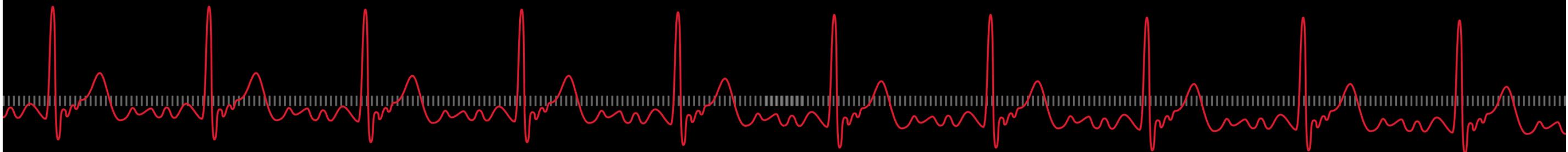


20TH ANNUAL CONFERENCE DELEGATE PACK



emisnug
NATIONAL USER GROUP

2-4 OCTOBER 2013
EAST MIDLANDS CONFERENCE CENTRE, NOTTINGHAM

EMIS National User Group

Suite 15, Enterprise House, Kingsway North, Team Valley, Gateshead, NE11 0SR
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www.emisnug.org.uk

UKchip
The UK Council for Health Informatics Professions

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RAFFLE

Exciting prizes to be won!

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 Shelter on Thursday. Their stand is situated in the East Midlands Conference Centre Entrance Foyer. Tickets will also be available at the Gala Dinner. The winners will be notified on Friday and prizes sent direct.

PRIZES DONATED BY:

Total Solutions Group

Lexacom

Numed Healthcare

Welch Allyn

Brother UK Ltd

... plus many more great prizes!

Proudly supporting

Shelter

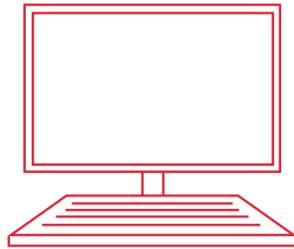
Shelter is the UK's leading housing and homelessness charity and is a lifeline for anyone who is homeless or suffering in bad housing and helps over 1 million in housing need. Shelter tackles homelessness on all fronts, from negotiating with councils, landlords and lenders to debt advice and resolving situations involving domestic abuse and relationship breakdown. We provide free, confidential advice to people with all kinds of housing problems through our national Helpline, online housing advice and our face to face services in communities across the UK.

In Britain every 15 minutes a family loses their home. Even more frightening is that we know that thousands more families are living under the threat of homelessness or living in homes that are overcrowded, dilapidated, damp and dangerous to live in. They live under the shadow of eviction, moving from one temporary home to another, severely affecting children's schooling and chances in life. We're here so no-one has to fight bad housing or homelessness on their own.

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



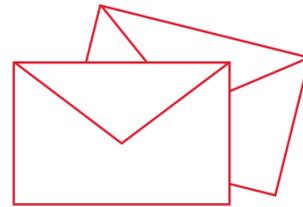
If there is a particular topic you are interested in or have particular experience of, then share your knowledge and write an article for EMISUser. If you would like to contribute to EMISUser, please send articles to the NUG office. We accept articles by e-mail in word or .RTF format. If you can include 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.

And the reward...



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**

Suggestions for articles

Alternatively, if you would like to suggest topics for articles for future issues, then please send your suggestions to the NUG office or email lwitherspoon@emisnug.org.

WELCOME

Welcome to the 20th EMIS National User Group Conference and welcome to the East Midlands Conference Centre, we have returned to Nottingham where the NUG held their very first conference. There has been a lot of excitement about this year's conference with people hoping to find out how to get the best out of EMIS Web, which is the role of the NUG once EMIS has taught the basics.

We also welcome a keen group of ex iSoft users. The committee has already co-opted Paul Maddy and he is running a session for you on Thursday at 14:00.

We present the programme in various streams: Main, Preparing (and new to Web) and Advanced (which assumes more than a basic familiarity). On Thursday there is a Community stream with its own attendees but all delegates are welcome to attend these sessions. Some exhibitors will also present on their products in the Partner stream. New this year you can see an experienced GP in the 'surgery' for those tricky problems that you need sorting out.

The conference is taking over all of the EMCC and we are not using any rooms elsewhere so there is no reason to get lost, you can still get some fresh air in the garden outside the exhibition hall. On the social side we have excellent accommodation in the Orchard Hotel adjacent to the EMCC. For a second year we are having the Networking Dinner on Wednesday evening and as usual the Gala Dinner on Thursday evening.

We hope you will find the exhibition of interest and we extend a warm welcome to all our exhibitors. Please take some time to visit the stands in the Exhibition Hall, coffee breaks and lunch will be served in the same space so it will be easy to drop by the stands.

EMIS will have a stand in the Atrium and a Training Suite, so you can speak to EMIS staff and try out what you have learned.

There are many prizes to win this year in the charity raffle and thank you to all those who have donated them. Raffle tickets will be on sale Thursday and during the Gala Dinner. All proceeds will go to our chosen charity Shelter.

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](https://twitter.com/emis_nug) / #Nug13) and join in live chat during the conference!

Enjoy your time at the EMIS NUG 2013 Conference.

WE WOULD LIKE TO THANK OUR SPONSORS



for sponsoring
Gala Dinner Wine



for sponsoring
Lanyards

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 – 17:00 on Thursday and 09:00 – 15:30 on Friday.

Allocation of Delegate Places & 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 between 07:00 and 10:00 in the Bramleys Restaurant. For delegates staying at the Crowne Plaza Hotel Nottingham, breakfast is served between 07:00 and 12:00 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 will be served in the Exhibition Hall. The buffet luncheon will be served in the 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 3rd October in the Exhibition Hall. Pre-dinner drinks will be in the Concourse Bar Area of the East Midlands Conference Centre at 19:30, accompanied by an acoustic duo. A three course meal will be served followed by after dinner entertainment from Suman Biswas of the Amateur Transplants. The dress code is smart casual.

Conference Registration

Conference Registration will take place in the East Midlands Conference Centre entrance foyer for all delegates. Please note Wednesday's registration will be held in the Orchard Hotel.

Wednesday 2 October: 16:00 – 18:00

Thursday 3 October: 08:30 – 09:30

Friday 4 October: 08:30 – 09:30

Evaluation

It is very important that we obtain feedback about our conference, in order to ensure next year's conference is even better. We will send the link to the online evaluation by email shortly after the conference.

NUG COMMITTEE

Paul Maddy

Paul is currently in his 25th year as a GP in Leeds, and has therefore been exposed to many NHS/political reorganisations and many clinical systems. Paul has a keen interest in primary care informatics, which began at his training practice; recording reasons for encounter using OXMIS codes on a Commodore PET (He is sure you're all too young to know what we are talking about here!). As Deputy Chairman of iSUG - the iSoft/CSC Primary Care User Group Paul has recently worked on committees and projects with Connecting for Health (CfH)/Health & Social Care Information Centre (HSCIC), the BMA and RCGP. Last year Paul was co-opted as a member of the EMIS National User Group Committee and is the latest Clinical Advisor to be appointed by PRIMIS at the University of Nottingham. Paul's practice has been using Torex/iSoft/CSC Synergy for over 8 years and successfully migrated to EMISWeb in April.

Yvonne Quinn

Yvonne joined the team in May 2012. She has 25 years' administration/secretarial experience. Her interests include exercising, socialising and cooking.

Geoff Schrecker

Geoff is a GP in Sheffield. 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 currently acting as Chair for 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.

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 EMIS Web in November 2012. He is a GP Trainer. He is on the Board of Herts Valleys CCG (HVCCG) for which he is Chief Clinical Information Officer (CCIO). He remains a firm enthusiast for UK General Practice. 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.

Lorraine Witherspoon

Lorraine joined the NUG in October 2009 as Group Manager, having previously worked in senior roles within the private sector as a HR Professional. Lorraine's interests are antiques, interior design and cooking.



NUG COMMITTEE

Gwynfor Evans

Gwynfor has been using EMIS for around 23 years, being one of the first 50 practices to install the system at Gateshead, where he was GP for five years. He then moved to a single handed practice in Conwy, North Wales, installed EMIS immediately and been a happy and enthusiastic user of LV for 20 years. In Wales things are run slightly differently, health being run from the National Assembly and not the Department of Health. Gwynfor is a past Chair of the local health group for three years, and has been a non-executive Director of the North Wales Health Authority. Gwynfor is now in the early phases of transition to EMIS Web, and has had few problems - so keen to have a Welsh voice on the group.

Maggie Falshaw

Maggie Falshaw is a Practice Manager partner in Tower Hamlets, East London. 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 EMIS User, the NUG members' magazine. She has been an EMIS user since 1990 - LV initially then Web from May 2012. Maggie joined her current practice over 10 years ago and became a partner in 2006.

Julia Hippisley-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) which is used for research including the development of QRISK2. In 2005, she established the QSurveillance database (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.

