



Service Interruption Communications

This document outlines askmyGPs actions and communications with practices during service interruption events. While linked to the technical activity to restore normal function, it relates primarily to managing the event and communication with practices.

Messages will be given via the Slack Usergroup, on-screen system 'news' and email.

Note: System news messages are unusable if the service is totally inaccessible to surgeries.

Thresholds for updates

Updates regarding the system status will be provided at the following thresholds: 10 mins, 30mins, 2hrs (and 2-hourly intervals thereafter)

10 mins (or sooner if incident escalates).

General issues - We will issue a short message to users via the Usergroup and system message.

Major issues -We will issue a short message to all users via the Usergroup, system message (if possible) and email.

General issues are those affecting some users, or all users to a minor extent. Typical advice will relate to a minor service interruption (or system slowness) while remedial steps are taken by askmyGP (e.g. fix a bug and restart).

Major issues affect several or all practices to a greater extent and cases where we advise the use of a Business Continuity plan. Further details on a suggested incident management approach are set out below.

In both cases, patient access would be switched off at affected sites and a suitable (pre-written) message added to the patient interface. e.g. "Sorry, the askmyGP system is temporarily unavailable, please try later. Call your practice if your needs are urgent". These steps would be performed by either the practice themselves, or askmyGP depending on the system availability to practices.

(not later than) 30 mins

Further messages (see routes above) to provide an indication of likely duration and cause of the service interruption (if known) and clarify that we will update when more is known, or at 2 hrs, whichever comes first.

2 hours (not later than), and at 2h intervals thereafter

Update as appropriate, even if it is to say that we are still working on it.

When resolved.

- askmyGP: Check stability of service before proceeding
- Consider phased notification to users, to manage load
- Advise users (Usergroup, system message, email) (what steps are needed– restart/refresh browsers, etc) – reinstating service 'too early' can be detrimental.
- Practices: Turn patient interface on and remove patient message.



- askmyGP: Explain what the problem was and what we will do about it (later)

Business Continuity for Practices

If askmyGP is unavailable (for whatever reason), the notes below are intended to assist practices to manage incoming demand for the duration of the service interruption.

askmyGP on paper uses simple templates to gather the same details you'd collect via patient requests. We recommend having enough forms ready for 2 hrs demand – we can help you calculate likely volumes.

askmyGP 'offline'

1. Set a system message to advise patients that the service is unavailable (If the service is not currently available to the practice, we can do this on your behalf).
2. Be ready for increased telephone demand.
3. Take details by phone, fill in and assign by handing to the most appropriate staff member
4. Clinicians triage on paper – add notes for desired bookings/actions.
5. Once the service interruption has resolved the surgery can scan the completed form into the practice clinical system (I.e EMIS, Systmone, Vision etc) No need to re key unless they want to.



askmyGP Offline Mode

Use this form to collect patient requests in the same way as you would using 'Start QA' within askmyGP:

<u>Patient details</u>			
Surname	Forename	DoB	Self/Proxy
Contact Number			
Is this problem (circle one):	new	existing	other question
Summary of issue:			
Preferred Clinician?			
How long have you had this problem?			
Please describe your symptoms and any idea of the cause. What are your concerns today? How would you like us to help?			
continue overleaf if needed			
Preferred resolution (circle one)	Phone	face to face	other
Preferred time to contact?			

Once patient details are gathered hand this form to the sorter, who will assign to an appropriate member of staff

Assigned to	Time

Actions by assigned staff member: