Ealing Practice Manager Forum 19/11/2025:

Digital & IT Update

Topics:

1. Digital & AI Ealing Local Enhanced Spec:
   - Digital Uptake of NHSE Online Registration (target >60%)
   - Enabling 'Scheduled Messaging' in 'Communications Annexe'

2. LMC Letter: Managing Tasks from External Organisations & Accumail

3. Pharmacy Direction: Risk of breach with online/website portals

4. SystmOne Pilot: Document Management upgrade

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4 SystmOne Pilot: Document Management upgrade

2025/26
Ealing Local Enhanced Service Specifications

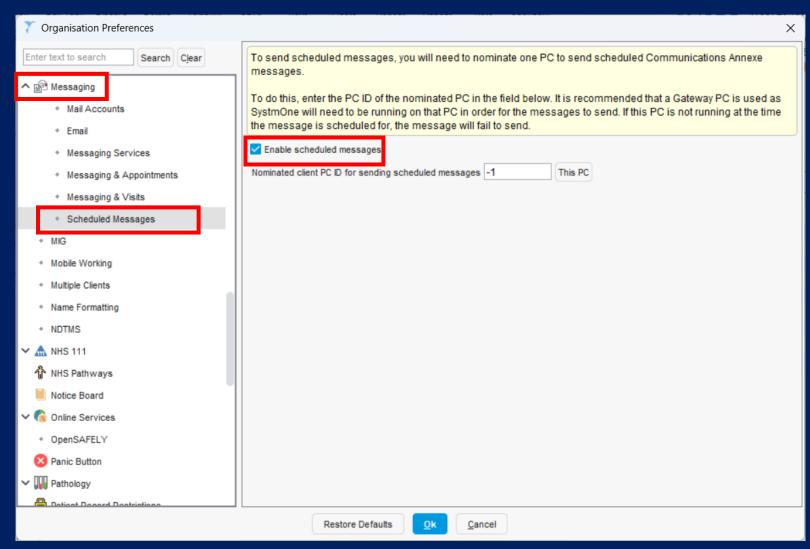Alcohol & Digital / AI elements

Dr Shanker Vijay

Webinar Recording

https://nhsuk.short.gy/ealing/alcoholdigitalAI

If wish to 'Enable scheduled (delayed) messages'
Organisational Preferences → Messaging → Scheduled Messages
→ Enabled scheduled messages

You need to nominate one PC (recommended Gateway PC) to be left running to send messages.

Digital Uptake reports:

NHSE Online Registration

https://digital.nhs.uk/services/register-with-a-gp-surgery-service/performance-data

If you experience any issues accessing the Digital uptake dashboard, please email:
ssd.nationalservicedesk@nhs.net

of GP practices in England use the service

86%
positive GP satisfaction score

92.8%
of patients are matched to their NHS record

Digital uptake reports

Use our digital uptake report to understand how practices in your ICB or region are using the service. You will need to request access to this board.

Digital uptake dashboard

Service dashboard

Use our service dashboard to find out which GP practices are using the service and filter by:
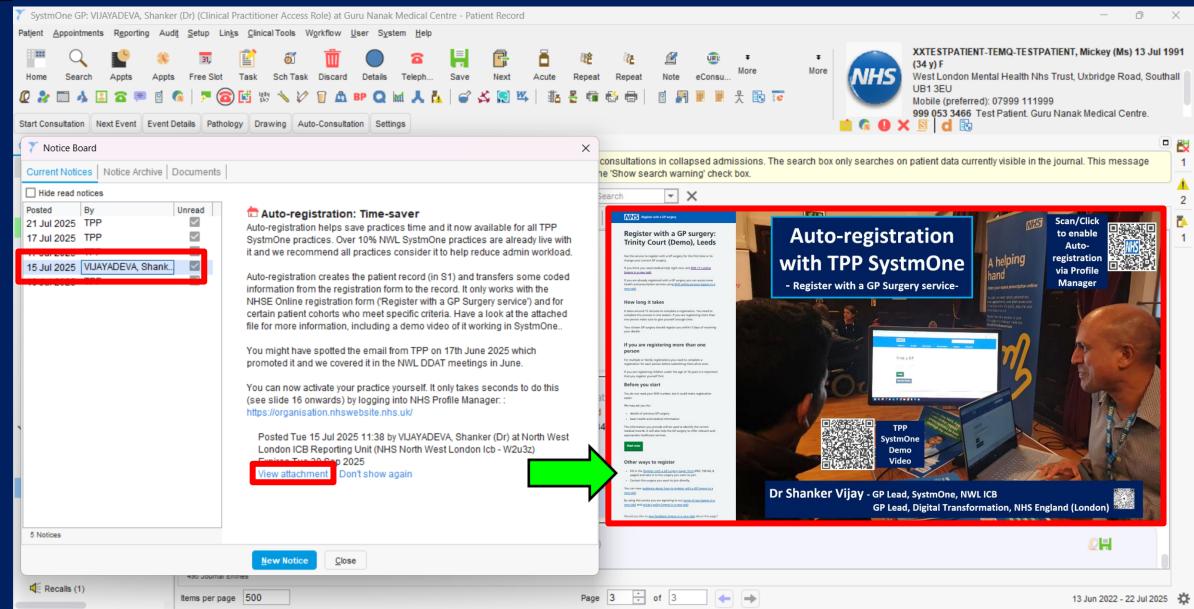
- practice name
- integrated care system
- geographical region

