Health and Social Care Board

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Sent via email
To all GP Practices

07th June 2021

Dear Colleague,

Many thanks for bearing with us during the development and rollout of the facility to copy patient vaccination details from the regional Covid-19 Vaccine Management System (VMS) to your GP Clinical Information System (CIS). This has taken longer than we would have hoped due to the need to create the VMS, the number of different systems involved, interfacing complexities and the inescapable data quality issues.

The copy facility, known as "write-back", has now been tested and rolled out to all practices. Whilst, in most cases, you will see vaccination details appearing automatically in patient records - as if they were entered manually by practice staff - you may also see some anomalies. This letter and the associated FAQ attempt to explain the reasons for the anomalies and what should be done to address them. The headlines are:
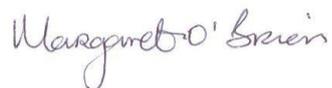
1. EMIS write-back in NI currently copies only GP and pharmacy vaccination records to CIS. Work is on-going to address data quality issues with Trust data in order to minimise additional work for practices. It is expected that trust data will be copied to practices in the coming weeks. Vision and Merlok write-back includes data from all sources.

2. Practices will have already received a bulk copy of records from VMS into their CIS and will from that point be receiving daily additions.

3. Records for patients vaccinated by the practice that were previously entered only into the CIS by practice staff, have been extracted from the CIS (by the once-off search that practices were asked to complete) and uploaded into VMS to help create a single source of data for vaccination reporting. Measures are in place to prevent these records being copied back to the CIS from VMS.

4. **If your practice has not completed a once-off search it is essential that you contact your Practice Support Manager (PSM) now to facilitate that search. This search is only for those records that exist solely in the practice CIS from before the practice started to be record in the VMS**

5. Where a practice has entered records both into the CIS and VMS then those entered directly into VMS will be written back into the CIS. Whist this will create duplicates, it was agreed that the record in the CIS should not be overwritten because it may contain important additional information. Other countries have adopted the same approach.

6. VMS records that cannot be matched to a patient record in your CIS are sent to an exception list for follow-up by a BSO team to be set up specifically to investigate and help resolve patient matching issues. Note that they may be in contact with your practice to help address matching issues with your patient records.

7. The write-back facility was designed and tested in collaboration with England and Wales.

Thank you for your patience and continued hard work. We hope that the FAQ and EMIS Web "screen-grabs" will help answer questions you may have about the write-back. We apologise for the length of the document but this is a complex topic.

If you have any questions not answered by this correspondence, please raise a call with supportteam@hscni.net including VMS in the subject line.

Yours sincerely,

Dr Margaret O'Brien
Head of General Medical Services

FAQs

1. ***What is VMS and why was it created?***
   - *VMS is the Vaccination Management System and is intended to be the central repository of all Covid-19 vaccination records for NI. The system not only facilitates the creation of vaccination appointments but also holds details of all Covid-19 vaccinations administered in NI, irrespective of their source.*

   - *It was created to help manage the vaccination programme and to provide a single source for vaccination tracking and reporting for the whole of NI.*

   - *Each practice has access only to records for its registered patients.*

2. ***What happened to vaccination records the practice entered into their CIS before they began to use VMS for vaccination recording?***
   - The HSCB helped practices, through the use of "searches", to extract the vaccination records entered into their CIS shortly after the practices switched to VMS in March/April. These records, with the exception of a relatively small number that had data quality issues, have been uploaded into VMS.

   - **If your practice did not submit an extract to VMS, please contact your Practice Support Manager ASAP, who will help arrange for your vaccination records to be uploaded to VMS.**

   - Note that failure to upload will impact on, potentially, both the completeness of patient records and on verification for payments for vaccinations.

3. ***What is the impact for a practice that continued to use its CIS to record vaccination details after the introduction of VMS?***
   - All practices were asked in March/April to switch from CIS to VMS for the recording of Covid-19 vaccinations.

   - For those practices that initially continued to use CIS **and not VMS**:

     So long as these practices have since switched to VMS and have ensured that the records entered into their CIS have been extracted and copied to VMS then there is no additional impact. See point 2.

   - For those practices that continued to use **both CIS and VMS**:

     Any records entered onto VMS by practice staff will be written back to the CIS. If a record already exists on the CIS, because it has been entered by practice staff, then the write-back will create a duplicate on CIS. (The decision was taken not to allow the write-back process to overwrite the CIS record because the CIS record, in some cases, may contain additional notes.)

4. ***Are vaccination records coming to us for patients who have been vaccinated elsewhere?***
   - Yes.

   - For Vision and Merlok practices, vaccination records are coming from all sources – GPs, Community Pharmacies and Trusts.

   - Currently EMIS practices are receiving vaccination records from GPs and Community Pharmacies only. Trust records will be added when particular data quality issues are resolved.