Alison Hutton

Alison has been an EMIS user since 1992, and this year her team have left LV behind (with some regrets for an old friend) and upgraded to EMIS WEB, which has now become almost familiar. Alison joined the NUG Committee in 2007 and has organised the conference since 2008, and has seen them develop into a professional but friendly, not to be missed event and has seen this happen as she has attended all of them!

Tom Kerr

Tom Kerr is a Practice Manager in Berkhamsted, Hertfordshire. He has been a member of the NUG for over 11 years and is currently the EMIS NUG Secretary. He is retiring from the NUG committee at this years' AGM. Tom represents the interests of non-clinical users of the system. Married with two teenage children, his interests centre around his family. He is Secretary of the Wendover Junior Football Club and enjoyed researching his family history, writing and long walks in Wendover Woods and, of course, his annual "wobbly" ski holiday.

NOTES TO DELEGATES

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 charity Shelter. 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 representation to the Annual General Meeting, which will be held on Thursday 3rd October 2013 at 17:30 in the Conference Theatre.

Wi-Fi

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

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. It's easy to join, please visit www.emisnug.org.uk to find out how.

PARTNER STREAM

New for 2013 Conference Suite 2A will play host to a numbers of Partners presenting their products and services and answering any questions you might have. The stream provides delegates with a great opportunity to gain further understanding of the products available that work with EMIS Web.

The Partner Stream is supported by:



THE DOCTOR'S SURGERY

Have a troublesome ailment or a more serious condition with EMIS Web that you really need to speak with someone about? Then book an appointment for the Doctors Surgery at Conference where an expert NUG EMIS user can discuss with you the problems and recommend a treatment!

Visit the EMIS Group stand in the East Midlands Conference Centre to book an appointment on one of the Egton Automated Arrival systems. Simply input the dummy patient details on the back of your delegate badge to book. When your appointment time arrives simply check in at the screen and be seated in the Doctors Surgery waiting area situated on the upper level above the atrium. The arrival screen will call you in when the Doctor is ready to see you.

The Doctors Surgery is support by:



NUG COMMITTEE

Keith Burns

Dr Keith Burns has been a GP and EMIS user since his first post at a practice in Wolverhampton in 2002. He has now moved to a practice in the town of Stornoway in 2008. Keith is IT lead for the Health Board as well as Executive Partner for a group practice in the town. He also works for the board as a 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.

Mark Caulfield

Mark Caulfield has been employed in the NHS for 33 years working in various roles in primary and community health services. Roles include: Practise Manager, Primary Care Development Manager, Immunisation co-ordinator (achieved herd immunity), Project Manager, Community Ante-Natal Service (established first hospital consultant service in London). Mark has also worked on the following: project managed the first deployment of the EMIS LV Community Module, project managed the first PCT wide deployment of a Primary Care, Patient Profile template, project managed the development of Primary Care Performance monitoring, leading member of London's CFH Children's Services Strategy Board (this oversaw the painful deployment of CHIA), Member of the NHS Dental IT Strategy Committee. His primary achievement was to construct the strategy that led to the development and eventual deployments of EMIS WEB to community health services.

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 3 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. John developed an interest in GP computing after the practice got its 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. John also represents EMIS NUG in Scottish affairs.

Dai Evans

Dai has been a GP for 20 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.



NUG AGM AGENDA

Thursday 3 October 2013
Conference Theatre, EMCC, Nottingham

Meeting to commence at 5.30 pm

- 1 Apologies
- 2 Minutes of the AGM held on 6 September 2012
- 3 Chair's report
- 4 Treasurer's report
- 5 Executive Officers Report
- 6 Sub-committee reports; Watchdog, Training, Website, Magazine
- 7 AOB - to be notified to the NUG office prior to the AGM
- 8 Election of committee members
Re-election
Dr Hasib Ur-Rub
Dr Alison Hutton
Resigning
Mr Mark Caulfield
New Nominations
Dr Gwynfor Evans
Dr Mike Walton
Standing Down from Committee
Dr Dai Evans
Mr Tom Kerr
- 9 Date and time of the next AGM
- 10 Prize draw

BROTHER IN HEALTHCARE

brother
at your side

We are proud to be one of the sponsors at the 2013 EMIS National User Group conference as part of our continued commitment to supporting healthcare.

With 25 years' experience working closely with healthcare professionals, we have expertise in providing technology which reduces time spent on administration, leaving more time to concentrate on patient care.

From printing prescriptions, barcodes in labs to portable print and scan technology for mobile workers, we have experience across the entire healthcare sector.

We understand that healthcare professionals are working in an increasingly difficult environment, with budget cuts and reduced staff numbers. Our technology is designed to be fast, cost effective and reliable. That's why over 80% of GP surgeries in the UK have chosen Brother technology for important tasks such as prescription printing at their surgery with over two million prescriptions are printed every working day on a Brother laser printer.

Our print technology is also designed to save costs, with features such as high yield toners and two sided printing as standard.

When caring for patients, delivering a service efficiently is essential. A broken printer can lead to huge problems in a busy doctors surgery, causing delays and possibly impacting on patient care. Brother technology is trusted by many GP surgeries to get the job done.

When you're busy dealing with patient care, you need technology that works quickly. Spending hours setting up a printer is a thing of the past. Our printers are designed to seamlessly integrate with software, such as EMIS, meaning they are easy to set-up and run.

Our scanning solutions are ideal for helping admin teams process patient information quickly and accurately. Our ADS-2100 desktop scanners integrate easily with EMIS software, and can be used to scan patient documents straight into the system. With 70% of patient communication still arriving from hospitals through the post, it's essential that letters are added to patients digital records quickly.

"There are so many benefits using Brother's scanning machine. Every piece of documentation is now securely stored for doctors, nurses and admin staff to see immediately. The whole process is efficient, speeding up patient diagnosis and waiting times." - Tracy Keogh, Practice Manager Farley Road Medical Practice

Want to find out more?

We will be showcasing our latest technology for the healthcare market at EMIS NUG. New products which will be previewed on the stand include our first ever wireless mobile printer, the PJ-673, which is ideal for printing A4 documents for GPs on home visits or for staff on hospital wards. Plus the new TD-2000 labeller series can be used to make customised labels, making it ideal for any healthcare professional. For example, the labeller can print high quality labels for patient wristbands, specimen and pathology labs and appointment cards, without being connected to a power supply with the optional rechargeable battery.

To find out more about Brother and the technology we provide for the healthcare market, visit www.brother.co.uk/healthcare.

THURSDAY 3 OCTOBER: PROGRAMME

Main Stream (Theatre)	Conference Suite 1	Conference Suite 4	Conference Suite 3	Conference Suite 2A
ALL	Community and Integrated Care Stream	New to EMIS Web or Preparing	Experienced EMIS Web Users	Partner Stream
08:30 - 09:30 Registration				
09:30 - 09:40 Welcome to #NUG13 <i>Alison Hutton</i>	09:30 - 09:40 Welcome <i>Martin Bell</i>			
09:40 - 10:40 News from EMIS <i>Neil Laycock</i> <i>Shaun O'Hanlon</i>	09:40 - 10:10 Bromley Community - Why we moved to EMIS Web from Rio <i>Andrew Hardman</i>			
	10:15 - 10:45 Camden Vision <i>Hasib Aftab</i> <i>Agnes Rieu</i>			
10:40 - 10:55 Coffee & Exhibition				
11:00 - 11:25 Using EMIS Patient Access <i>Ben Foster</i>	11:00 - 11:30 Liverpool Community Health NHS Trust Vision <i>Caroline Rand</i> <i>Ian Bailey</i>	11:00 - 11:30 Why upgrade? A walk through the upgrade process <i>Paula Turnock</i> <i>Teri White</i>	11:00 - 11:45 EMIS Web - Protocol Alerts - the ins and outs for advanced users <i>Rob Walter</i>	11:00 - 11:30 Arezzo Pathways - The Clinical Assistant you've always wanted
11:30 - 12:00 Patient record access, the Government and the GP - progress and punch up <i>Dr Lachlan Clark</i>	11:35 - 12:15 Liverpool Mobile Project - plan to move to paper light working <i>Jenny Bradshaw</i> <i>Gemma Lloyd</i> <i>Lois Silvano</i>	11:30 - 12:00 RBAC Roles- get off to a good start <i>Geoff Schrecker</i>	12:00 - 12:45 Those pesky QP areas - can Web and Excel skills help? <i>Arun Aggarwal</i>	11:45 - 12:15 Wiggly Amps
12:00 - 12:45 Surviving Social Media (for Drs by Drs) <i>Prof. Trisha Greenhalgh</i>	12:20 - 12:45 Integrated care in Cheshire <i>Vicki Barnes</i>	12:00 - 12:45 Dispensing in Web <i>Kay Lawrence</i> <i>Meg Disberry</i>		
12:45 - 13:55 Lunch & Exhibition				13:30-14:00 Lexacom
14:00 - 14:45 KEY NOTE Care.data - issues and discussion <i>NHS England rep</i> <i>Lynne Shackley of ICO</i>	14:00 - 14:30 EMIS Web : Completing the jigsaw for children's services in Greater Glasgow & Clyde <i>Karen McFadden</i> <i>Tom McCluskey</i>	14:00 - 14:45 iSoft users migrating to EMIS Web - a journey not a destination' <i>Paula Turnock</i> <i>Charlotte Quashie</i> <i>Chris Tomlinson</i> <i>Paul Madly</i>	14:00 - 14:45 Template Masterclass (not for beginners) <i>Angus Goudie</i>	
14:50 - 15:35 Q Admissions and Risk Profiling- the latest <i>Prof. Julia Hippisley-Cox</i>	14:50 - 15:25 Clinical Leadership <i>Karen King</i>	15:00 - 15:30 Support Centre <i>Russ Swift</i>	14:50 - 15:45 Safeguarding Protocol <i>Jez McCole</i>	
15:35 - 16:00 EMIS IQ for GPs and CCGs <i>Paul Davis</i> <i>Paul Wright</i>	15:30 - 16:00 Connect Physical Health - Using EMIS Web to join up healthcare across all areas <i>Mark Jenkinson</i> <i>Mark Philippott</i>	15:35 - 16:00 Search and Reports for beginners <i>Kieron Heath</i> <i>Cathy Williams</i>		15:45 - 16:15 PatientChase
16:00 - 16:15 Coffee & Exhibition				
16:15 - 17:15 Q.o.F. 2013-14. What's new, What's gone, What's changed? <i>Simon Clay</i>	16:15 - 16:45 Interoperability - the benefits of sharing data across healthcare sectors <i>Peter Anderson</i>	16:15 - 17:15 Simple Protocols for beginners <i>Geoff Schrecker</i>	16:15 - 17:15 Ten Reasons Why You Should be Using EPS2 <i>Manpreet Pujara</i>	

