

Receiving GP letters from GSTT and Kings

Tip Sheet for MESH – EMIS workflow

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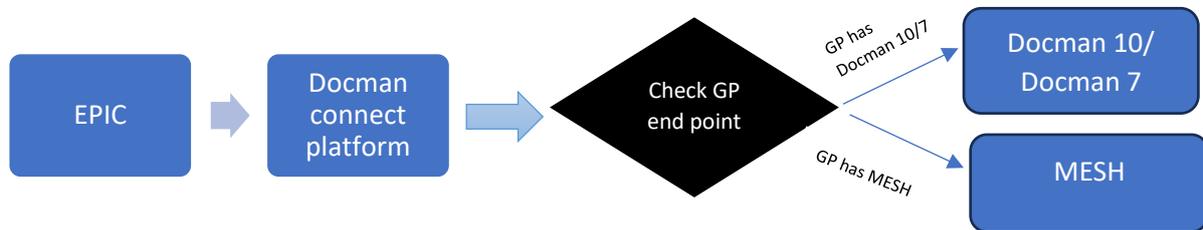
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Background

Starting from October 5th, there will be changes in how GSTT and Kings communicate with GP practices using different document management systems:

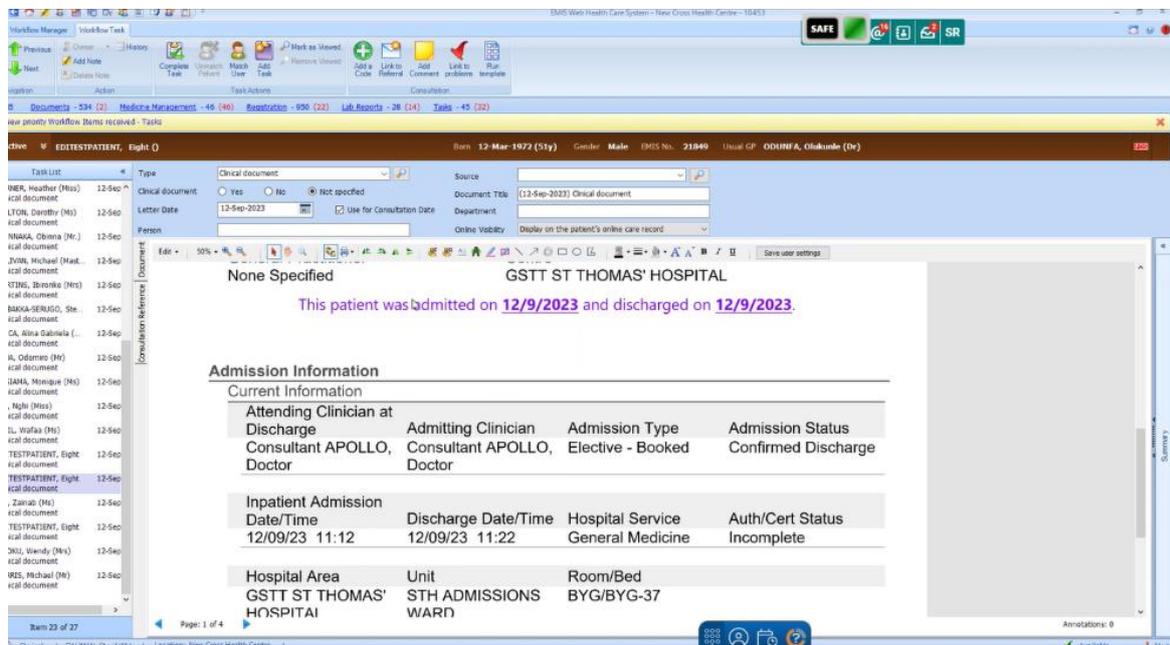
- If your GP practice is currently using Docman 7 or Docman 10, you will receive letters directly into your Docman system from the Trust.
- For practices using MESH, you will receive letters through the MESH EMIS workflow.

We strongly recommend that all practices make use of this document to review and update local document filing processes. This document contains important information to ensure a smooth transition and compliance with the GP letters transmission.