   - Further correspondence will be issued to all practices pertaining to the handling of issues caused by poor data quality.

5. ***What are the workload implications for the practice?***

- The initial bulk write-back contains all of the vaccination records entered on VMS since the practice started using VMS in March/April. The subsequent daily write-back will contain vaccination records for patients vaccinated the previous day.

- It is expected that most records should auto-file and require no intervention from practice staff.

- EMIS practice may have to process Alerts. See point 12

- There may be a need for a practice to engage with the BSO team that is being set up to address patient matching

- There may need to be a general exercise to address data quality issues at a later date. Further details will be provided when available.

6. ***We vaccinated our own staff who are patients of other practices and we can't now see their records on VMS***

- The VMS system, by design, allows practices to access only vaccination records for their own registered patients.

- The staff member's record will now be accessible to their registered practice on VMS and, data quality permitting, will have been written back to the registered practice's CIS.

- Practices do have the ability to create a vaccination record for a patient who is registered at another practice, but, once entered and written back to the CIS, access to the record is restricted to the practice at which the patient is registered.

7. ***What do we do when patients bring us vaccination records from other sources – e.g. Trusts or UK practices?***

- No action is needed by the practice. Do not attempt to enter the record into either your CIS or VMS. The Trust record will either be automatically written-back the next working day or will be automatically written-back when relevant data quality issues are resolved. Entry, by practice staff, of the record into the CIS, will cause a duplicate.

- At the moment we advise against recording vaccines given in other parts of the UK in the NI VMS. Patients can get proof of that vaccination from the provider who vaccinated

8. ***We have been asked by another provider to edit their VMS data. What do we do?***

- Vaccination providers are responsible for their data on VMS and any corrections needed. It is not appropriate for e.g. GPs to ask Community Pharmacists (or vice versa) to correct any errors made by other parties.

9. ***Vaccination record for a patient is in VMS but has not been written-back to the CIS***

- If a practice notices that a vaccination record has not been written-back into their CIS, a day or two after it was entered onto VMS, it may be because of a mismatch between the demographic details held on the CIS and those on the Health and Care Index. Typically, mismatches are caused by incorrect HCN, surname or DoB on either the HCN Index or the CIS.

- If there is a mismatch, the record will have passed automatically to the BSO Team for investigation and resolution. The practice will not be notified of this record not being inserted into the CIS but the team may come to you for assistance in addressing the mismatch.

- There is a known set of records on VMS that have data quality issues. These records will not be passed to the CIS for write-back until the data quality issues are resolved. It is expected that only a very small proportion of these were created by GP practices.

10. ***How and when should the Edit function on VMS be used?***

- The Edit function on VMS enables the user to amend specific vaccination details on the vaccination record held on the VMS system. If there is a need to amend any other data (such as demographics) on the record, please contact the BSO team through the service desk who will liaise with the VMS developers

- It should be noted that the VMS record is extracted for write-back to the CIS only once - on the night after it has been created on VMS. Any edits made to the record before it is extracted will be included in the extracted record. **Any edits made after the extract will not be included in the extracted record and will not be reflected on the CIS**. Such edits will need to be made separately on the CIS. The extraction process runs from early evening into the early hours of the following day.

  Other important things to know about Edit :
- Where you are amending a date, please select the appropriate date by clicking the calendar icon rather than attempting to enter the date as free-text
- It is currently not possible to enter a 1st dose record when a 2nd dose record already exists in VMS. We are working to fix this but be aware that any attempted alteration by practice will not writeback to to the GP clinical system. We will communicate any finalised solution. The Dose 1 is likely to be in a queue to be entered later

11. ***What is being done about data quality issues?***

- Work is on-going to identify and resolve data quality issues.

- Where possible, steps are being taken to automatically address such issues. However, in many cases, it is necessary to alert the organisation that created the record and ask them to investigate and amend it.

- Once the record is corrected, it will be resubmitted for write-back.

12. ***Why does our Emis Workflow / Document Management screen show "Notification of Vaccination"? We would normally only see OOH messages from Adastra here.***

- The *specification* for VMS to Emis write-back is built to auto-file vaccination records whenever possible. If however, one of the conditions listed below is true, then an alert, called "Notification of Vaccination", is created.

  - The write-back contains a 1st dose but there is already a 1st dose on the patients record

- The write-back contains a 2nd dose but there is no 1st dose on the patients record
- The write-back contains a 2nd dose but there is already a 2nd dose on the patients record
- The write-back contains an Adverse Reaction

- *Practice* staff should review these alerts and accept or reject as appropriate.
- *See Screen-grabs 1, 2 and 3 below*

13. ***How will Vision and Merlok practices detect anomalies with the vaccine doses (e.g. 2 first doses or a 2nd dose with no corresponding 1st done?)***

- Neither Vision nor Merlok have the Alert capability built into their write-back process. Instead, it is intended that these systems will produce a report that identifies the anomalies so practices may decide what action, if any, is required.