SPEAKER PROFILES

Paula Turnlock

Joining EMIS in 1996 as a regional director, Paula has been involved in supporting the IT strategies for primary care in the West Midlands and Wales. Supporting the QIPP agenda Paula has been key to a number of local projects and she is keen to work with organisations to help them maximise the benefits of information technology.

Rob Walter

Rob is a part-time GP in a busy practice in Dumfries, South West Scotland working 3.5 days per week. In addition to this, he is head of the Clinical Services Unit at EMIS and is responsible for QOF searches, the spaghetti that is the QOF Alert protocol and all the other searches, templates and alerts that EMIS produces. Rob is also a working group member for SCIMP - Scottish Clinical Information Management in Practice, and gets himself involved in various medical IT projects. Outside all the techie stuff, he enjoys mountain biking on the fabulous 7 Stanes courses he is fortunate to live on the doorstep of - come and try them sometime!!

Tim Walter

Dr Tim Walter is a full time GP in Newbury. He has used EmisLV for 20 years and EMisWEB for nearly three years. He runs the EmisNUG mailing list and forum on behalf of the NUG. He was joint winner of the first QInnovation Award from QResearch and for the last six months has been working on a project across CCG to explore the issues surrounding identification of patients at risk of diabetes and the practicalities of implementing a lifestyle intervention program for those at risk. Before moving to the Head Office Training team Russell worked on the Support Centre online forum supporting EMIS Web customers and before that, he worked on the Training Helpline supporting EMIS LV and EMIS PCS customers.

Phil Webb

Phil joined EMIS in 2012 and is the Group's Chief Technology Officer leading technology initiatives across EMIS. He has responsibility for the Development, Hosting and Operations functions within the business.

Teri White

Teri has worked for EMIS for the past 10.5 years and last year made the move from Senior Operations Manager to Customer Training Manager and now looks after a team of 16 trainers. Previous experience included working with a GP practice for seven years as an IT Manager.

Catherine Williams

Based in Somerset, Catherine has worked for EMIS for seven years and managed the training team in the Southern Region. Catherine supports the trainers to deliver the best experience for their customers and Catherine's team pride themselves on doing the best possible to assist their customers upgrading smoothly managing change.

Paul Wright

Paul is a GP Partner and IT lead South Manchester CCG, with an interest in the effective use of IT systems to impact performance and quality.

SPEAKER PROFILES

Agnes Rieu

Agnes has been working with EMIS for over ten years in various capacities from practice manager, EMIS Trainer, Data Quality Lead and now Operations manager. Agnes is currently the Operations Manager for Camden CCG, who are currently leading on moving community services such as COPD, Community diabetes, Community dermatology and on to EMIS web community system, enabling data sharing between providers and developing CCG wide templates and protocols.

Geoff Schrecker

Geoff is a GP in Sheffield. After completing GP training in 1991 he started a 3 month locum in a practise that had just installed EMIS: being "the young doctor" he was deemed the one to commission this, and also 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 PCS and most recently (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!

Lynne Shackley

Lynne has been with the Information Commissioner's Office for over ten years. Lynne began as a caseworker dealing with complaints from members of the public about organisations in the financial sector, before moving on to manage the ICO's health complaints team and later the local authority complaints team. Alongside this, Lynne has also worked on policy matters within the ICO as part of a team offering advice and guidance to central Government departments including the Department of Education and the DWP as well as to police forces, schools and individual local authorities. Lynne is now a Lead Policy Officer in the Strategic Liaison Department's Public Services Team. This team deals with central government departments and other nationally representative organisations working in the health, education and local government sectors.

Peter Short

Peter Short is a GP principal in Buxton, LMC member and part time GP clinical advisor to HSCIC. Having moved to use EMIS Web in November 2012 after years on LV, Peter has shared the joys, frustrations and challenges of learning and re-configuring an entirely new system. In 2012 Peter worked closely to support the RCGP project to deliver the 'Patient Online Roadmap'. Peter is happily married with three children, although only one of which has ignored his advice to choose an alternative career path!

Russell Swift

Russell has worked at EMIS for a total of three years and currently works as a Content Author in the Head Office Training team producing learning and service content for the EMIS Support Centre. As well as doing this, Russell also presents online sessions, helping train customers in the intricacies of EMIS Web.

Chris Tomlinson

Chris has worked within the NHS for 17 years and joined EMIS in 2011, having previously worked as an engineer installing clinical systems for iSoft, Lincoln PCT and Leeds PCT. He is currently a Training Consultant within the East region, supporting practices moving to EMIS Web from LV, PCS and other clinical systems.

FRIDAY 4 OCTOBER: PROGRAMME

Main Stream (Theatre)	Conference Suite 1	Conference Suite 3	Conference Suite 4	Conference Suite 2A
ALL	Education	New to EMIS Web or Preparing	Experienced EMIS Web Users	Partner Stream
08:30 - 09:30 Registration				
09:30 - 09:40 NUG Developments <i>Mark Caulfield</i> 09:40 - 10:00 NUG- Tools and Training <i>NUG Committee</i> 10:00 - 10:20 NUG TOP TIPS <i>NUG Committee</i> 10:20 - 10:40 Discussion on Development Requests <i>Chris Frith</i>		9:40 - 10:10 Top 10 training queries received by EMIS Support <i>Russ Swift</i> 10:15 - 10:40 Appointments <i>Gemma Donnahey</i>		10:30 - 11:00 BMJ Informatica
10:40 - 10:55 Coffee & Exhibition				
11:00 - 11:40 Please see additional programme in delegate bag 11:40 - 12:20 Ask EMIS- Question time <i>Shaun O'Hanlon</i> <i>Matt Murphy</i> <i>Phil Webb</i> 12:30 - 12:40 Brief Presentation by winner of Poster Competition	11:00 - 11:40 Addressing Safety Issues <i>Pippa Crossley</i> 11:40 - 12:30 Supporting Appraisal & Revalidation (Audits, SEA and more) <i>Mike Walton</i>	11:00 - 12:00 Templates- building and sharing <i>Angus Goudie</i> <i>Robbie Corrance</i> 12:10 - 12:40 Search and Reports for beginners <i>Kieron Heath</i> <i>Cathy Williams</i>	11:00 - 12:00 Improving General Practice Efficiency <i>Mark Essop</i> 12:20 - 12:45 A real world implementation of QDiabetes <i>Tim Walter</i>	
12:45 - 13:55 Lunch & Exhibition				13:30 - 14:00 Medvivo
14:00 - 14:45 The future of GPsoC and opening up the API <i>Peter Short</i> <i>Matt Murphy</i> 14:50 - 15:45 Primis Tools <i>Dai Evans</i>	14:00 - 14:40 Avoiding a near hit <i>Diane Baylis MPS</i>	14:00 - 14:45 EMIS Web - Protocol Alerts - the ins and outs for beginners <i>Rob Walter</i> 14:50 - 15:45 The information you need anytime, anywhere EMIS Mobile <i>Tim Hill</i>	14:00 - 14:45 Advanced Protocols <i>Geoff Schrecker</i> 14:50 - 15:45 Advance Interpretation of Data <i>Arun Aggarwal</i>	
16:00 Conference ends				