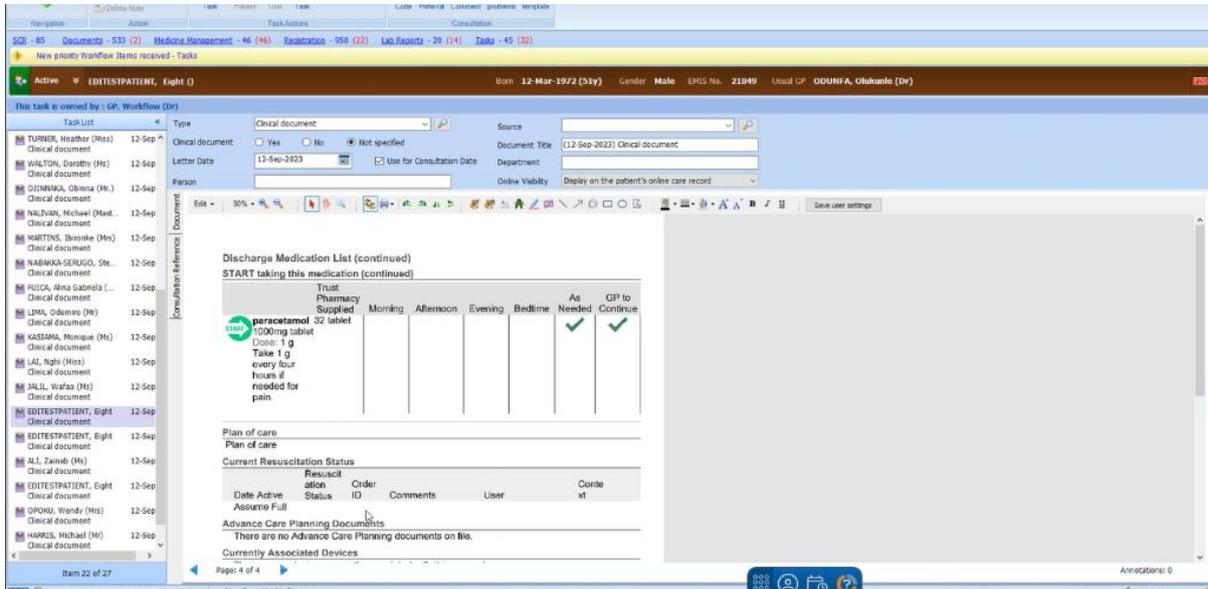


GP letters in MESH environment

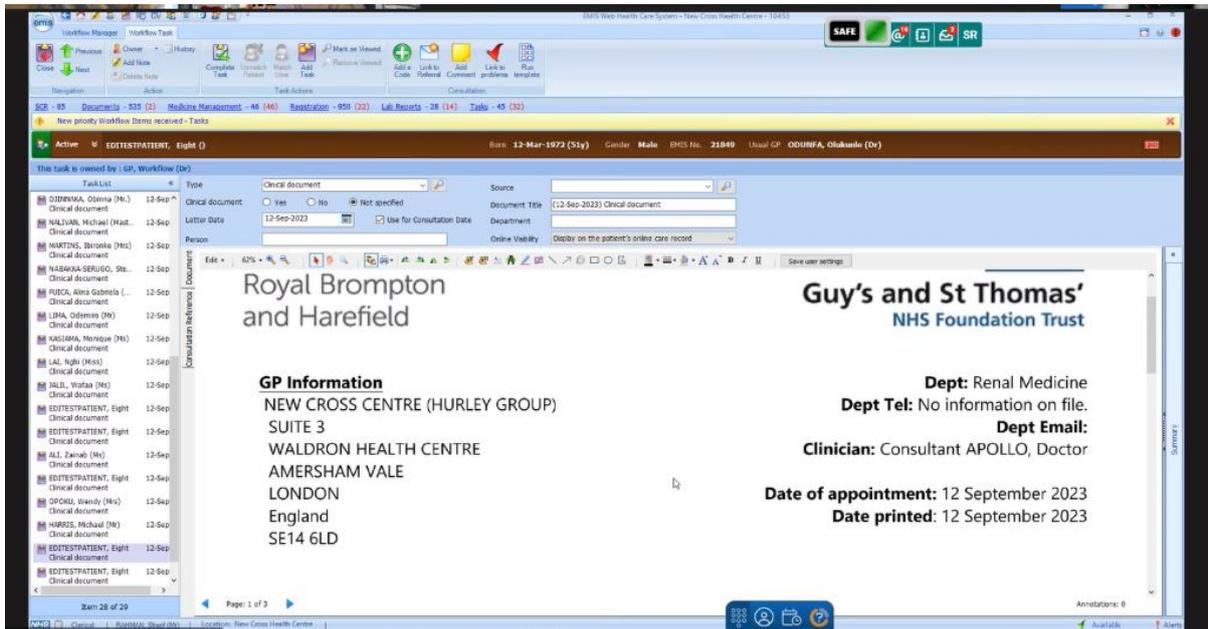
- The following screenshots show how the admission information will be shown in EMIS



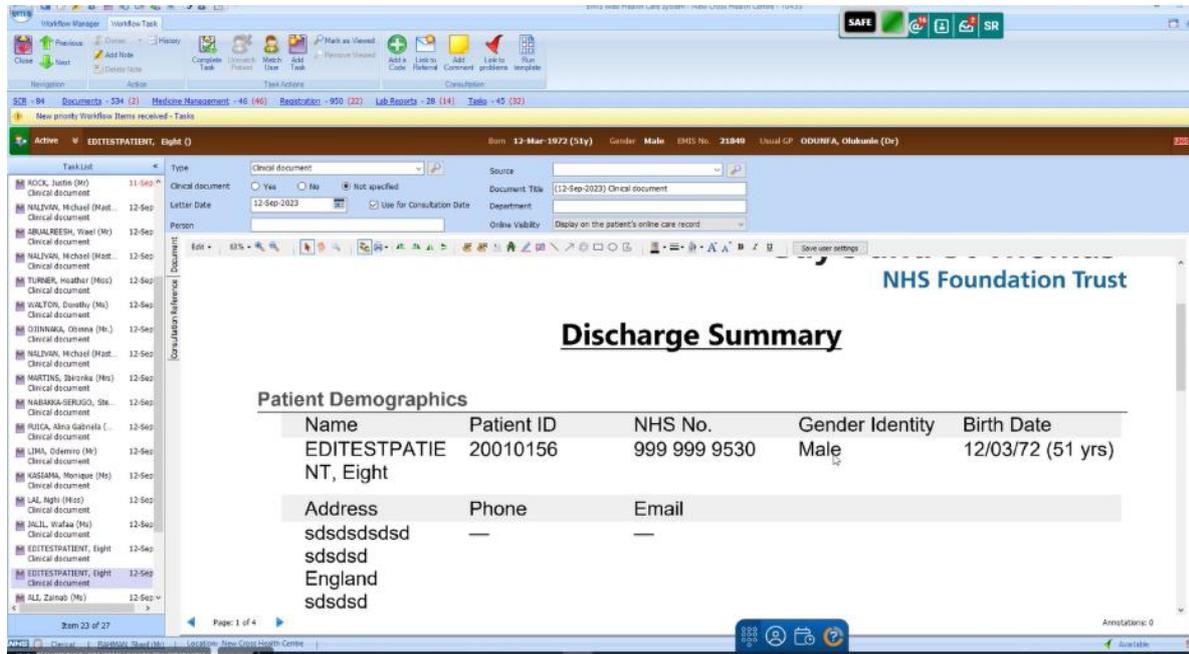
- The following screenshot shows how the Medication Discharge List will be shown in the EMIS



