BrisDoc Patient care by people who care

Proudly employee owned.

SevernSide
Integrated Urgent Care

IUC Self Employed GP and GP Trainee Digital Set up SOP

Version:	Owner:	Created:
2.3	Lucy Grinnell	31.03.2023
Published:	**Approving Director:**	**Next Review**
20/08//2026	Rhys Hancock	20/08/2029

Contents

Objective of procedure 3

Roles and responsibilities 3

Process Flowchart SEGP 5

Exceptions to the above process 6

Long Term Leave 6

IUC Self Employed GP and GP Trainee Digital Setup SOP

Objective of procedure

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

Roles and responsibilities

Rota Team

Self-Employed GP's

When a self-employed GP (SEGP) contacts us to work within the service, they must complete the onboarding process, which is managed by the Rota Team.

Following sign off from the Clinical Lead/Deputy Medical Director the Rota Team will then create a basic RotaMaster account in the GP's name and add the SEGP details to the 'CLEO and EMIS Action Log'. S:\Workforce - Non Employee\IT set ups\CLEO and EMIS Action Log.

They will also email digital@brisdoc.org using the subject **"Request for credentials set up for XXXX".**

The TSCs will notify the Rota Team once an SEGP's induction has been booked, after which the Rota Team will update RotaMaster and complete the setup of access. Access will not be granted to RotaMaster until the induction has been booked. Once booked the Rota Team will then share the registration link.

GP Trainees

When a GP Trainee contacts the service to begin work, they must complete the onboarding process.

The Rota Team will create a basic RotaMaster account using the trainee's name. However, access must not be granted until the required clinical logins have been created.

For one-off account setups, the Rota Team should submit a request using the standard Digital IT Request Form. For bulk requests, these should be submitted via the log.S:\Rota Team\8 - GP Trainee (Regs, Med Students, Trainers)\Registrars\Digital Trainee Request form.xlsx

The Rota Team will finalise RotaMaster access once advised by the Digital Team that CLEO and EMIS accounts have been set up.

Once digital confirm accounts are created the Rota Team will then send RotaMaster registration link, and CLEO and EMIS username via email, then CLEO password via text allowing the Trainee to book shifts. The Trainee can then login to CLEO with their smartcard on their first shift and during their first shift the shift manager can then reset their EMIS password.

GP Trainee's will not be sent their password for EMIS.

Training Support Co-ordinator

The TSC will contact the SEGP and arrange a time for the clinical induction.

When booking a remote set-up, TSCs are responsible for ensuring that up-to-date evidence is provided for both anti-virus status and are current for any windows updates. This evidence must be dated within one month of the scheduled remote set-up.

If the evidence initially provided to the Rota Team is (or will be) more than one month old at the time of the remote set-up, the TSCs must request updated evidence. The updated documentation should then be sent to the Digital Team via email for approval.

If the evidence does not meet the required standard, the Digital Team will specify what additional information is needed. The TSC will then inform the clinician and, if necessary, rebook the remote set-up once compliant evidence has been provided.

The TSCs will confirm booking of all inductions to the Rota Team so that RotaMaster access can be set up.

