

SevernSide

Integrated Urgent Care

Practice Queries Relating to Severnside Post Event Message Management

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Severnside Message Management

Overview

The purpose of the SOP is to define the procedures for managing message queries from Practices to BrisDoc's Head Office by the staff based there and the retrieval and management of failed messages by in hours staff.

Practice queries mainly fall into two categories

1. The practice has not received any messages for XX days or DTS/email is or has been broken - can BrisDoc re-issue the messages?
2. The practice is changing clinical systems and therefore BrisDoc needs to change messaging formats and configuration.

Failed messages are generated because there is insufficient data within the Case to direct the message back to the patient's surgery or the patient was from outside the BNSSG Area.

Managing Message Queries from Practices

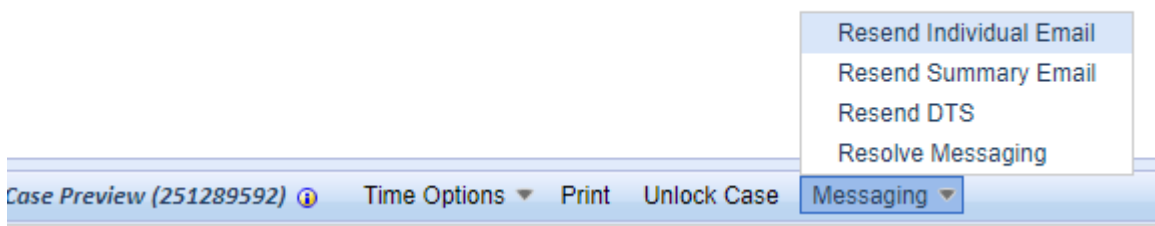
If no messages have been received for a number of days by a surgery this requires a case search within CLEO using the advanced option for the practice and the time period, to confirm if there were any messages to be sent during this time.

NB some practices get concerned if they don't get regular messages and sometimes their patients simply have not presented to Severnside and as such, there are no messages.

The person taking the request should check if there are cases during the period requested and if these have not been received, messages can be re-issued in the original format i.e. Email, DTS or in an alternative format e.g. if DTS/Email is broken they can be re-issued via Email **ONLY**.

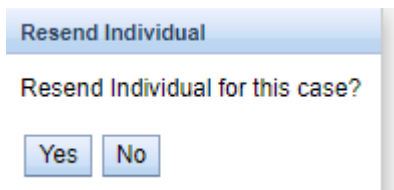
To reissue a message find the case via Search all Cases in CLEO then:

- Highlight the case by clicking on it once. To select multiple cases, tick the box at the far right of each row
- In the toolbar at the bottom of the page select **Messaging** and then the message type required



- Select **yes** to the confirmation box

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Resend Individual

Resend Individual for this case?

Yes No

- The message should now be reissued

If the message re-issue does not resolve the problem, please raise the issue to the Programme and Service Director or Head of IUC.

Also please log the request via a [IT Support Form](#) for information only. This will help keep track of these requests because they are a form of information request that we need to check at a later date and maybe indicative of a wider platform issue that requires investigation.

Practices changing messaging formats.

If a practice calls to advise they are changing message formats, please direct these queries to the Programme and Service Director via email.

This will enable the configuration changes, testing to be completed with confirmation from the practices that the configuration changes have been successfully made.

Configuration changes will be made via a Service Desk Ticket with CLEO via the Digital Team and will be subject to their service level agreements.

Any messages that require reissuing due to the change of message format can be reissue using the above process, or directed to the Rota Team.

Change Register

Date	Version	Author	Comments
24.11.2023	3	LG	Disaggregated from previous SoP – Practice queries relating to OOH message management and failed message management
26.07.2025	3.1	LG	Update message reissue process from Adastra to CLEO Full review