THURSDAY 3 OCTOBER: PRESENTATIONS

Title	Synopsis	Time & Place	Aimed at	Presenter(s)
News from EMIS	Neil and Shaun will be providing the usual update on all the news from EMIS as well as showing some forthcoming developments to EMIS Web - including Meds Manager integration with Rx Systems ProScript pharmacy system.	09.40 - 10.40 Main Stream	ALL	Neil Laycock & Shaun O'Hanlon
Using EMIS Patient Access	Patients are increasingly taking more of an active role in their own health. The combination of health data and health information through the use of technology can enable the citizen to become a more active and responsible partner in their own health and care. Ben Foster, Operations Director at Patient.co.uk looks at this changing landscape and how some of the patient-focused services offered by EMIS can help practices and patients on this journey.	11.00 - 11.25 Main Stream	ALL	Ben Foster
Patient record access, the government and the GP - progress and punch up	Attendees will understand the current state of play in respect to record access in the UK and also how they can make best use of it themselves.	11.30 - 12.00 Main Stream	ALL	Dr Lachlan Clark
Surviving Social Media (for DRs by DRs)	This presentation will take focus on examples of social media, in particular Twitter and the positive and negative consequences of using it.	12.00 - 12.45 Main Stream	ALL	Prof. Trisha Greenhalgh
Key Note: Care data - issues and discussion	General data protection concerns especially around consent and the further use of sensitive personal information.	14.00 - 14.45 Main Stream	ALL	Lynne Shockley & NHS England rep
Q Admissions and Risk Profiling - the latest	This session will go through the development, validation and use of the new QAdmissions risk prediction which is currently being integrated into EMIS Web (www.qadmissions.org). In 2013, NHS England announced a new Enhanced Service Specification to reward GP practices for the identification and case management of patients identified at risk of an emergency admission. As part of this, GPs need to undertake regular risk profiling and risk stratification of their patients. QAdmissions is a new clinical risk prediction tool which calculates an individual's risk of emergency admission to hospital over the next one or two years. The algorithm, developed using QResearch, can be used to identify patients at medium to high risk of an emergency admission so that they can be assessed in more detail to help reduce their risk and help deliver on the new service. QAdmissions will work in EMIS Web without the need for a secondary care data feed or external data extraction. It will be fully integrated into the GP work flow. CCGs will see a view of patients that has been risk stratified via Enterprise Search and Reports (with the appropriate sharing agreements in place).	14.50 - 15.35 Main Stream	ALL	Prof. Julia Hippisley-Cox
EMIS IQ for GPs and CCGs	This presentation will provide examples of how reporting and decision support tools in EMIS Web can be used collaboratively by CCGs and practices. In some cases, this is work in progress and both speakers will be keen to take feedback from the audience regarding their own experiences and how EMIS can best support its customers to maximise the benefit of using Web across organisations.	15.35 - 16.00 Main Stream	ALL	Paul Davis & Paul Wright
Q.O.F. Rules for 2013/14. What's gone, What's changed?	All significant changes to the Q.O.F. rules 2013 are covered within this presentation offering hints & tips on optimising points acquisition. Links to further Q.O.F. resources are also provided.	16.15 - 17.15 Main Stream	ALL	Simon Clay
Bromley Community - Why we moved to EMIS Web from Rio		09.40 - 10.10 Suite 1	Community & Integrated Care Stream	Andrew Hardman
Camden Vision	The main focus of this presentation will cover challenges of moving GP practices onto single systems across the CCG, building trust between providers for data sharing, and developing integrated searches and reports. Data Sharing between clinical providers using EMIS Web at point of care will be discussed, as well as experience of EMIS Web community systems deployment and EMIS web community system benefits.	10.15 - 10.45 Suite 1	Community & Integrated Care Stream	Hasib Aftab & Agnes Rieu
Liverpool Community Health NHS Trust Vision	Liverpool Community Health is an aspiring Community Foundation Trust, who deliver services across Merseyside to patients in their homes, as well as community clinics. With over 3,400 staff LCH is reviewing all services to ensure that most clinical time is spent with patients. As such, they have embarked upon a series of transformational programmes, many underpinned by IT. This presentation will introduce LCH and its transformation work and demonstrate how technology will assist clinicians to deliver the best care to patients.	11.00 - 11.30 Suite 1	Community & Integrated Care Stream	Caroline Rand & Ian Bailey
Liverpool Mobile Project (deploying to 1700 users)	To support the introduction of electronic patient records, iMerseyside and Liverpool Community Health have implemented a project to pilot the use of EMIS mobile. The purpose of the pilot is to give clinicians access to patient records using a tablet device and to test the ability to view patient records, enter patient data and synchronise data back to the patient's EMIS Web record.	11.35 - 12.15 Suite 1	Community & Integrated Care Stream	Jenny Bradshaw

SPEAKER PROFILES

Matt Murphy

Matt Murphy is Commercial Director at EMIS and Managing Director of EMIS IQ, the data and intelligence division of EMIS. Matt has been with EMIS for 2 years, having previously worked for Capita Health and CHKS supporting NHS transformation and change in primary, secondary and tertiary care. Prior to joining the healthcare sector 6 years ago, Matt worked in global business assurance for Lloyds Register spanning 38 industry sectors and 100+ countries. Matt is also the EMIS lead for the new GPSoc framework and will be sharing those plans on Day 2.

Dr Shaun O'Hanlon

Shaun is EMIS Group's Software Development and Clinical Director who started with EMIS in 2006 as clinical design Director and was responsible for the clinical architecture of EMIS's flagship product EMIS Web. Shaun's advanced work on EMIS Web has pioneered the next generation of clinical support tools and mobile working within the UK Primary healthcare market. Shaun trained at Cambridge and St Thomas' Hospital, becoming a GP principal in 1994 and became Medical Director of LifeGard (Health Smartcards) between 1999 and 2000. Shaun is also a Director of QResearch (EMIS joint research collaboration with University of Nottingham).

Mark Philpott

Mark is the Divisional Head of Operations, leading and managing the operational delivery of all of Connect's Commissioned NHS Community MSK services. Mark is responsible for providing leadership to the Community Services Management teams who facilitate and add value to delivering the Company and Division's business plan and objectives. Mark also takes care of strategic direction and planning for CS Division in conjunction with key Functional Support roles and also ensures the successful delivery of CCG Commissioned services to meet contractual KPIs / targets.

Manpreet Pujara

Manpreet is a part time GP at Thorndike Healthcare Centre in Rochester, Kent. He became an EMIS user in 1990, was elected to the NUG committee in 1994 and was NUG chair between 2001 and 2007. During this time he represented EMIS Users at the JGPITC as well as GP PUG and GPSoc groups. Manpreet now works for the Health and Social Care Information Centre (HSCIC) as one of two National Clinical Leads for GPs, and is also the Clinical Director for the Electronic Prescription Service. At a local level he has been working with Medway CCG as the clinical adviser for prescribing.

Charlotte Quashie

Charlotte and her team monitor the Support Centre at NUG and were recently invited to join the Migration forum and work with these communities to resolve EMIS and EMIS Web queries. The team send customer communications from Support including Patch Release Notifications and provide regular updates via EMIS Support News, Twitter (@emis_support) and the Support Centre.

Caroline Rand

Caroline Rand 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 so that they can take full advantage of technology to support quality and efficiency.

SPEAKER PROFILES

Mark Jenkinson

As IT Manager, Mark is responsible for the management of IT systems which support daily business operations across all three divisions of Connect. Mark's role incorporates project management and control of IT related business initiatives, with developing and delivering Connect's IT strategy in-line with business objectives and providing project support for new contracts and new technology implementations.

Neil Laycock

Managing Director of Egton Medical Information Systems (EMIS), Neil is an experienced senior business leader with over 11 years' experience in the implementation and delivery of mobile and internet products and propositions. Neil joined EMIS as Managing Director of Patient.co.uk in January 2011 where he was integral to reviewing, revitalising and re-launching the health and wellbeing website and became MD of Egton Medical Information Systems in March 2012. Prior to this Neil was Chief Executive of broadband provider PlusNet, where he helped transform the company from regional provider to a national industry leader. He has previously held senior positions at BT, IT & ISP consultancy eggnoodes.co.uk, and founded RuckingBall.com an online rugby coaching, resource and discussion site. Neil also represents EMIS Group on the boards of both Pharmacy2U and Healthcare Gateway Ltd.

Paul Maddy

Paul is currently in his 25th year as a GP in Leeds, and has therefore been exposed to many NHS/political reorganisations and many clinical systems. Paul has a keen interest in primary care informatics, which began at his training practice; recording reasons for encounter using OXMIS codes on a Commodore PET (He is sure you're all too young to know what we are talking about here!). As Deputy Chairman of iSUG - the iSoft/CSC Primary Care User Group Paul has recently worked on committees and projects with Connecting for Health (CfH)/Health & Social Care Information Centre (HSCIC), the BMA and RCGP. Last year Paul was co-opted as a member of the EMIS National User Group Committee and is the latest Clinical Advisor to be appointed by PRIMIS at the University of Nottingham. Paul's practice has been using Torex/iSoft/CSC Synergy for over 8 years and successfully migrated to EMISWeb in April.

