

Upcoming May Bank Holiday - 3rd May 2021

Actions to be completed by Practices






As most GP Practices will be closed during the Early May Bank Holiday on Monday 3rd May 2021, we wanted to make sure you are aware of how to make your Engage Consult service 'out of hours' for these days only. What this means is that when a Patient tries to contact you via Engage Consult, your service will tell the Patient that it is 'out of hours' and that you will be available to respond to the request on the next working day. To make these simple changes please follow the steps below;

1. Log into **My Engage** with your ODS code and password
My.engage.gp
2. Select **Engage Consult Settings** from the main dashboard

Kitson Road Surgery

Products & Services

This is the central management page for all your Wiggly-Amps products. Currently this displays a limited set of products & services however, in time, this page will also support other Wiggly-Amps products you may have e.g. Engage patient check-in touchscreen or the Little Green Button panic software.

| | |
|---|---|
|  | Engage Consult Licence: 2019-11-25 to 2020-11-25 Settings Enabled |
|  | EnCompass LT Licence: 2019-11-25 to 2020-11-25 Links Staff Groups External |
|  | Engage Connect Licence: 2019-11-25 to 2020-11-25 Links Settings |
|  | Friends & Family Test Licence: 2019-11-26 to 2020-11-26 Links & Banners Reports Settings |
|  | Reports Reports |



3. Scroll down to **Engage Consult Response (call-back) Times**

Sections

- Website Popup
- Report Delivery
- Message to Users
- Emails to Users
- Service Hours
- Available Staff
- Patient and Carer Access
- Options
- Video Consultations
- ICE and/or Custom Questions

Save Changes

Discard Changes

Service Hours

Applies to medical requests only.

Allow users to send medical requests outside of service hours

We recommend setting the finish time to 15 minutes before you want the last request to arrive. We don't allow new requests after that time, but any already started will be able to finish.

| Day of Week | Start | Finish | Max Requests (approx*) |
|-------------|----------------------------|----------------------------|-------------------------------|
| Monday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Tuesday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Wednesday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Thursday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Friday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Saturday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Sunday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |

* any users who have started a request when the limit has been reached will be allowed to finish.

4. On the week commencing **26th April**, change **Monday 3rd May** to 'out of hours' by hitting the **Delete** key on your keyboard on the **Start** and **Finish** time

Website Popup

- Report Delivery
- Message to Users
- Emails to Users
- Service Hours
- Available Staff
- Patient and Carer Access
- Options
- Video Consultations
- ICE and/or Custom Questions

Save Changes

Discard Changes

Service Hours

Applies to medical requests only.

Allow users to send medical requests outside of service hours

We recommend setting the finish time to 15 minutes before you want the last request to arrive. We don't allow new requests after that time, but any already started will be able to finish.

| Day of Week | Start | Finish | Max Requests (approx*) |
|-------------|----------------------------|----------------------------|-------------------------------|
| Monday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Tuesday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Wednesday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Thursday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Friday | --:-- <input type="text"/> | --:-- <input type="text"/> | No Limit <input type="text"/> |
| Saturday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |
| Sunday | 00:00 <input type="text"/> | 16:30 <input type="text"/> | No Limit <input type="text"/> |

* any users who have started a request when the limit has been reached will be allowed to finish.



5. Click Save Changes

6. PLEASE REMEMBER TO RE-ENTER YOUR NORMAL START AND FINISH TIMES AFTER BANK HOLIDAYS (i.e when you come back on Tuesday 4th May)

Other things you could do to make this message clearer:

- Send out an SMS message to Patients
- Update your Telephone Messages

If by all means, you are open on either Bank Holiday, you don't need to action the above but you could take the opportunity to remind Patients they can use Engage Consult to contact you over the long weekend!

Engage Consult Support Services

If you require technical support, please ensure you check our extensive Knowledge Base for both Engage Consult and Engage Touch:

<https://support.engagehealth.uk/support/solutions>

Or you can log a new support request here:

<https://support.engagehealth.uk/support/tickets/new>

Our office is closed over the Bank Holiday. We will continue to monitor our systems and ensure appropriate resources are in place in the unlikely event there is a system outage. If you need to report a practice-wide major incident, please email us at emergency@engagehealth.uk

