within the third sector helping charities improve their online presence.

## KEITH PRESCOTT

Keith Prescott has a health informatics background and works in the Centre for Primary Care & Public Health Clinical Effectiveness Group (CEG) which is part of the Medical School of Barts and the London. Initially as informatics facilitator for the east London area pilot programme for Collection of Health Data in General Practice (CHDGP) then more recently as CEG manager. Originally from Liverpool Keith has worked in primary care & public health across London for some 25 years.

## SIMON RADCLIFFE

Simon Radcliffe is an experienced Sales and Commercial Manager within Healthcare specialising in analytics and clinical decision support covering the following areas:

- CSU / CCG informatics
- Medicines management services and clinical decision support software
- Care Pathways and Referral Management software
- Risk Stratification / Integrated Care

He has worked for First Databank / Map of Medicine for over two years and is responsible for the commercial success of both Map of Medicine and First Databank solutions and services within Primary Care.

## CAROLINE RAND

Caroline is Chief Information Officer, Liverpool Community Health NHS Trust and has worked in Community Services within the NHS for a number of years. She has always worked in the field of Informatics and has worked to bring technology to community staff. At her work in Liverpool Community Health (LCH), Caroline has made it her mission to ensure that community can take full advantage of technology to support quality and efficiency. She wrote the first Informatics Strategy for LCH and gained full support of the LCH Board to a major programme of exploiting technology.

## ANDREW ROXBURGH

Dr Roxburgh studied medicine at the University of Cambridge and St Bartholomew's Hospital Medical College. He graduated with MB BS in 1984. After preregistration posts he worked in a variety of hospital medical specialities ending as a general medical registrar from 1988 to 1990. He then decided on a career in general practice, completing General Practice training in 1991 and has worked continuously in General Practice since then and has been a partner at the Amherst Medical Practice in Sevenoaks, Kent since 1996, and is a GP board member for West Kent CCG and is responsible for long term conditions. The practice originally used HMC clinical system, then converted to Torex Premiere taken over by iSOFT. He has attended many iSOFT conferences and became adept at using Premiere. The practice migrated to Emis Web last September.

## CHRIS SHEPHERD

Chris has worked at EMIS for over 15 years and now heads the Product Management team. Prior to this he held various customer related roles ranging from deployment and implementation management to project and contract management. He graduated from University of Lincoln with a BA in Business Studies. In his spare time Chris enjoys most sports including golf.

## CHRIS SPENCER

Chris joined EMIS Group in 1999, going on to be Chief Administrative Officer. He was confirmed as Chief Executive in July 2013 and has overseen the Group's expansion from its primary care heartland into the community pharmacy, community, child and mental health, secondary and specialist healthcare sectors, including the acquisitions of Rx Systems, Digital Healthcare, Ascribe and Indigo 4 Systems. Chris is passionate about joined-up healthcare and removing the barriers that prevent clinicians from securely sharing patients' medical records.

## MATT SWEENEY

Matt is Commercial Manager for EMIS's Partner Programme, responsible for managing the commercial relationships EMIS has with partners that interoperate with EMIS systems. Prior to this he was Product Manager for Interoperability within EMIS.

## JUDITH TABOR

Judith is a Content Author and has worked at EMIS for almost three years as part of the Online Learning and Training Services team, who are responsible for creating and maintaining all EMIS Web training content materials for customers. Judith comes from a training background in the healthcare and hospitality industries.

## COLIN TATE

Colin has been a primary care Practice Director in Central Manchester for 7 years, following 18 years in senior management posts relating to the delivery of primary care IT solutions. During this time he has worked at both local and national levels on projects including primary care patient administration systems; the Investors in People (IIP) methodology management systems; and educational support

systems. In addition Colin currently holds the post of board director for Primary Care Manchester Ltd (PCM) where his role focus's upon leadership of organisational development and delivery from a management perspective; practice engagement and organisational development relating to commissioning and education; information management & technology including information governance; and quality improvement. He is a Fellow of the Chartered Management Institute, a Member of the Institute of Healthcare Management and a Member of the British Academy of Management. Colin holds a Master's Degree in Business Administration (MBA) and is currently undertaking a Doctorate in Business Administration (DBA), his research title is "General Practitioner: Understanding Personal Qualities Required to Deliver 21st Century Healthcare from a Business Perspective".