Thomas McCluskey

Thomas works within the Community, Children's & Mental Health projects team and has been involved in implementing EMIS Web to Greater Glasgow & Clyde Children's Services over the past 18 months. Thomas is responsible for advising on system configuration and service modelling within the EMIS Web application and has worked for EMIS for 3 years, initially as a trainer within the GP market.

Jez McCole

Jez McCole is a 37 year old cycling GP, working at Gleadless Medical Centre in inner city Sheffield since 2006. Jez moved to EMIS Web from PCS in early 2012 after extensive beta testing and has been pushing its capabilities since then.

Karen McFadden

Karen is Programme Leader for the implementation of EMIS Web across community based children's services in Greater Glasgow and Clyde. She registered as a general nurse in 1988 at Ysbyty Gwynedd North Wales, where she then attended the University of Ulster 1989 - 1992 achieving a BSC hons in Professional development in Nursing and the University of Paisley 2000 -2003, achieving a BSC in Public Health and Specialist Community Practitioner registration. From 2003-2008 Karen was a health visitor within the Starting Well National Health Demonstration project. Over the last 10 years Karen has undertaken a range of management roles related to children's services including integrated health and social care services, universal children's services and specialist children's services.

THURSDAY 3 OCTOBER: PRESENTATIONS

Title	Synopsis	Time & Place	Aimed at	Presenter(s)
EMIS Web: Completing the jigsaw for children's services in Greater Glasgow & Clyde	Improving outcomes for their patients is a key performance indicator for all service providers. Never is this more relevant than for children's services where the potential to positively impact in the early years of a child's life is now understood as being significant and time limited. 'Completing the jigsaw' or having a fuller and complete picture of the needs of children and being able to coordinate the intervention to meet these needs is how NHS Greater Glasgow and Clyde hope to improve the outcomes for children. A ground breaking programme of work has commenced to implement EMIS Web across the full range of community based children's health services and to create a single shareable record for children.	14.00 - 14.30 Suite 1	Community & Integrated Care Stream	Karen McFadden, Tom McCluskey & Graham Tytler
Community Web		14.50 - 15.25 Suite 1	Community & Integrated Care Stream	Karen King
Using EMIS Web to join up healthcare across all areas Connect Physical Health	Connect is the largest independent provider of NHS Musculoskeletal (MSK) services. Our services are delivered in the local community, by chartered physiotherapists, specialist GP's and Consultants working in an integrated way, for the rapid treatment of a range of conditions. For over 20 years we have been a key partner, enabler and supporter of the NHS, health professionals and local communities in the delivery of musculoskeletal (MSK) services. We work with over 15 Clinical Commissioning Groups (CCGs) from London in the South, to Northumberland in the North, providing innovative approaches to reform the care for NHS patients in a time of growing demand and increasing budgetary pressure. Our services are evidence-based, delivered in a modern way and include; self-management tools for patients, resources for GP's, telephone and web based advice, face-to-face assessment and treatment.	15.30 - 16.00 Suite 1	Community & Integrated Care Stream	Mark Jenkinson, Mark Philpott
Care Planning	This session will cover the background and purpose of the EMIS Web Care Planning module and development to date, including a brief overview of Care Plan configuration, designing a Care Plan master and creating an individualised Care Plan. Sharing and Data Map extension will be discussed, as well as future priorities	16.15 - 16.45 Suite 1	Community & Integrated Care Stream	Ruth Clark
Benefits of sharing data across healthcare sectors The Healthcare Gateway		16.50 - 17.15 Suite 1	Community & Integrated Care Stream	Peter Anderson
Why upgrade? A walk through the upgrade process	This presentation will explore hints and tips when making the choice to move to the most widely used clinical system in Primary Care, and how to undertake a smooth migration.	11.00 - 11.30 Suite 4	New to EMIS Web	Paula Turnock & Teri White
RBAC Roles - get off to a good start	When moving onto EMIS Web, one of the most important aspects is to get everyone's RBAC. Role Based Access Control determines what aspects of the system any user can access, and if you get it wrong you will have some unhappy staff on day one. In this presentation Geoff will cover how RBAC is supposed to work, why it doesn't, and (hopefully) how to get round the problems!	11.30 - 12.00 Suite 4	New to EMIS Web	Geoff Schrecker
Dispensing in Web	Preparing for migration. Dispensing in web - different methods, barcode scanning and using stock control.	12.00 - 12.45 Suite 4	New to EMIS Web	Kay Lawrence & Meg Disberry
iSoft users migrating to EMIS Web - a journey not a destination	This session is organised as an opportunity for those Isoft Users who are migrating to EMIS WEB to: <ul style="list-style-type: none"> Meet & greet friends and colleagues from previous ISUG events Share ideas, hints and tips from a user perspective to support the migration to, and the use of, EMIS WEB. Q&A with the EMIS training team and Isoft users who have already migrated - to support the changes in ways of working following migration. Meet the team - an opportunity to identify EMIS Staff and arrange for introductions as appropriate. 	14.00 - 14.45 Suite 4	New to EMIS Web	Paula Turnlock, Charlotte Quashie, Chris Tomlinson & Paul Maddy
Support Centre	This session is aimed at all EMIS Web users. The Support Centre is a rich source of information and handy hints and tips about EMIS Web. It should be the first place you explore if you have a query or want to learn more about EMIS Web.	15.00 - 15.30 Suite 4	New to EMIS Web	Russ Swift
Search and Reports for beginners	Searches and Reports enables you to report on your population, either as a count of patients who meet a criteria, or by using EMIS Web's powerful reporting functionality to delve far deeper. This session will introduce the basics of building a Search, enabling you to begin exploring this module further yourself.	15.35 - 16.00 Suite 4	New to EMIS Web	Kieron Heath & Cathy Williams
Simple Protocols for beginners	If you have been afraid to look at the protocol manager, or taken one look and hurried away this is the session for you. Protocols can be very simple, and extremely useful. By the end of this session you will be able to use a simple protocol to: add the code for an immunisation, display local guidelines when certain codes are entered (eg UTI prescribing guidelines), prompt a user to reconsider a prescribing decision, use a protocol alert to warn of patients on the palliative care register and display the stage.	16.15 - 17.15 Suite 4	New to EMIS Web	Geoff Schrecker

THURSDAY 3 OCTOBER: PRESENTATIONS

Title	Synopsis	Time & Place	Aimed at	Presenter(s)
EMIS Web – Protocol Alerts – the ins and outs for advanced users	This session is for the more advanced users, covering a more detailed look at protocols and how to design them going into depth with triggers and customised prompts.	11.00 – 11.45 Suite 3	Experienced EMIS Users	Rob Walter
Those pesky GP areas – can Web and Excel skills help?	Having been able to do most searches and use excel to add value, Arun discovered how it feels to be a beginner again. This session includes short cuts, tips on searches + reports, as well as things you could not do in LV. Arun will also cover how to do the things you could in LV and appear not to be able to do in web- but offer work-rounds. Excel crops up frequently- but only at a basic level. This session will be very interactive and not about QOF per se.	12.00 – 12.45 Suite 3	Experienced EMIS Users	Arun Aggarwal
Template Masterclass (not for beginners)	This class is more advanced for those who have used and possibly practised basic template building.	14.00 – 15.45 Suite 3	Experienced EMIS Users	Angus Goudie
Safeguarding Protocol	Jez will be outlining a bespoke protocol that informs clinicians at the time of opening a record when there are child protection or safeguarding concerns and how to access local help if there are issues that day. This protocol knits together existing codes, concepts, templates and protocol elements to give a neat and valuable tool, presented at the time of making important clinical assessments. It is a good example of how protocols can be used to tackle problems over and above those presented by QOF and other targets.	14.50 – 15.45 Suite 3	Experienced EMIS Users	Jez McCole
Ten reasons why you should be using EPS2	The presentation will focus on why GPs should be using EPS, what benefits it brings to GPs and their patients.	16.15 – 17.15 Suite 3	Experienced EMIS Users	Manpreet Pujara

FRIDAY 4 OCTOBER: PRESENTATIONS

Title	Synopsis	Time & Place	Aimed at	Presenter(s)
NUG Developments	An overview of developments within the NUG.	09.30 – 09.40 Main Stream	ALL	Mark Caulfield
NUG – Tools and Training	The NUG is investing in training tools for the members section of the website.	09.40 – 10.00 Main Stream	ALL	NUG Committee
NUG TOP TIPS		10.00 – 10.20 Main Stream	ALL	NUG Committee
Discussion on Development Requests		10.20 – 10.40 Main Stream	ALL	Chris Frith
Ask EMIS – Question time	Your chance to ask EMIS representatives your questions. (Please drop all questions at box in reception by Thursday evening).	11.40 – 12.20 Main Stream	ALL	Shaun O'Hanlon, Matt Murphy & Phil Webb
The future of GPsoc and opening up the API	In this joint session, Matt Murphy from EMIS will explain what the new GPSoc contract means for EMIS customers and outlines how users can get involved in shaping the future of EMIS Web. Dr Peter Short will be giving a unique practice level perspective on what the future holds as Peter is also the National Clinical Lead for GPSoc.	14.00 – 14.45 Main Stream	ALL	Peter Short & Matt Murphy
PRIMIS Tools	Dai will cover the use of some PRIMIS' tools including the new Data Quality query set (PDQI). This was launched this year to replace the old IM&T DES queries complete with practice & CCG views. Also reviewed are the QoF casefinders, the "real" Flu Recall set with the ability to work out who should or should not be called and the GRASP range of tools developed in partnership with NHS-IQ (GRASP-AF, GRASP COPD and now GRASP-HF (heart failure)).	14.50 – 15.45 Main Stream	ALL	Dai Evans

SPEAKER PROFILES

Ben Foster

Ben Foster is a digital practitioner with over 12 years of experience in the technology and digital sector. He has worked with brands like HSBC, AXA PPP healthcare and Open University to help shape and develop their digital and online engagement strategies. Now heading up Patient.co.uk, he is passionate about patient engagement and using technology as an enabler to improve patient experiences.

Chris Frith

Chris Frith has been a GP for 27 years in Hereford having qualified in Birmingham. His practice have used computers starting with Microdoc, progressing to Amsys then EMISLV, having 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. Chris' practise transferred to Web 18 months ago and he feels they are only just starting to develop its potential. He has recently taken on the role of ITC lead for Herefordshire CCG but has neatly side stepped the potential governance time-bomb created by the application of the Social & NHS Act (2012).

Pippa Gascón Crossley

Pippa Gascón Crossley is a Registered Pharmacist and Clinical Safety Officer for EMIS. She has worked in hospital, community and practice pharmacy before joining EMIS in 2010, where she currently works as a Clinical Technical Author and Accredited Clinician. She recently married her GP husband in his home town of Toledo, Spain.

Angus Goudie

Angus is a long term EMIS User, LV/PCS now EMISWeb. A part time GP between Durham and Sunderland, he is the Author the KMP Templates for EMISWeb and has produced local PCS and LV templates for Sunderland for many years. Angus is married and enjoys drama and music, singing and playing accordion in ceilidhs and a local church worship band.

Prof. Trisha Greenhalgh

Trish Greenhalgh is a GP in North London and an academic at Barts and the London School of Medicine and Dentistry, where she is Professor of Primary Health Care and Dean for Research Impact. She has a first degree in Social and Political Sciences and an interest in new technologies.

Kieron Heath

Kieron Heath is the Acting Customer Training Manager for the Eastern region. He spends his time supporting customers through their EMIS Web migration, whilst managing and inspiring his team of passionate trainers to deliver successful learning and change. He has been with EMIS since 2010 and is based in Essex.

Timothy Hill

Tim is Product Manager of EMIS Mobile and although his role incorporates many day to day activities, one of Tim's favourite parts of the job is actually speaking to the customers. It allows him to gather insight and feedback from users, which in turn helps to shape the future developments of both EMIS Products and services. Tim's role involves working closely with many stakeholders across the business such as: Development, Support, Sales, Customer Fulfilment and the Product Management team to manage all aspects of EMIS product lifecycles. As Product Manager of EMIS Mobile Tim feels that through the mobilisation of patient data they can improve patient care and contribute to the widespread savings required across the NHS.

SPEAKER PROFILES

Ruth Clark

After working within the private sector predominantly as an IT Training Manager, Ruth moved to the NHS in 2003, initially working for Peterborough and Stamford Hospitals NHS Foundation Trust as a Service Transformation Officer. In 2004 she moved to NHS Blackburn with Darwen where she was Project Manager for the National Primary Care Collaborative (Diabetes and COPD) and then from 2006 onwards Service Improvement and Development Manager. Ruth was responsible for service and pathway re-design in many areas linking with key stakeholders in Primary, Secondary and Community care as well as third sector, private organisations and charities, encouraging integrated working and care. In addition Ruth initiated joint working between NHS Blackburn with Darwen and the Pharmaceutical Industry, which saw a very successful project and won the Nursing in Practice Award in 2008 for Best Respiratory Care - taking a keen interest and pro-active role in training and education. In January 2013 Ruth moved to EMIS as Product Manager for Community, Child Health and Mental Health, leading on Care Planning and Child Health.

Dr Simon Clay

Simon Clay is a Birmingham GP who 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 joined EMIS in 2007 and worked as an Operations Manager in the MoD division, visiting countries such as Germany, the Netherlands and Cyprus, training armed service personnel on EMIS PCS. Currently he is a Training Consultant within the North East, Yorkshire and Humberside region, supporting practices moving to EMIS Web from LV, PCS and other clinical systems.

Paul Davies

Paul joined EMIS in 2011 to set up EMIS IQ as a new business service within the Company. EMIS IQ manages the mobilisation of data for use by authorised organisations to improve the delivery of healthcare or for research purposes. Paul has extensive experience in health informatics gained within the NHS and private sector.

Gemma Donnahey

Gemma graduated from Liverpool John Moores University with a BA in Education Studies and Physical education. Gemma has over three years of experience within teaching/training and has had a variety of roles including clinical system training, electronic point of sales training, and coaching & mentoring. Gemma has worked for EMIS as a Training Executive since April 2012, where she has been supporting sites with their upgrade to EMIS Web nationally.

Mark Essop

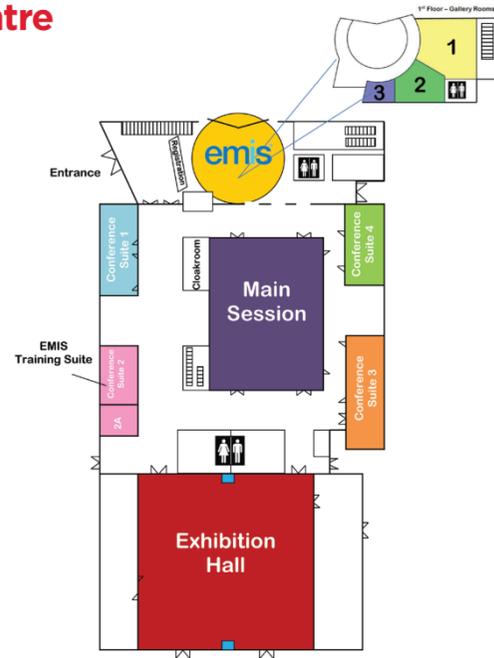
Mark Essop is a GP working in Orpington Kent and GP Clinical Lead for IT at Bromley CCG. He has developed a number of local IT solutions and has helped deploy EMIS Web across 48 practices. He is currently working with the local community provider to implement EMIS using data sharing agreements to improve integration of services. This year his practice, Summercroft Surgery won a Pulse & RCGP GP Enterprise Award for Best Use of Media and Technology for his innovative use of barcoding in the administration of flu clinics.

