**FREQUENTLY ASKED QUESTIONS**

**The format of the 111/OOH clinical information has changed**

EMIS web has been updated in early July and affected the format view of clinical information. You will now need to click on the ‘clinical tab’ to view clinical information.

**Why have Adastra log-in details changed from individual user to a practice?**

When the system was migrated from SWASFT to SDUC there were over 4, 000 user accounts, the majority of which were locked or expired. The problem with individual log-in was that the majority of users did not have frequent access to the system and, therefore, required password updates regularly.

**Who do I contact when my Adastra log-in requires unlocking, renewing or changing?**

The log-in and password is case sensitive and will lock if three failed attempts are exceeded. Please contact Somerset Doctors Urgent Care Tel: 0300 123 2984

**What do I do if I cannot access Adastra to update the End of Life Register immediately prior to an out of hours period?**

In circumstances where patient information requires updating on Adastra and the practice account is locked you can fax the information to Somerset Doctors who will add this information on your behalf. This service should only be used in extremis. Any information faxed that does not precede the immediate out of hours period will be confidentially destroyed. Please contact Somerset Doctors Urgent Care Fax:

**I am unable to match clinical information from SDUC to a patient in the Practice.**

Data completeness and accuracy is a priority for Somerset Doctors and will continue to ensure that Call Advisors record information accurately including the NHS number for all cases opened through the service. If there are any problems please do not hesitate to contact the Commissioning Manager at the CCG [Rachel.vokes@somersetccg.nhs.uk](mailto:Rachel.vokes@somersetccg.nhs.uk)

**The clinical information I receive from 111 does not say 111 or OOH on it**

This is a known EMIS issue that CSU are trying to work through. This problem was initially reported to the EMIS Team several months ago but as so far a response is outstanding. What this means is that all documents have to be opened to see what they actuality are e.g. 111, Out of Hours, A&E incident, Hospital Discharge. CSU will be taking this forward for resolution (this is not part of the SDUC transition).

**A 111 or OOH message has been delivered to my “nhs.uk” email account**

This has occurred with some practices where the end-points from the old Adastra system were migrated to the Somerset Directory of Services. It only occurs where there has previously been a failed attempt to send the message either via EMIS/InPS Vision/MicroTest or via FAX. Where known, these email addresses have now been changed to the FAX number or a secure “nhs.net” email address dependent upon GP Practice Preference. If there are any problems please do not hesitate to contact the Commissioning Manager at the CCG [Rachel.vokes@somersetccg.nhs.uk](mailto:Rachel.vokes@somersetccg.nhs.uk)