The dashboard is refreshed every Wednesday.

Go to the dashboard

Help us improve

Auto-registration: Access slides from NWL LMS / Training Hub

Digital Uptake of NHSE Online Registration form - Data Aug to Oct 2025:

Below 60%

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
THE ARGYLE SURGERY	E85120	0-9%	Yes
YEADING MEDICAL CENTRE	E85021	0-9%	Yes
MEADOW VIEW	E85643	0-9%	Yes
SOMERSET MEDICAL CENTRE	E85623	0-9%	Yes
BROADMEAD SURGERY	E85715	20-29%	Yes
THE MWH PRACTICE	E85119	20-29%	Yes
GOODCARE PRACTICE	E85712	20-29%	Yes
QUEENS WALK PRACTICE	E85057	30-39%	No
HANWELL HEALTH CENTRE (NAISH)	E85041	40-49%	Yes
THE GROVE MEDICAL PRACTICE	E85725	50-59%	No
ISLIP MANOR MEDICAL CENTRE	E85098	50-59%	No
THE BARNABAS MEDICAL CTRE	E85127	50-59%	No

Digital Uptake of NHSE Online Registration form – Data Aug to Oct 2025:

60-79%

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
FEATHERSTONE ROAD HEALTH CENTRE	Y02342	60-69%	Yes
OLDFIELD FAMILY PRACTICE	E85069	60-69%	No
BRUNSWICK SURGERY	E85091	60-69%	No
LADY MARGARET ROAD MEDICAL CENTRE	E85103	60-69%	No
DORMERS WELLS MEDICAL CENTRE	E85682	60-69%	No
MANDEVILLE MEDICAL CENTRE	E85108	60-69%	Yes
MEDICAL CENTRE	E85096	60-69%	No
GREENFORD AVENUE FHP	E85051	70-79%	No
DR SIVANESAN & PARTNER	E85083	70-79%	No
THE HORN LANE SURGERY	E85677	70-79%	No
GROSVENOR HOUSE SURGERY	E85034	70-79%	No

Digital Uptake of NHSE Online Registration form – Data Aug to Oct 2025:

>80%

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
THE MILL HILL SURGERY	E85107	80-89%	No
SUNRISE MEDICAL CENTRE	E85656	80-89%	No
EASTMEAD AVENUE SURGERY	E85046	80-89%	Yes
CROWN STREET SURGERY	E85019	80-89%	Yes
ELTHORNE PARK SURGERY	E85628	80-89%	No
WATERSIDE MEDICAL CENTRE	E85006	80-89%	Yes
KS MEDICAL CENTRE	E85012	80-89%	No
HILLCREST SURGERY	E85028	90%+	Yes
HILLVIEW SURGERY	E85054	90%+	Yes
CHEPSTOW GARDENS MEDICAL CENTRE	E85023	90%+	Yes
THE MANSELL ROAD PRACTICE	E85129	90%+	Yes
EALING PARK HEALTH CENTRE	E85657	90%+	No
THE FLORENCE ROAD SURGERY	E85122	90%+	No
BELMONT MEDICAL CENTRE	E85049	90%+	No
GREENFORD ROAD MED.CTR.	E85050	90%+	No
WEST END SURGERY	E85064	90%+	Yes
THE CUCKOO LANE PRACTICE	E85116	90%+	No
MATTOCK LANE HEALTH CENTRE	E85726	90%+	No
THE ALLENDALE ROAD SURGERY	E84059	90%+	Yes
GORDON HOUSE SURGERY	E85026	90%+	No
GP SURGERY @ ACTON GARDENS	E85075	90%+	Yes
THE SALUJA CLINIC	E85663	90%+	No
THE TOWN SURGERY	E85721	90%+	Yes
JUBILEE GARDENS MEDICAL CENTRE	E85745	90%+	Yes