14. ***Why does EMIS Web now contain an Acute Prescription created on the date the write-back message was received?   Where can the practice see the Vaccination Date.***

- Emis built a write-back message that consists of a procedure code (1st/2nd CV vaccination) and a medication / DM&D code in line with a national specification to aid auto-filing of vaccination records. In order to generate that medication code an Acute Prescription for the Covid-19 vaccine is generated on the date the write-back message was received by EMIS Web. You will see that the script has a tagged message of "Record for Notes".

- **The actual date of vaccination is attached to the procedure code.**   For practices who are printing an individual patient's vaccination list it is the procedure date which is the immunisation date
- See Screen-grab 4 below

15. **Is there anything else I should know?**

- A small number of community pharmacy-given vaccines at the start of their programme did not have a HCN recorded. These are being fixed.

- A significant volume of create-new-patient generated vaccination records in VMS (function used to vaccinate your own staff who are not registered patients of your practice) have failed to writeback to GP VMS or CIS due to data quality issues. These will become part of our wider data cleansing project.

- Regular system downtime is scheduled **Tuesday 2000- Wed 0800 weekly ; the system will not be accessible at that time**

Emis Web Screen-grabs:

1. Screen-grab 1 - How Alerts appear in Emis Workflow/Document Management

Completed	Patient	Document Type	Document Title	Sender
14-May-2021		Clinical document	Kettering Report (Awaiting Filing)	(Dr)
14-May-2021		Administration of vaccine	DATA	, ()
14-May-2021		Administration of vaccine	DATA	()
14-May-2021		OOH report	Kettering Report (Unmatched)	(Dr)
14-May-2021		OOH report	Kettering Report (Unmatched)	(Dr)

2. Screen-grab 2 - The acute Covid 19 prescription separate from the date of procedure.

	05-May-2021 06:34	Inbound Document	Inbound Document
Apr	Comment	GP	
Mar	Medication	COVID-19 Vaccine AstraZeneca (ChAdOx1 S [recombinant]) 5x10,000,000,000 viral particles/0.5ml dose solution for injection multidose vials 0.5 Intramuscular route (qualifier value) dose 0.5 dose	
Feb	Document	Administration of vaccine Notification of Vaccination (05-May-2021)	
	Procedure	Administration of second dose of SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) vaccine (14-Apr-2021) Manufacturer: AstraZeneca, Expiry Date: 2021-07-31, Batch Number: PV46676, Injection site: Left upper arm structure (body structure)	
	23-Apr-2021	Elmwood Medical Practice	BOOMER, Annette (Miss)
	Attached Document	Attachment Lisburn Health Centre Physio discharge 23/04/2021 12:12:01	

Active

Current

Drug / Dosage / Quantity	Usage Current / Average	Last Issue Date / Authoriser	Last Issue Number /
Acute			
A COVID-19 Vaccine AstraZeneca (ChAdOx1 S [recombinant]) 5x10,000,000,000 viral particles/0.5ml dose solution for injection multidose vials (AstraZeneca UK Ltd) 0.5 Intramuscular route (qualifier value) dose, 0.5 dose		05-May-2021 , System User ()	Record For Notes
B CD Pregabalin 25mg capsules One To Be Taken Daily reviewed Jan 21, 28 capsule		09-Apr-2021 MACDONAGH, Donagh (Dr) Print	
C Promethazine hydrochloride 25mg tablets One To Be Taken At Night, 28 tablet		07-May-2021 LOGAN, J (Dr)	Print
D Tamsulosin 400microgram modified-release capsules One To Be Taken Each Day, 84 capsule		10-Feb-2021 HAMILL, John (Mr) Print	
E CD Tramadol 50mg modified-release capsules take one day (reduced dose) , 30 capsule		09-Apr-2021 MACDONAGH, Donagh (Dr) Print	

3. Screen-grab 3 - How to reject messages from Emis Workflow/Document Mgmt

	Completed	Patient	Document Type	Document Title	Sender	Source
	18-May-2021 Warning				ennie (Dr)	
Reports 54,20	18-May-2021				ennie (Dr)	
cine Management 21,1	18-May-2021				ennie (Dr)	
ment Management 0,0	18-May-2021				ennie (Dr)	

If you un-match this document all associated patient data will also be deleted. Are you sure that you want to continue?

Inbound Document Awaiting Filing

, System User ()

Sent: 18-May-2021 06:33

To: LOGAN, J (Dr)

NB be aware that if the Alert Notification of Vaccination is rejected the Covid acute prescription is not and remains on the medication record

4.   Screen-grab 4 - What an Alert looks like in Emis Consultation Mode . Please note the Provisional prefix