Facilitator Checklist

The below checklist is to assist GP IT Facilitators in the implementation of the ETTF Patient Online project.

1st Face to Face Practice Visit		
Detail	**Outcome**	**Support Materials**
Discuss drivers for Online Services	Staff are aware of the high level strategic context for regional online services push	Healthy London Partnership framework, National Information Board
Staff understand Online Services registration process and ID verification	Staff are confident with the governance and delivery of online services to patients	NHS England, NHS Digital, Healthy London Partnership Local CCG Resources
Staff to process registration for online services using a dummy patient	Enables staff to understand and support the patient journey	NHS England, Healthy London Partnership, Clinical System Supplier, Facilitator
Online Services support pack	Extra resource and support to ensure effective service implementation	NHS England, Healthy London Partnership, Local CCG resource
Discuss the benefits and risks of online services	Staff are aware of potential challenges during implementation of Online Services	NHS England, Healthy London Partnership, National Information Board.
Online Services Enabled (Appointment booking, Repeat Prescriptions, Detailed Coded Records) at Practice Level	Practice is meeting GMS/PMS contractual requirements	NHS England, NHS Employers, Healthy London Partnership, Facilitator

Data analysis provided for Online services including: • Appointments available and booked online • Patients with an active online account • Amount of prescriptions ordered online	Practice are aware of their current regional positioning and usage statistics for online services	NHS England, Healthy London Partnership, Facilitator

2nd Face to Face Practice Visit		
Detail	**Outcome**	**Support Materials**
Configuration of local appointment book to meet service requirements • Configure appointment templates with practice manager / appointments clerk to ensure 80% of routine GP appointments are available to book online	Practice is able to offer suitable service levels to ensure maximum engagement with patients.	Clinical System Provider, Healthy London Partnership Facilitator
Discuss local patient engagement methods and resources	Practice can ensure maximum engagement with patients in their service offer.	NHS England, Healthy London Partnership, Local CCG Resources, Clinical System Supplier, Facilitator
Check National Services are being used effectively (EPS, SCR, Gp2Gp, E-Referrals)	Support practices in their digital maturity	NHS England, Healthy London Partnership, Facilitator
Ongoing engagement		
Analysis of monthly Patient Online Data fed back to practices	Numerical data will confirm suitable service levels being offered and where improvements need to be implemented and tracked.	NHS England, Facilitator
Re-visit any practices that need extra support / training	Ensure practice is offering the highest level of online service possible ensure maximum engagement with patients.	NHS England, Local CCG, Clinical System Supplier, Facilitator
Facilitators to follow up initial visit to identify knowledge gaps or process improvements and support as required.	Where knowledge/process gaps are identified these will be raised with the practice for discussion and rectification.	HSCIC SCR Central team to offer support and guidance as necessary.

Facilitators to provide monthly progress report to Project team.	Ensure effective stakeholder engagement and outcomes are on track.	Facilitators