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
SOMERSET FHP O	Y01221	90%+	No
WESTSEVEN GP	E85013	90%+	No
THE CORFTON ROAD SURGERY	E85123	90%+	No
PERIVALE MEDICAL CLINIC	E85111	90%+	No
ELMTREES SURGERY	E85112	90%+	No
GURU NANAK MEDICAL CENTRE	E85121	90%+	Yes
ELMBANK SURGERY	E85088	90%+	No
THE BEDFORD PARK SURGERY	E85066	90%+	No
THE AVENUE SURGERY	E85099	90%+	No
ACTON LANE MEDICAL CENTRE	E85687	90%+	No
THE CHURCHFIELD ROAD SURGERY	E85640	90%+	No
CLOISTER ROAD SURGERY	E85680	90%+	No
THE ACTON HEALTH CENTRE	E85109	90%+	No
WELCOME PRACTICE	E85061	90%+	No
NORTHFIELDS SURGERY	E85014	90%+	No
THE VALE SURGERY	E85635	90%+	No
THE BOILEAU ROAD SURGERY	E85694	90%+	No
THE SOUTHALL MEDICAL CTR.	E85633	90%+	No
ACTON TOWN MEDICAL CENTRE	E85617	90%+	No
THE MEDICAL CENTRE	E85053	90%+	Yes
ST. GEORGES MEDICAL CTR.	E85743	90%+	No
CHISWICK FAMILY PRACTICE	E85130	90%+	No

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2 LMC Letter: Managing Tasks from External Organisations & Accumail

3 Pharmacy Direction: Risk of breach with online/website portals

4 SystmOne Pilot: Document Management

LMC Letter: Concerns about SystmOne Tasks & Accumail from External Organisations

Londonwide LMCs
The professional voice of London general practice

28/10/2025

Dear Vijay and Neha,

Concerns Regarding Use of System One Tasks and AccuRx for Communication

The Ealing LMC is increasingly concerned that patient safety may be compromised due to the growing use of tasks by community and secondary care providers as a means of communication with general practices. This approach falls outside established workflow protocols and is not formally recognised as an appropriate or reliable communication channel.

We have identified several risks associated with this practice:

- Tasks may be directed to individual staff members who are **not on duty, on annual leave,** or who have **left the organisation,** resulting in critical messages being missed.
- Tasks may be sent to **unmonitored groups,** with no assurance that they will be seen or actioned in a timely manner.
- The urgency and clinical significance of the message is often not clearly conveyed through the tasking system.
- Misdirected tasks for patients who change their registration to another practice risks incomplete communication.

Additionally, we have observed the use of AccuRx for sending urgent clinical actions. Like tasks, this platform is not designed or agreed upon as a formal communication route for time-sensitive matters. Unfortunately, there is currently no functionality to disable external messaging via AccuRx without also disabling internal tasking, which further complicates safe practice.

The Ealing LMC wishes to formally notify the Task and Finish Group reviewing communication processes that the use of tasks and AccuRx for urgent clinical communication is **not acceptable.**

We strongly advise providers to use **established and reliable channels,** such as:

- **Telephone contact with the practice**
- **Generic practice email addresses,** monitored by appropriate staff

We will be advising our practices to adopt a consistent response to any messages received via tasks or AccuRx that fall outside agreed protocols, effective immediately. Failure to adhere to these recommendations may result in **clinical risk** and potential **harm to patients,** particularly if urgent actions are not appropriately communicated or remain unactioned. Examples of a clinical risk are if a patient changes practice and the new practice does not receive the task message, or if the task message does not contain full information which would be available via the formal communication channels.

Londonwide LMCs
The professional voice of London general practice

Providers are reminded that if an action is required within 2 weeks, they should **complete the task themselves** rather than delegate it to general practice. Examples include:

- Urgent medication requests following MSU results
- Medication changes initiated in outpatient clinics
- Follow-up of investigations conducted in secondary care
- Fit notes
- Referrals in line with complete care principles
-

Yours sincerely,
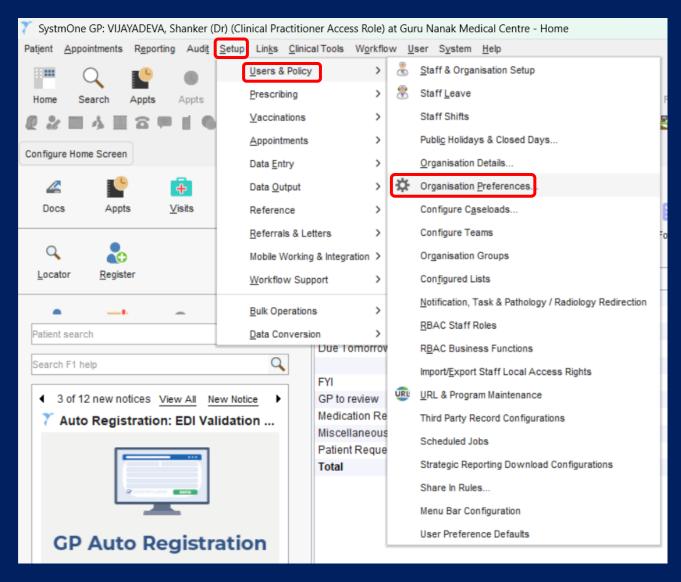
Elected Committee Members

Ealing Locality LMC

Managing External Tasks on S1: Task rule
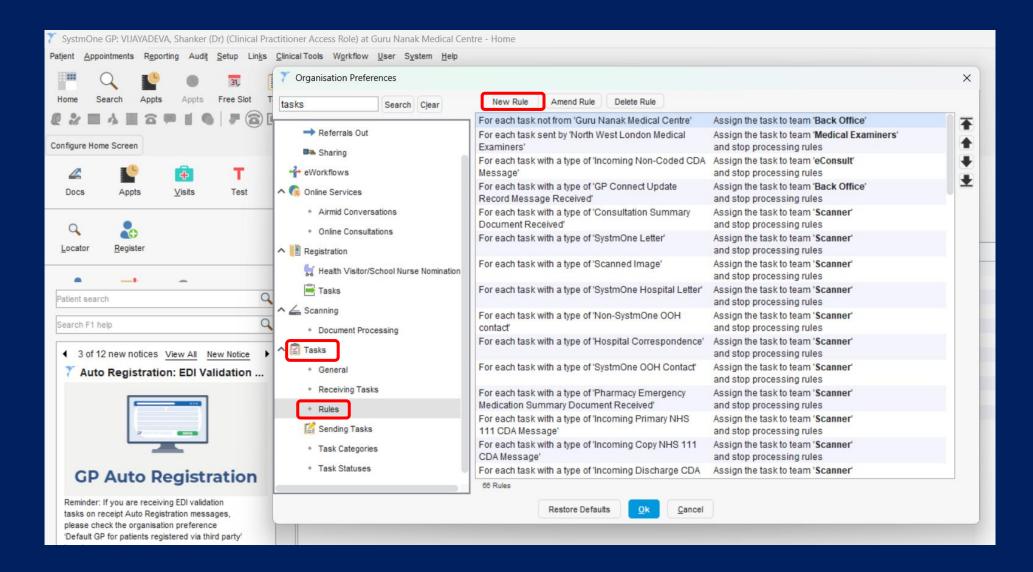
- Quick guide to show you how Tasks sent by External Organisations using SystmOne to individual staff members/unassigned can be automatically redirected to a Team/User Group by creating a 'Task Rule' on SystmOne.

- Can reduce the risk of delay in spotting a Task if a staff member is away etc.

- **TIP:** Consider whether you want to 'cut and paste' the content of Tasks into the Tabbed Journal if this would help with increased visibility of the Task content in the patient's record (e.g. to make it easier for the patient to see online OR to keep content if patient changes to a different GP practice in the future that does not use SystmOne).

Managing External Tasks on S1: Task rule

① Select: **Setup→ Users & Policy → Organisational Preferences**

Managing External Tasks on S1: Task rule

2 Select: Tasks → Rules → New Rule
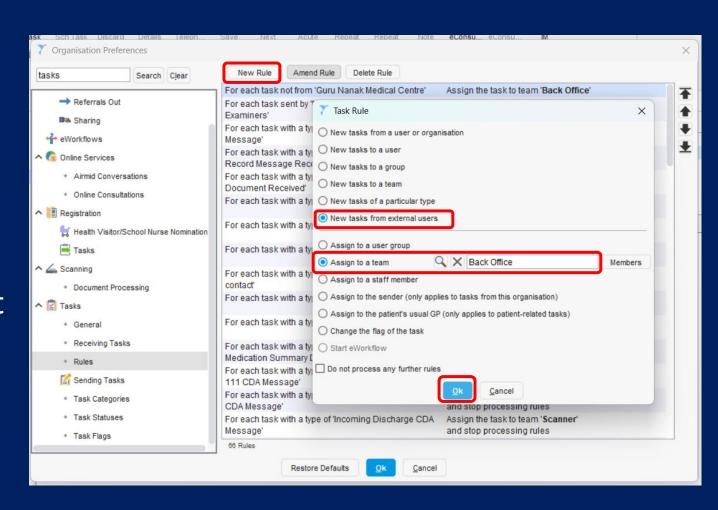
Managing External Tasks on S1: Task rule

3 Select a) **New tasks from external user**

b) **Assign** to a **'team'*** or **'user group'**

c) Use Drop down to select team/user group (e.g. reception/admin)

d) **OK**

NB: *SystmOne recommends practices switch from using 'User Groups' to 'Teams'*

4 Probably best to move position of Task rule to top of order (select rule and use arrows on right to move position) and leave it with ability to process further rules (as screenshot above)

Response from Accurx: ❶ Accumail

- Accumail supports two-way messaging between healthcare professionals about patients, built on top of NHS Mail infrastructure.

- It has the additional benefits of being able to save conversations to record, shared visibility of patient-specific conversations, and the ability to manage conversations (assign, mark as done, reopen) as one team.

- There is a full audit and governance trail of all conversations, with a clinical safety backstop, where Accurx monitors unopened messages and notify practices if messages remain unread.

- Across London, it is used by >1000 practices, sending >143,000 messages per month (data from Oct '25).

- The use cases are vast with the vast majority of messages between community, mental health, diagnostic and acute appointment services.

Response from Accurx: 2 How the Product Works

- If GP practices have Accumail turned on, they can both initiate messages to other services, as well as receive messages. As with all email functionality, it is two way and there is no way to decouple this (as this also allows services to reply when they have received a message from the practice).

- As the product is built on top of NHS Mail infrastructure each practice has a unique NHSmail address, typically captured as **accurx.practiceODScode@nhs.net**

- We have worked with NHSmail to ensure these addresses are hidden from the NHSmail directory and therefore not searchable.

- However, if a practice sends a message to a service via Accumail the service will have the accurx email address, and we find services that have received a message from the practice once, will often use this address to contact the practice in the future.

- Each conversation is linked to a patient's NHS number to ensure Accumail can only be used for patient specific conversations (e.g. not to organise rotas etc…)

Response from Accurx: ③How the Directory Works

- Email addresses are automatically added to the directory when the practice sends a message to that email address. We automatically pull the service and organisation name from the address via our NHS Mail integration.

- The directory follows a crowd-sourced model so that the most commonly used email addresses by you/ your practice are surfaced first

- Practices can add, edit and remove contacts from the directory – see here for how to do this

- Many practices have asked us to populate their directory for them in bulk (we find this usually replaces the excel sheet or contact book practices hold), and we are happy to do this.

- We have also worked with a London ICB and Trust to contact the entries in the directory to ensure these are up to date and appropriate for GP <> Trust communication. This is something we would be happy to explore further.

Response from Accurx: 4 Safety Controls

- There are a range of safety controls within Accumail including:

- Advising users to not add personal/individual NHS email addresses to the directory when they add a new contact to the directory

- Only allowing practices to receive inbound if they are actively using Accumail

- Safety backstops for both GP and non-GP users using Accurx for HCP <> HCP communication if messages remain unread, alongside many other controls.

Response from Accurx: ⑤ Future Improvements

- We will be adding the ability to support direct messaging between or within organisations using Accurx (e.g. a practice being able to message another practice within a PCN, or local practice to neighbourhood or community services, quick referrals into diagnostic services etc.)..