FRIDAY 4 OCTOBER: PRESENTATIONS

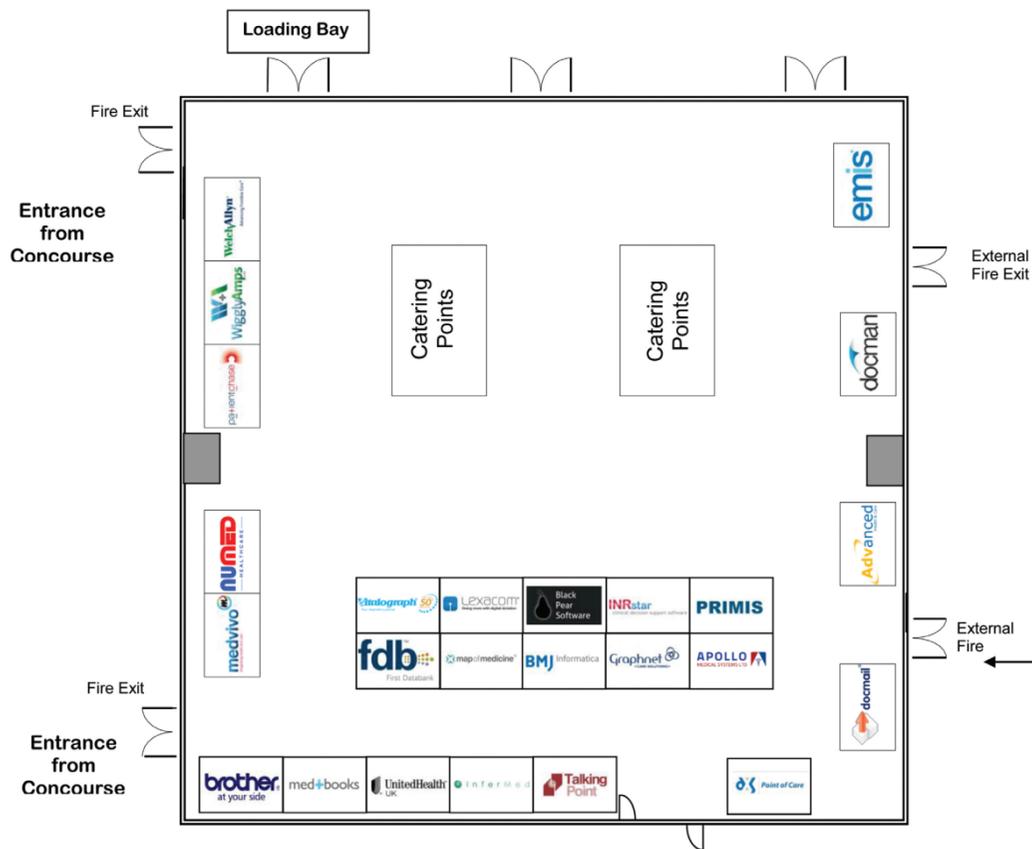
Title	Synopsis	Time & Place	Aimed at	Presenter(s)
Addressing Safety Issues	What is Clinical Safety? <ul style="list-style-type: none"> Clinical Safety Training Clinical Risks and Incidents Clinical Risks in new software Clinical Incidents in live software Practice examples Why does the fix take so long? Lessons learnt 	11.00 - 11.40 Suite 1	Education	Pippa Crossley
Supporting Appraisal & Revalidation (Audits, SEA and more)	Love it - or hate it; annual appraisal is a mandatory aspect of life as a GP which feeds into GPs' five-yearly revalidation requirements. Recent NMC announcement states that all nurses and midwives also will have a three-yearly revalidation process to be implemented by 2015. This session will look at IT tools - both within - and around EMIS which can be used to help the appraisal and revalidation journey. The will be focus on Audits and Significant Event Analysis but the session will meander around how IT may be able to ease help the pain.	11.40 - 12.30 Suite 1	Education	Mike Walton
Avoiding a near hit	45 minute presentation covering the risks in the following key areas: repeat prescribing test results, record keeping and communication, including emails and texts.	14.00 - 14.40 Suite 1	Education	Diane Baylis
Top 10 training queries received by EMIS support	In this invaluable session for all EMIS Web users, trainers Russ Swift and Ross Wickens present the 10 most common queries received by the EMIS service desk. They'll provide you with the answers and help you with hints and tips on how to find the answers yourself in the future.	09.40 - 10.10 Suite 4	New to EMIS Web	Russ Swift
Appointments	A look into the configuration and features of the appointment book, for users who are preparing for and new to EMIS.	10.15 - 10.40 Suite 4	New to EMIS Web	Gemma Donnahey
Templates - building and sharing	This class can be used as a refresher for those who require a more basic introduction, or those who are less experienced building templates.	11.00 - 12.00 Suite 4	New to EMIS Web	Angus Goudie, & Robbie Corrance
Search and Reports for beginners	Searches and Reports enables you to report on your population, either as a count of patients who meet a criteria, or by using EMIS Web's powerful reporting functionality to delve far deeper. This session will introduce the basics of building a Search, enabling you to begin exploring this module further yourself.	12.10 - 12.40 Suite 4	New to EMIS Web	Kieron Heath & Cathy Williams
EMIS Web - Protocol Alerts - the ins and outs for beginners	Beginners - an overview as to how protocols work and are triggered, leading on to creation of a simple protocol demonstrating how concepts are used within them.	14.00 - 14.45 Suite 4	New to EMIS Web	Rob Walter
The information you need anytime, anywhere EMIS Mobile	Mobile working is the ability to work anywhere, irrespective of place and time, enabling health care professionals to access and update information and communicate on the go. The use of mobile technology as a key enabler for improved quality and more efficient working practices is becoming more prevalent in the NHS, particularly against the backdrop of QIPP and the widespread savings required across the NHS. In recognition of this EMIS have development EMIS Mobile. The EMIS Mobile solution enables a clinician to work offline for scheduling and patient contacts using a variety of device types performing fundamentally different activities on different market sectors.	14.50 - 15.45 Suite 4	New to EMIS Web	Tim Hill
Improving General Practice Efficiency	Mark will demonstrate some commonly underused features of EMIS Web which can speed up clinical and administrative work as well as how to use barcodes to administer flu clinics (which won a GP Enterprise Award this year).	11.00 - 12.00 Suite 3	Experienced EMIS Users	Mark Essop
A real world implementation of QDiabetes	This session will discuss the QDiabetes tool and explore the mechanism and practicalities in implementing it across a CCG population.	12.20 - 12.40 Suite 3	Experienced EMIS Users	Tim Walter
Advanced Protocols	This session is for the serious protocol writer with ambitions of geekdom! It will be taking ideas from the EMIS list and will hopefully be a good challenge to build a protocol before your very eyes! You can be quite sure we will be displaying the pitfalls along the way ;) - wish Geoff luck!!	14.00 - 14.45 Suite 3	Experienced EMIS Users	Geoff Schrecker
Advance Interpretation of Data	This session will focus on excel skills to help with QP. How can you take billing data and use it to home in on frequent AE attenders, high risk patients or pathways being improved? There will be some use of conditional formatting, logic and if functions, vlookup, and pivot tables. Most of these skills were useful before QP requirements, and will be long after! Examples will be from Cambs CCG requirements, and use real data from my Web practice, but the Excel skills will be useful for LV sites.	14.50 - 15.45 Suite 3	Experienced EMIS Users	Arun Aggarwal

EXHIBITOR FLOOR PLANS

East Midlands Conference Centre



Exhibition Hall



SPEAKER PROFILES

Hasib Aftab

Hasib has been working with EMIS for the last ten years in various capacities from practice manager, to Head of Informatics and IT. Currently leading on the deployment of EMIS web across Camden CCG GP community, there are a wide range of community services using EMIS Web as well as local urgent care centres, to view patient records.

Arun Aggarwal

Dr Arun Aggarwal is a GP in a small 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 Cambridgeshire and his practice won continued funding 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 weekly. Due to the fact Dr Aggarwal still enjoys general practice so much; both of his daughters follow in his footsteps and are in mid medical training. The greenhouse, sand and snow sculpting remain great distractions.

Peter Anderson

Peter has worked within the UK and International Health Informatics industry for over 18 years, whereby most of his time is spent with EMIS and latterly as Managing Director of Healthcare Gateway Limited. The formation of Healthcare Gateway allows real time interoperability with GP systems and other healthcare professionals within the NHS.

Ian Bailey

Ian is Area Manager and Strategic Lead for District Nursing within Liverpool Community Health NHS Trust. After graduating from the University of Liverpool in 2001 with a first class honours degree in nursing, Ian has continued to work within District Nursing supporting the delivery of high quality patient care through the adoption and spread of innovative practice.

Diane Bayliss

Diane Baylis is a Clinical Risk Manager with the Medical Protection Society. She assists with the delivery of Clinical Risk Self Assessments and other risk management programmes for healthcare organisations. Diane is a Registered Nurse with over 25 years' experience in the health service, including primary and secondary care in the NHS and private sector. She has extensive clinical risk management experience gained throughout her career, in both management and clinical practice. She is experienced in delivering training programmes to doctors and nurses.

Jenny Bradshaw

Jenny began her IT career in 1996 in the private IT Training sector, before joining the NHS in 2003. After working as a Primary Care IT Facilitator for two years, she moved into Project Management. Jenny joined EMIS in May 2011, and is currently seconded to iMerseyside for whom she manages a number of projects for Liverpool Community Health including the EMIS mobile pilot.

EXHIBITOR PROFILES

PRIMIS

www.primis.nottingham.ac.uk

PRIMIS provides a range of primary care health informatics services to the health sector and research community. Our aim is to improve patient care using general practice data of better quality and accessibility, by helping organisations to access patient data, transform data into information and use information as a vehicle for change. Through PRIMIS Hub membership services, we make available a large number of audits and learning resources designed to support data extraction and reporting activities. Members benefit from using the PDQI, a major new audit designed to improve the quality of general practice data, providing a mechanism for practices and CCGs to instantly compare and rank their results with others. enquiries@primis.nottingham.ac.uk | Switchboard: 0115 846 6420



www.talkingpoint.uk.com

TalkingPoint for GPs is a powerful and flexible Speech Recognition system that provides improved workflows enabling GPs to complete referral letters and medical notes easier and faster than ever before. Automatically capturing patient demographics from EMIS, the GPs spoken text is quickly and safely processed by the secretary, reducing typing requirements, removing "double handling" for both GP and secretary, and allowing secretaries to focus on urgent tasks.

Our website is located at: www.talkingpoint.uk.com.



www.advancedcomputersoftware.com/ahc

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.



www.apollo-medical.com

Apollo is the UK's leading supplier of primary care data extraction and clinical audit services to the NHS and the Private Sector. Our proven solution ethically extracts data automatically and out of working hours to provide valuable information for GP Practices, CCGs and the HSCIC. Patient confidentiality is safeguarded at every stage of the reporting process with anonymisation, encryption and appropriate consent forming the cornerstone of the extract process. Visit our stand to find out more about our new Apollo Air solution, an advanced patient communication campaign management system, which enables practices to contact patients using their preferred method of contact, saving time and money. Apollo is part of the Wellbeing Software Group.



www.unitedhealthuk.co.uk

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, Strategic Health Authorities, GP 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 and improve the lives and well-being 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.



www.vitalograph.co.uk

Visit our stand to see the new Vitalograph COMPACT™ Expert, a medical workstation that uses the latest Spirotrac Software to integrate high quality spirometry, pulse oximetry, 12-lead ECG, COPD assessment, blood pressure measurement, challenge testing and more in a flexible, integrated solution.