## JO TISSIER

Jo Tissier started off in nursing working at St Georges Hospital before entering into academic research with St Georges Medical School on a Health Promotion project. She moved to the Department of General Practice at Barts Medical School to work on the London Implementation Zone Education project before eventually joining the Clinical Effectiveness group as a facilitator. Jo is now the senior clinical facilitator within CEG and is the lead for the CEG programme of template development working in collaboration with EMIS to make these templates available widely via EMIS Web.

## CHRIS TOMLINSON

Chris has worked at EMIS for three years as a trainer at EMIS and has now moved into account management to help support GP practices with their EMIS products on a daily basis. He previously worked within primary and secondary care IT for 18 years training, installing and supporting most clinical systems.

## ROSS WICKENS

Ross has worked for EMIS for four and a half years and is currently a Lead Account Manager for the London region. A system mentor for two years he has been involved in all aspects of EMIS Web and currently works with other trainers to ensure a high level of training delivery across the region.

# NUG COMMITTEE



## GEOFF SCHRECKER

Geoff is a GP in Sheffield and Joint Chair of the NUG. After completing GP training in 1991 he started a 3 month locum in a practice that had just installed EMIS: being “the young

doctor” he was deemed the one to commission this, and so started a long and at times torrid relationship with GP IT in general and EMIS in particular. Since that time he has used EMIS in all its flavours: EMIS, EMIS LV, EMIS GV (remember that), EMIS PCS, and most recently since January 2012 EMIS Web. Through that time he has generally managed to make the systems assist rather than interfere with patient care. As a consequence of this he spends as many hours as possible in the Derbyshire hills and pubs!



## HASIB UR-RUB

Hasib Ur-Rub is Joint Chair of the NUG, a position he is familiar with. He has been a GP Principal in Kent since 1991. He started using EMIS LV in 1995 and changed

to EMIS Web in June 2012. He has been an EMIS NUG committee member for 14 years and became Vice Chair of the organisation in September 2007. He served on the Watchdog sub-committee for 10 years until 2010. He is also interested in training and education and data quality. Life outside the NUG involves being a Programme Director for GP training, a GP Trainer, LMC member and Appraiser.



## KEITH BURNS

Dr Keith Burns has been a GP in the town of Stornoway since 2008. Keith is IT lead for the Health Board and works as a locum across Scotland. As such he is

an individual member of the NUG. He also works for the board as GP prescribing lead using the formulary to try to guide good and cost-effective prescribing. With John Duke he represents Scotland on the NUG, which has a growing number of EMIS users, on the committee and supporting the development of EMIS Web. Keith is the EMIS NUG Treasurer.



## PAUL MADDY

I am in my 26th year as a GP in Leeds, and so have been exposed to many NHS/political reorganisations and many clinical systems. My interest in primary

care informatics began at my training practice, recording reasons for encounter using OXMIS codes on a Commodore PET - I'm sure you're all too young to know what I'm talking about! I was Deputy Chairman of iSUG - the iSoft/CSC Primary Care User Group - and am now Secretary of EMISNUG. Through those posts I have worked on committees and projects with HSCIC, the BMA and RCGP. I am one of the Clinical Advisors in PRIMIS at the University of Nottingham. I am on the project board for delivery of the Leeds Care Record - a local, multi-agency shared record. My practice had been using Torex/iSoft/CSC Synergy for over 8 years and migrated to EMISweb in April 2013.



## ALISON HUTTON

I have been an EMIS user since 1992. Leaving LV behind was a wrench but I am now getting to grips with EMIS WEB. I joined the NUG Committee in 2007 and have

organized the annual conference since 2008. I have seen the Conference develop into a professional but friendly, not to be missed event and I know as I have attended all of them!



## MAGGIE FALSHAW

Maggie Falshaw retired as a full-time practice manager and partner in May 2014. She is currently working part-time covering a manager's maternity leave in

another Tower Hamlets practice. She is far from new to the NUG as she originally joined as a committee member at its inception. After a break of ten years she re-joined the NUG committee in 2008 to take on the challenging role of Editor of emisuser, the NUG members' magazine. She has been an EMIS user since 1990 - LV initially then Web from May 2012.