- Directory improvements including better search, surfacing and management of the directory

- Longer term, we are hoping to support an e-RS integration with Accumail

Response from Accurx: 🅖Accumail email address

- Many practices are proactively sharing their Accurx email address on their websites as a route for other healthcare professionals to get in touch with them, so this lends in the inbox and can be managed from there.

- We are also increasingly seeing practices forward messages from their practice email address to the accurx email address, so that it can be matched to a patient record and easily saved to the record for visibility.

- Because of the technical infrastructure that underpins Accumail and our agreement with NHS Mail, it is not possible to replace the assigned accurx nhs.net address with the practice address.

Response from Accurx: ⑦ Turning off Accumail

- Easy ability for organisations to turn off Accumail/deactivate their Accumail functionality (i.e. inbox), so other organisations are unable to send them messages to Accumail inbox

- Practices can ask for Accumail to be turned off by contacting **support@accurx.com**, but this would also mean they can not use Accumail to send outbound messages.

- As above, as Accumail is built on email functionality, there is no way to decouple practices sending messages out but not receiving messages as this would also prevent services from replying to GP initiated messages.
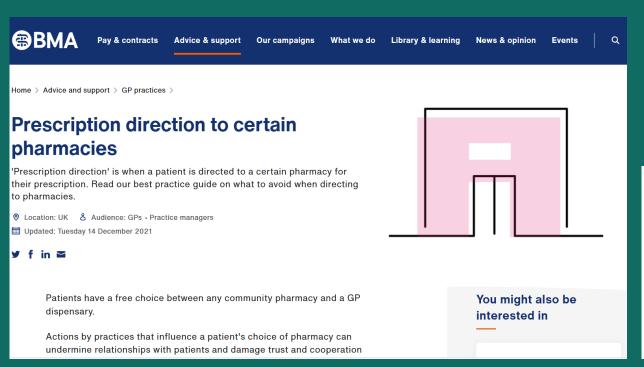
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4. SystmOne Pilot: Document Management upgrade

Offering Choice of Pharmacy: Avoid 'Prescription direction'

Practices cannot exert undue influence on choice of pharmacy

➔ If patient has Nominated pharmacy, mention this pharmacy first

→ If patient not able to suggest pharmacy, offer

→ pharmacies closest to preferred location

NHS

Your prescription: your choice

You have the right to collect medicines that have been prescribed for you from any pharmacy you choose.

Your choice should not be influenced by letters you receive in the post, or by any doctor or pharmacist.

Please contact NHS England if someone is trying to influence your decision on which pharmacy you would like to use.

You can contact NHS England in the following ways:

Call: 0300 31122 33
Email: england.contactus@nhs.net
(with 'your prescription: your choice' in the subject line)
Post: NHS England, PO Box 16738, Redditch, B97 9PT

BMA

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Home > Advice and support > GP practices >

Prescription direction to certain pharmacies

'Prescription direction' is when a patient is directed to a certain pharmacy for their prescription. Read our best practice guide on what to avoid when directing to pharmacies.

Location: UK   Audience: GPs · Practice managers

Updated: Tuesday 14 December 2021

Patients have a free choice between any community pharmacy and a GP dispensary.

Actions by practices that influence a patient's choice of pharmacy can undermine relationships with patients and damage trust and cooperation

You might also be interested in

Prescription direction to certain pharmacies (bma.org.uk)

