

# IUC Self Employed GP Digital Set up SOP

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## Objective of procedure

The objective of this SOP is to outline the process for the digital set up of self-employed GPs following onboarding.

## Roles and responsibilities

### Clinician Relationship Co-ordinator

When a self-employed GP (SEGP) contact us to work in the service they need to go through the ‘onboarding’ process. The onboarding process is managed by the Clinician Relationship Co-ordinator (CRC). Once on boarded by the CRC the GPs file has a final sign off by either a Clinical Lead or Deputy Medical Director.

Once signed off the CRC will add the clinician details to the ‘Adastra and EMIS Action Log’. S:\Workforce - Non Employee\IT set ups\Adastra and EMIS Action Log. The CRC will also email digital@brisdoc.org using the subject "Request for credentials set up for XXXX".

CRC will set up RotaMaster access once advised by the TSC SEGP has booked induction.

Training Support Co-ordinator

The TSC will contact the SEGP and arrange a time for the clinical induction. If the SEGP will also be working remotely the TSC will book a remote setup slot on the IUC Digital Onboarding Appointment Book - [OIUC Remote Onboarding Appointment Book.xlsx](https://brisdoc-my.sharepoint.com/%3Ax%3A/g/personal/debs_lowndes_brisdoc_org/EYfxWVrTEK1DrnlQuk4toFIBdXPUV47kJh17W5PoiZ4kjQ?e=DWfPxl). Appointments must be booked a minimum of two business days before the appointment slot. Successful remote set up will be an email from the Digital Team to the TSCs.

When booking a remote set up the TSCs are responsible for ensuring we have up to date (within a month of the booked remote set up) evidence of anti-virus and the computer system version. If the original evidence provided to the CRC is/will be older than one month at the time of remote set up, the TSCs will request updated evidence and send this to the Digital Team via digital@brisdoc.org for approval. If the evidence does not meet the required standard the Digital Team will explain what is needed so the TSC can advise the clinician and rebook the remote set up, if necessary.

TSCs to advise the clinicians the Digital Team will email their NHS.net email one working day before the remote set up slot.

The TSCs will confirm attendance at induction to the CRC and Rota Team so that RotaMaster access can be set up.

If for any reason a clinician never attends induction, after six months TSCs will advise the Rota Team who will remove the clinician from RotaMaster. The Digital Team's leaver process will then pick these clinicians up and make the users systems access inactive/obsolete.

Digital Team

The Digital Team will monitor the ‘Adastra and EMIS Action Log’ daily to set up access to the relevant clinical systems. The set up will be within five working days of the clinician's details being added to the log.

Once the credentials have been set up the Digital Team will update the ‘Adastra and EMIS Action Log’ and email severnside.support@nhs.net to advise set up complete including the clinicians name.

The Digital Team will facilitate the remote set up of SEGPs booked in the IUC Digital Onboarding Appointment Book and send instructions via email one working day before.

* If the remote set up is successful, the Digital Team will email severnside.support@nhs.net.
* If the set up is not successful the Digital Team will advise the clinician what they need to do to enable set up and rebook the remote set up. Digital Team will email severnside.support@nhs.net to update them in case the change of set up affects the planned induction.
* If the Digital Team is unable to complete remote set up and the issue is not resolvable they will inform the clinician and email severnside.support@nhs.net including why we cannot resolve remote set up issues.

## Process Flowchart

SEGP onboarding process signed off

CRC adds Clinician details to ‘Adastra and EMIS Action Log’ and emails digital@brisdoc.org using the subject "Request for credentials set up for XXXX"

Digital Team set up SEGP access to clinical systems from ‘Adastra and EMIS Action Log’ within five working days of request

Digital Team advises user credentials are on 'Adastra and EMIS Action Log’ to TSC email severnside.support@nhs.net

TSC arranges clinical induction date with SEGP

REMOTE ONLY

TSC to book a slot with Digital Team for remote set up

* New screenshots will need to be re-requested by the TSCs if evidence AV/system is older than one month
* Screenshots to be sent to/approved by digital@brisdoc.org
* Once approved screenshots to be sent to CRC to add to GP's file

TSC advises Rota Team and CRC induction booked via brisdoc.rotateam@nhs.net

onboarding.enquiries@brisdoc.org

CRC set up SEGP RotaMaster access

TSCs to email Digital to confirm appintmet date/time slot booked

Clinical induction

If clinician does not attend induction the details will be held with TSC until the six month deadline then inform brisdoc.rotateam@nhs.net

Confirm Rota Team SEGP attended induction via brisdoc.rotateam@nhs.net

If unsuccessful, advise SEGP how to solve IT issues and book new slot. advise severnside.support@nhs.net of new slot date

If successful remote set confirm to severnside.support@nhs.net

If not resolvable advise clinician and severnside.support@nhs.net

Digital Team complete digital set up to enable remote working (no training provided)

Digital Team to send set up email to clinician one working day before appointment slot

If not successful remote set up slot will be turned ‘red’

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Rota Team instigates off boarding process by setting clinician as a lever in RotaMaster

Digital Team off board clinician

## Exceptions to the above process

There may be occasions where service needs mean there has to be a very quick turn around for digital set up of a SEGP. These situations must be escalated to the Head of IUC (or Ops Leads in their absence) to approve the request. If the request is deemed appropriate the request must be made directly by the Head of IUC (or Ops Leads) to the Digital Team.

### Tables

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| **Version** | **Date** | **Updated by** | **Update** |
| 0.1 | 31.03.2023 | LG | Document created |
| 0.2 | 19.04.2023 | LG | Tweaks to draft |
| 1 | 20.04.2023 | LG | Document sign off  |
| 2 | 24.08.2023 | LG | Full update to process and flow chart |
| 2.1 | 03.011.2023 | LG | Addition to flow chart for TSC to confirm to DT when remote set up booked |