### MEG DISBERRY

Meg Disberry has worked as Practice Nurse for over 20 years in a rural practice in North Yorkshire and is now the senior nurse. Over the years her role has developed and expanded to fulfil the needs of the practice. She is involved in all the chronic disease management, triage/minor illness work, sexual health and travel health services as well as managing the nursing team. She has been on the EMIS NUG committee for 4 years and more recently has joined the "Watchdog" sub-committee. Being a member of the EMIS NUG has given her an opportunity to learn more about EMIS and network with other EMIS users.



### JOHN DUKE

John has been GP partner in a semi rural practice in Stewarton, Ayrshire since 1984. Developed an interest in GP computing after the practice got it's first computer around 1988. He has been involved locally and nationally on various IT related committees, and testing of software updates and innovations within the Practice. Represents EMIS NUG in Scottish affairs.



### JULIA HIPPISELEY-COX

Julia is a sessional GP in a Nottingham EMIS practice and also professor of general practice at the University of Nottingham. She is also medical director of ClinRisk Ltd which produces open and closed source software to implement clinical risk prediction scores into clinical practice. She set up two databases in partnership with EMIS and the EMS NUG. In 2002 she set up the QResearch database ([www.qresearch.org](http://www.qresearch.org)) which is used for research including the development of QRISK2. In 2005, she established the QSurveillance database ([www.qsurveillance.org](http://www.qsurveillance.org)) which is the UK system for infectious diseases surveillance and vaccine reporting. She has been an EMIS LV user since 1995, moving to EMIS Web in 2013. She joined the EMIS NUG committee in 2012. She has a keen interest in information governance and patient confidentiality and is a member of the national Confidentiality Advisory Committee. She is also interested in the benefits of implementing research findings back into clinical practice to improve patient care.



### GWYNFOR EVANS

I have been using EMIS for around 23 years, being one of the first 50 practices to install the system at Gateshead, where I was GP for five

years. I then moved to a single handed practice in Conwy, North Wales, installed EMIS immediately and was an enthusiastic user of LV for twenty years. Then EMIS Web arrived! Takes a while to teach an old dog new tricks so it has taken me some time to get to grips with the new system, and I still have lots to learn about its functionality. In Wales things are run slightly differently, health being run from the National Assembly and not the Department of Health. This has implications regarding the Welsh QOF in particular as this is now significantly different from England. Already had a few problems so keen to have a Welsh voice on the group.



### MIKE WALTON

Mike is a partner in a GP practice in St. Albans, Hertfordshire. His practice has around 13,000 patients, with eight GP partners, salaried doctor, two GP registrars and regular final-year medical students. The practice has been with EMIS since around 1990 and went live with EMISweb in November 2012. He is a GP Trainer and a Board Member of his CCG (Herts Valleys CCG). On his CCG he is Commissioning Lead for Diabetes and is Chief Clinical Information Officer (CCIO). He works one session per week with his local Mental Health NHS Trust in the Learning Disability service. Mike enthuses about many aspects of NHS General Practice and still goes to work on a morning with enthusiasm despite the challenges General practice faces. He sees that appropriate use of patient-centred, joined-up IT systems offers improved patient care and better job satisfaction for clinicians and health administrative staff. Mike also chairs his EMIS LUG (Local User Group). He joined the EMIS NUG Committee as a co-opted member in September 2012 and as a fully elected Committee Member in October 2013.



### JACKY SLATOR

Jacky is currently the Practice Business Manager for a GP Practice in a deprived area of the North West. She's been there for over 9 years, having previously worked for large commercial organisations in quality, customer service and performance management roles. Jacky's Practice previously used iSoft/CSC Synergy and they migrated to Emis Web in July 2013. She remains a member of the committee for iSUG - the iSoft/CSC Primary Care User Group - and helped to plan and deliver their user conferences. Having now almost completed her first year on the EMISNUG committee this year, she has been involved in the planning for this year's conference. While being the first to admit that she is no IT boffin, she remains keen to help ensure our IT solutions deliver common sense, practical benefits to us all - on time and in budget.