The COMPACT Expert saves time, effort and money by integrating the management of subjects' data, visits and cardio-respiratory testing in one compact, easy-to-use device.

We also offer an extensive range of handheld, desktop and PC-based spirometers, including the In2itive, Alpha Touch and Pneumotrac.



www.blackpear.com

Black Pear Software specialise in designing and delivering applications using cutting edge mobile technology to support high quality medical care wherever it is required. Twenty year's experience of delivering successful healthcare applications, coupled with advanced cloud-based server technologies and mobile devices, allows us to produce applications that are easy to use, portable and compliant with NHS coding and security standards. Come and visit us to view our unique and innovative suite of framework products including:

- myHealthFile, an interoperable EHR enabling services for 21st century NHS;
- myHealthRules, a rules-based analysis tool producing patient interventions, achieving efficiency savings whilst improving patient care.



www.informatica.bmj.com

BMJ Informatica is a market leading clinical improvement software systems provider. Our solutions help primary healthcare clinicians work smarter, not harder, to improve clinical outcomes and reduce the cost of healthcare delivery. Established in 1992, BMJ Informatica is renowned for its innovation, speed and excellence in delivering expert technology solutions that help clinicians manage complex healthcare challenges. These solutions are built through close partnerships with working clinicians and commissioners of healthcare services. As wholly owned subsidiary of BMJ, the company has strong alliances with doctors and healthcare professionals, forged over 160 years.



www.welchallyn.com

The Welch Allyn CardioPerfect™ Workstation software connects seamlessly with the following devices:

- Welch Allyn ABPM 6100S 24 hour Ambulatory blood pressure monitor.
- Welch Allyn PC-Based Resting ECG.
- Welch Allyn Resting ECG
- Welch Allyn PC-Based Exercise Stress ECG
- Welch Allyn PC-Based Spiroperfect™ Spirometer.

all of which utilise the same software package and database making learning and usability easier for doctors and nurses alike. Welch Allyn CardioPerfect provides practices with a modular system that allows records to be taken and stored efficiently and directly into EMIS. This software gives you the ability to store, access, review, compare and edit diagnostic test data from any computer on your network.



www.wiggly-amps.com

Wiggly-Amps is an innovative company that has concentrated on providing solutions to NHS primary care for over a decade. Initially known for the Little Green Button panic alarm system, we have expanded our catalogue to offer enhanced Touchscreen arrival systems with QOF scoring and demographics confirmation, secure surgery websites and EnCompass, a fully integrated communication system that also supports document handling and digital dictation. We've made a lot of improvements to our products since last year, so whether you're an existing customer or not, make sure to come and see us to find out what's new.



www.brother.co.uk/healthcare

Brother is a leading global provider of printing technology solutions – including design, manufacturer and distribution of printers, multifunction printers, mobile printers, labellers and fax machines. We develop solutions that increase efficiency, save time and achieve best value, now and in the future, essentially to grow with your healthcare organisation. We are extremely proud of our longstanding reputation for environmental and ethical excellence, having recently been awarded The Queen's Award for Enterprise: Sustainable Development. Brother was singled out for our ongoing commitment to more responsible and sustainable business practices, our commitment to waste management and energy conservation. To learn more visit: www.brother.co.uk/healthcare.



www.docmail.co.uk

Welcome to Docmail, our online solution which can save you time and money on your print and mail. Over 1600 surgeries are now using docmail, where they securely upload their letter and address list or print to the docmail print driver, approve online and then let docmail do the rest, which includes printing, enclosing and mailing for less than the cost of a stamp. There is no minimum quantity and no contract to sign.

The advantages are clear as prices are only 32p + vat for black only letters and 40p + vat for full colour, and yes, that includes the 2nd class postage!

EXHIBITOR PROFILES



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 benefits over 6,000 GP Practices with over 75 NHS Trusts using EDT Hub to transfer documents electronically. Collaborator provides a fully audited discussion platform for practices, CCGs and Communities.



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 on www.dxs-systems.co.uk.



www.lexacom.co.uk

Lexacom 3 is the only digital dictation and workflow software approved by Emis. Lexacom integrates fully with EMIS Web, LV and PCS, ensuring your dictations contain the right patient information and your referrals are automatically filed in the patient's notes. Lexacom was designed by doctors, for doctors. Its intuitive, easy-to-use design offers maximum efficiency, control and flexibility when dictating, transcribing and reviewing documents.

- Integrate fully with Emis, improving accuracy and immediacy
- Dictate wherever, whenever with the Lexacom Mobile app
- Return transcriptions to author for checking/approval
- Monitor and manage your workload with advanced reporting tools

To book a free trial, call 01295 236910 or visit www.lexacom.co.uk.



www.mapofmedicine.com

Map of Medicine supports the optimisation of patient care by providing instant access to comprehensive, evidence-based local guidance and clinical decision support at the point of care. Local pathways and referral resources accessed using the Map are adopted by GPs more quickly, improving adherence and ensuring more consistent patient care. Map of Medicine is proven to standardise clinical practice, reduce variation in care and improve outcomes. We are the trusted experts in disseminating best practice guidance and helping the NHS implement change, at the point of care. Our clients consistently define the support, expertise, and knowledge of our team as outstanding. For further information on how Map of Medicine can help your health community, contact the team on 0207 492 6300, or email richard@mapofmedicine.com.



www.fdbhealth.co.uk

First Databank (FDB) provides clinical drug knowledge that helps healthcare professionals make precise medication-related decisions. FDB is the only provider of clinical decision support to receive NICE accreditation. FDB drug knowledge forms a critical part of primary and secondary care patient administration systems, medicines optimisation solutions. With thousands of customers worldwide, FDB enables our information system developer partners to deliver a wide range of valuable, useful, and differentiated solutions. We offer more than thirty years of experience in transforming drug knowledge into trusted, purposeful and effective solutions that improve patient safety and healthcare outcomes. For further information please visit fdbhealth.co.uk or email us info@fdbhealth.com.



www.graphnethealth.com

Graphnet Health Ltd (www.graphnethealth.com) is the UK's leading provider of IT solutions for the delivery of shared care services across whole health economies. Its CareCentric software combines data from GP practices, mental health trusts, social services departments and hospitals into a secure electronic patient record. Fully interoperable, it is designed to build on existing IT investments and connects to most of the major health and social care IT systems in use in the UK. CareCentric is used by over 30,000 care professionals and holds data on more than 17m patients.

Graphnet is a Shearwater Healthcare Investments partner company (www.shearwaterhealthcare.com).



www.tsgi.co

MediBooks helps you calculate, manage and control your practice income for non-NHS services, including Travel Clinics, Private Consultations, Insurance Medicals & Government/Company work. Through integration with EMIS, MediBooks enables your practice the freedom to create bills using only three mouse clicks in either the consulting room, at front desk or the administration office, so you decide how it works best for your unique surgery. Easy to use patient and company accounts including statements and reminder letters allow you to stay in control of your surgeries debtors. Interactive reporting in MediBooks ensures accurate VAT submissions, on-demand accounting information and statistical analysis.



www.medvivo.com

We provide case management by specialist nurses for long term conditions through telehealth services which is proven to reduce hospital admissions and save the NHS money.

We work with our customers to continuously innovate their services using the best in technology and clinical practice.

If you are looking at ways to increase productivity in your Practice, better engage patients and more efficiently hit QOF targets, come and see SurgeryPod - it allows patients to take their own tests and readcodes results directly into the patient record. Come and see us to find out more.



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

INRstar - Comprehensive anticoagulation management solution INRstar assists healthcare professionals with the control and management of anticoagulation patients in primary and secondary care. The new, fully compliant, software for INRstar is hosted centrally on the NHS N3 Network and is specifically designed to be more flexible and responsive to service provider requirements. INRstar N3 incorporates changes in oral anticoagulation management, updated UK and EU regulations and has interfaces to LV, PCS and EMIS Web. The certified clinical system interfaces increase clinical efficiency and reduce the risk of data entry error. For more information on the new version of INRstar call 01209 710999.



www.numed.co.uk

Numed Healthcare supply fully integrated 12 Lead ECG and Spirometry solutions for EMIS LV, PCS and Web, in addition to 24hr ECG and A/A grade Ambulatory BP Monitors.

Our fully integrated diagnostic products will automatically file test results/reports and Read coded data to the electronic medical record. We also supply Automated Patient Check In systems and Waiting Room Media/Patient Call systems. For further information please visit our stand at the conference, call 0114 2433896 or visit www.numed.co.uk



www.patientchase.com

PatientChase simplifies and automates all aspects of patient recall, enabling a practice to identify patients, communicate with them and audit all the contact made with them.

Saves money, improves efficiency and ultimately improves the quality of care provided to patients. It 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.