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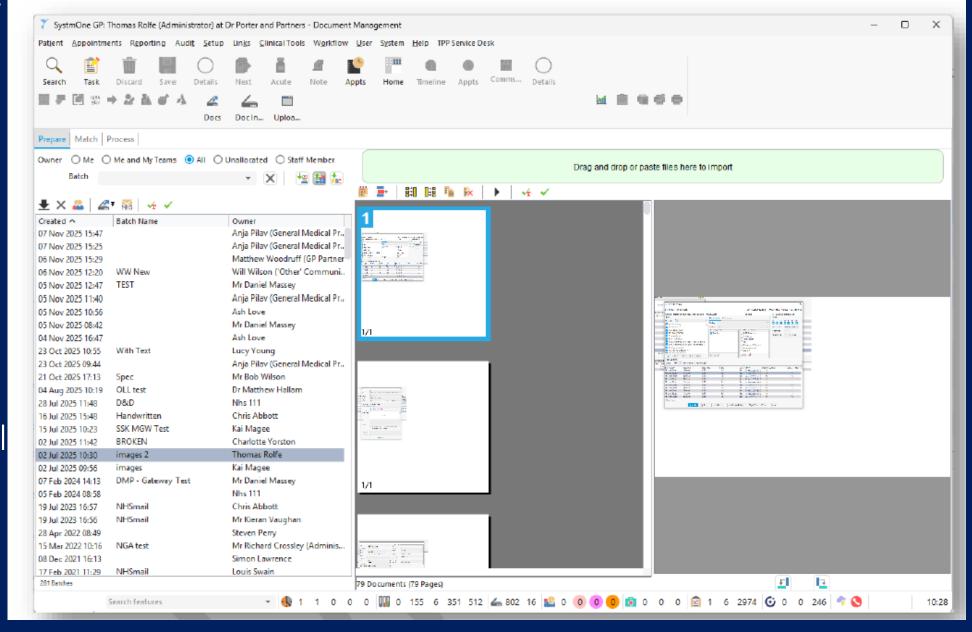**4** SystmOne Pilot: Document Management upgrade

'Acquired Documents' & 'Document Inbox' merge into single screen with 3 tabs:

① 'Prepare' tab:

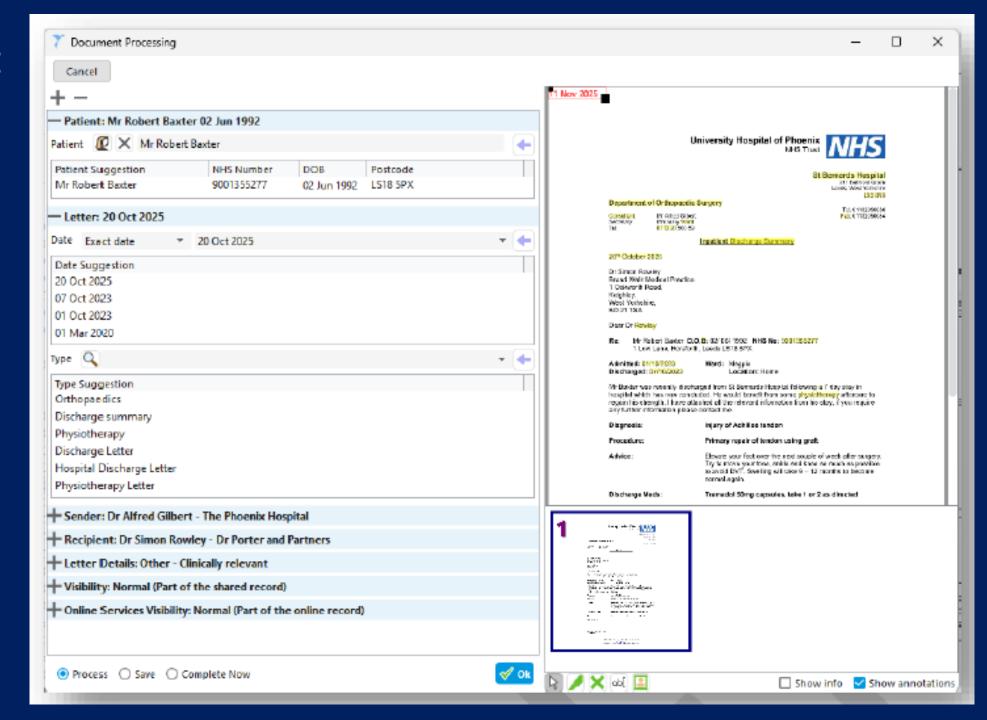(Scan in/import doc from NHSmail or dragging, delete pages etc)
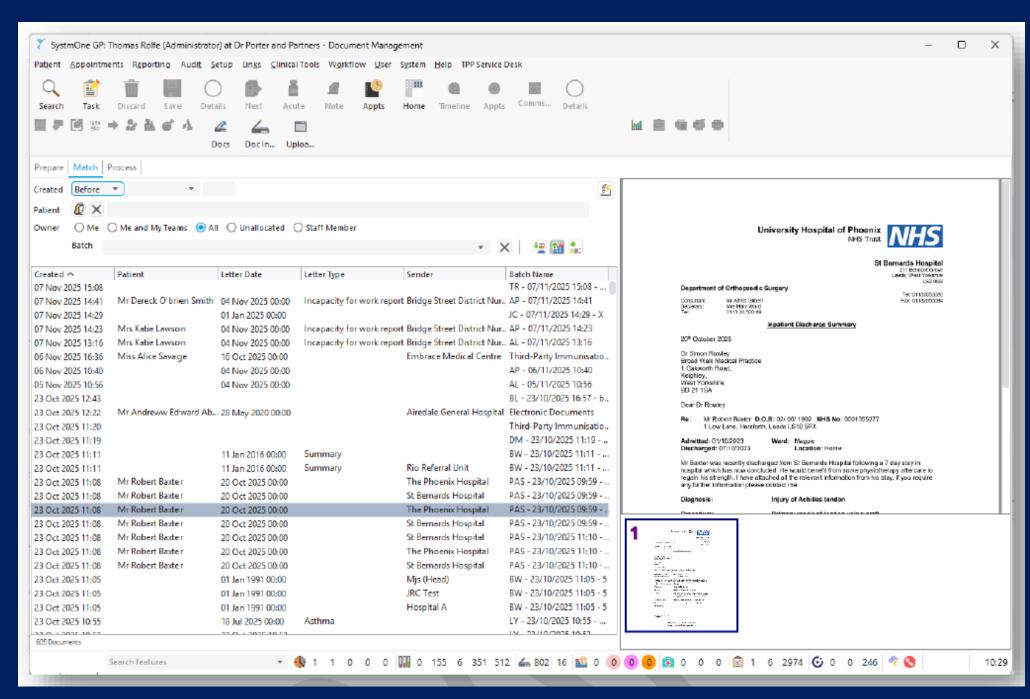
'Match' tab:

- Docs that came in electronically

- New ability to import docs from 'Tasks'

- OCR

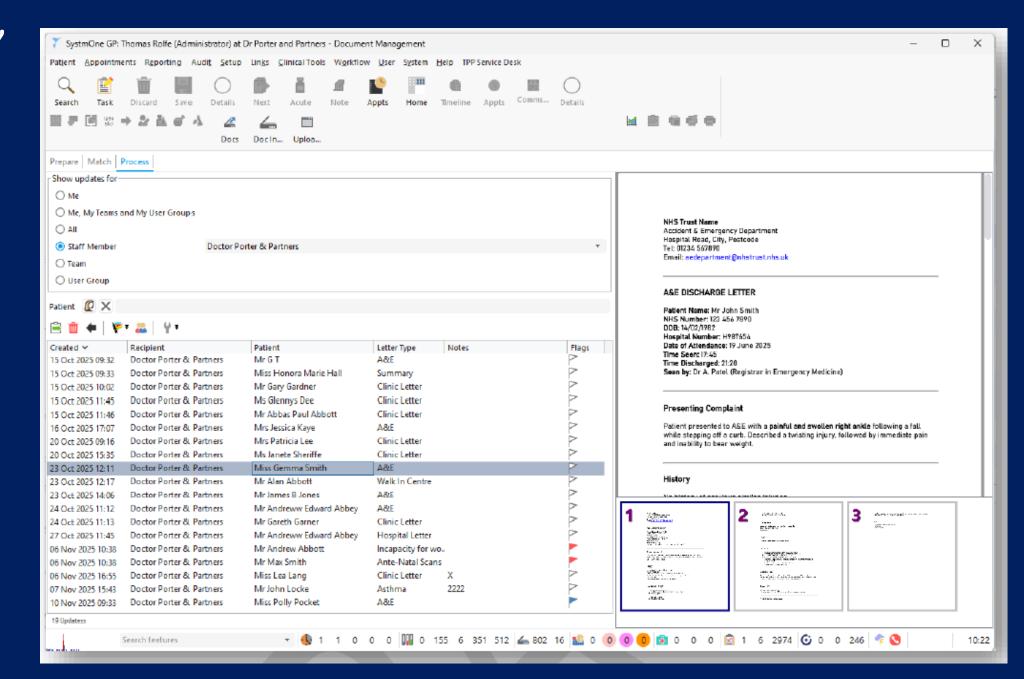- Suggests patient, letter date/type & sender

'Admin' mode:

(Double-click from 'Match' screen)

- Ability to record/amend administrative elements of letter

3 'Process' tab:

- Can see what Docs still need review by staff members

'Clinical' mode:

- Suggested codes
- Flags,
- Links to Problems etc.