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

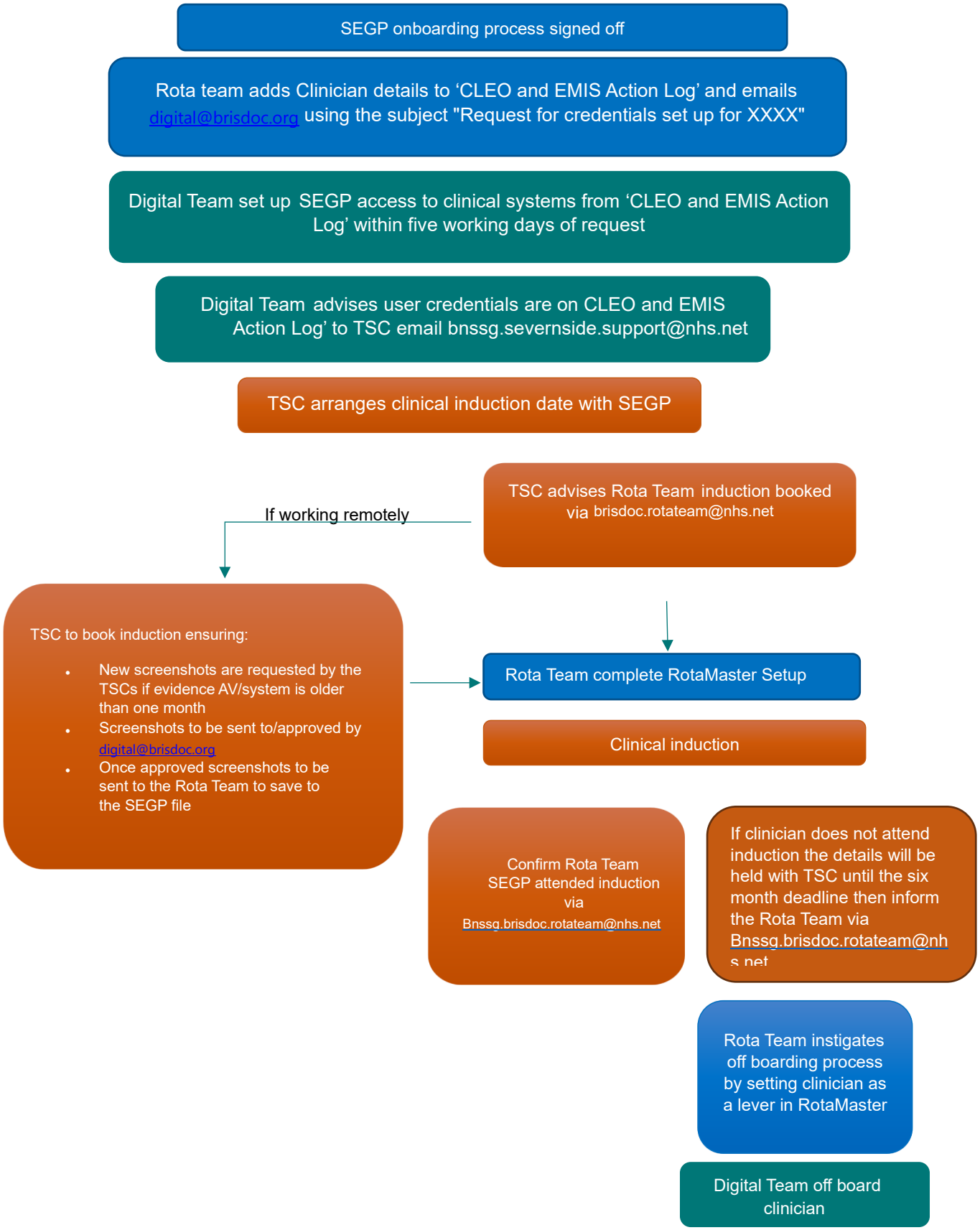
Digital Team

For SEGP's the Digital Team will monitor the 'CLEO and EMIS Action Log' daily to set up access to the relevant clinical systems. The set up will be within ten 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 'CLEO and EMIS Action Log' and email severnside.support@nhs.net to advise set up complete including the clinician's name.

For GP Trainees the Digital Team will confirm to the Rota Team once setup.

Process Flowchart SEGP



Exceptions to the above process

There may be occasions where service needs mean there has to be a very quick turnaround 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.

Long Term Leave

If an individual is on a period of extended leave, such as maternity leave or long-term sickness absence, a digital ticket must be raised to remove their access to clinical systems. When they return to work, a second digital ticket must be submitted to reinstate their access.

For self-employed staff, this process is managed by the Rota Team and is documented in the Rota Team Handbook.

Tables

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
2.2	24.07.2025	LG	Full review, update for CLEO and update to the remote set up process
2.3	13.04.2026	DC	Full review, adding GP Trainee process Update of SLA for CLEO from 5 to 10 working days for Digital Team. Addition of Long-Term Leave section