- The following screenshot shows how the GP information will be shown in EMIS

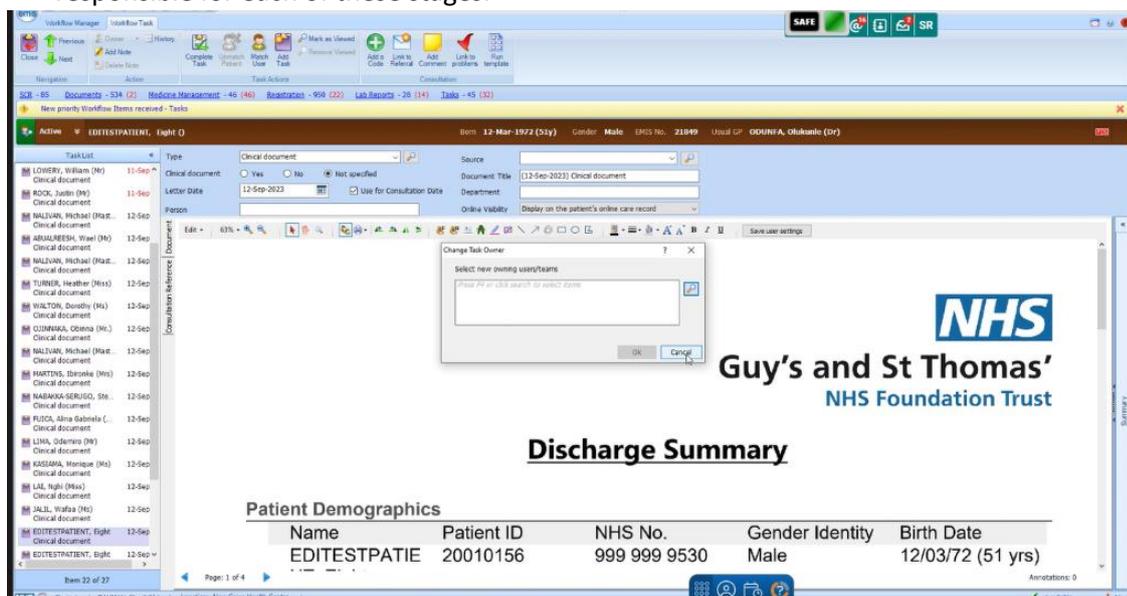


- The following screenshot shows how the Discharge Summary will be shown in EMIS



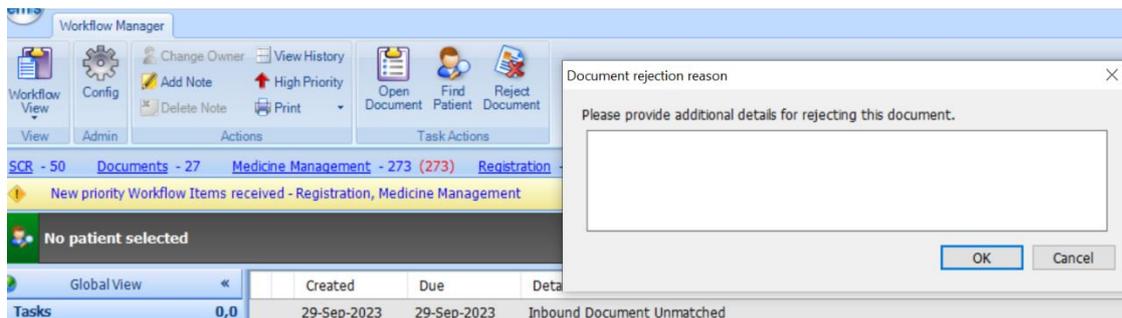
- The following screenshot shows how to manage Inbound documents in EMIS using some or all of the following steps:
 - Changing the owner of Document Management tasks.
 - Adding notes to Document Management tasks.
 - Coding the documents (if they have not already been coded).
 - Filing the documents.
 - Dealing with overdue coding/filing tasks.

Depending on procedures within your organisation, a different member of staff may be responsible for each of these stages.



When GP clicks Reject Report in EMIS to reject letters received from the Trust

- If someone clicks REJECT DOCUMENT in EMIS it does **NOT** send any notification to the trusts.
- Practice must follow local communication protocol (**email / phone call**) to inform the trusts that you have rejected document.
- EMIS has affirmed that - ***When you reject a report, no rejection message is sent to your trading partner, so you must make a note of the report details and the rejection reason and contact the trading partner to let them know that you have rejected the report.***



For any errors if GP letters are not sent via MESH

- If files are not delivered via MESH due to any errors (e.g. large sized file is sent etc.) the Trusts will receive a failed delivery error notification and will take the responsibilities of the letters to be sent out via post.
- The letters will be available via London Care Record
- If you find a letter available in London Care Record but not available via MESH, please raise a helpdesk ticket with ICT via Halo [Self-Service Portal - Login \(haloitsm.com\)](https://haloitsm.com)