# NUG AGM AGENDA

**THURSDAY 25 SEPTEMBER 2014**  
**CONFERENCE THEATRE, EMCC, NOTTINGHAM**

Meeting to commence at 5.30 pm

- 1** Apologies
- 2** Minutes of the AGM held on 3 October 2013
- 3** Chairs' report
- 4** Treasurer's report
- 5** Sub-committee reports: Watchdog, Development, Website, Magazine
- 6** Proposal to amend the NUG memorandum of association to allow trustees to be compensated for loss of earnings whilst carrying out trustee business
- 7** AOB - to be notified to the NUG office prior to the AGM
- 8** Election of committee members:
  - Re-election
    - Dr Keith Burns
    - Dr John Duke
    - Dr Geoff Schrecker
  - Resigning
    - Dr Hasib Ur-Rub
  - New Nominations
- 9** Date and time of the next AGM - 24/09/15
- 10** Prize draw

# WRITING FOR EMIS USER

The EMISUser magazine is written for users by users and is full of articles, hints and tips and all kinds of useful information on how to get the best from your EMIS system.

## ARTICLES

If there is a particular topic you are interested in or have particular experience of, then share your knowledge and write an article for EMISUser.

If you would like to contribute to EMISUser, please send articles to the NUG office. We accept articles by e-mail in word or .RTF format. If you can include graphics, screen shots and a photograph of yourself, all the better.

Suggested topics for articles are detailed in each issue of EMISUser; however please feel free to share your own ideas. If you would like to suggest topics for articles for future issues, then please send your suggestions to the NUG office or email [lwiterspoon@emisnug.org](mailto:lwiterspoon@emisnug.org)

We are pleased to accept articles of any length but approximately one thousand words is average. We pay £200 for published articles, £50 for hints and tips and we are keen to hear from you.

## LETTERS

If you would like to write a letter to be published in EMISUser on a topic of interest to you, an idea or suggestion you might want to make, then please send your letter to the following address:

EMIS National User Group, Suite 15,  
Enterprise House, Kingsway North, Team  
Valley, Gateshead, NE11 0SR.

# MORE TO LIFE

More To Life comes under the umbrella of the national charity Infertility Network UK, and was set up because there's a real lack of information for people facing involuntary childlessness. We aim to fill that gap and provide information on many issues including:

- Social events, get-togethers and groups
- Factsheets on specific issues including coping strategies, grief and loss, and dealing with families friends and colleagues
- A network of volunteers who understand and are happy to chat

We are here for everyone who is childless by circumstance and not by choice, we understand that people are not defined by their childlessness and that it is possible to have a fun and fulfilling future without children that were very much wanted. Embracing that different life though is like getting on an emotional roller coaster – highs of relief when you find people who understand and lows when you need support in moments of reflection and sadness.

Being part of More To Life is like getting on that roller coaster with friends in your carriage – because we are here for the journey! Find out more at [www.moretolife.co.uk](http://www.moretolife.co.uk) or call our free Helpline on **0800 008 7464**.

## RAFFLE PRIZE DRAW

We have received some fantastic prizes, many of which have been donated by our exhibitors. A big thank you to all of them!

You will be able to buy raffle tickets in aid of the charity More to Life on Thursday. Their stand is situated in the East Midlands Conference Centre. Tickets will also be available at the Gala Dinner. The winners will be notified on Friday and prizes sent direct.

### PRIZES DONATED BY:

Brother UK  
Docmail  
Docman  
InferMed  
iMail  
Lexacom  
Map of Medicine  
Mjog  
Niche Health  
Vitalograph

Plus many more great prizes...



**NEXT YEAR'S CONFERENCE  
WILL BE 24-25  
SEPTEMBER '15**

**emisnug**  
NATIONAL USER GROUP

Suite 15, Enterprise House,  
Kingsway North, Team Valley,  
Gateshead, NE11 0SR  
**T. 0191 487 4571**  
**E. [info@emisnug.org](mailto:info@emisnug.org)**

**[WWW.EMISNUG.ORG.UK](http://WWW.EMISNUG.ORG.UK)**