Release Update - 61

Introduction

This document is intended for NHS users of Engage Consult. It explains the changes that we are making in this release and how it impacts you and your patients. This is intentionally a summary document - if there's anything you'd like more information about, please get in touch.

Release Window

Wednesday 10th February 12.30 - 13.30. We're pleased to confirm that there will be no disruption to services during this release window
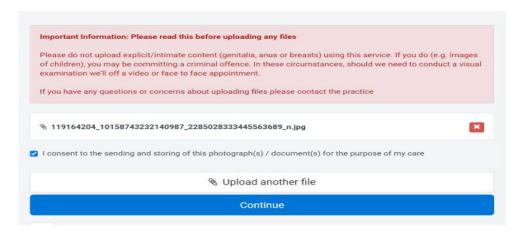
Improvements

Managing Sensitive Images

In line with the current guidance around Sensitive Images, we have included a number of enhancements which will be available to staff using the Engage client and patients:

As a Patient

Patients will now be prompted to provide consent for the storing of images and or documents, this will be for both admin and medical requests.

Staff using the Engage client

Once the patient has provided consent and sent the request, this is the view you will be presented with in the Engage client.

Should staff identify a message that has an attached image or document which they deem inappropriate they now have the functionality to remove it and therefore not attach to the patient record alongside the PDF. For audit purposes, you will be prompted to provide a reason and notes will be added to the request indicating that the attachment was removed, by who, and when.
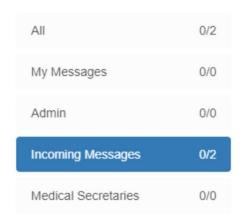

Changing the Sort Order of Messages

To help manage the priorities within your message inbox, we have added in the functionality to change the order in which these are displayed, all you have to do is click on the drop down menu displayed on the EncompassLT home page and you will be presented with the option to select the order in which you want your requests to be displayed, either newest or oldest first.

Message Counts

You told us that it would be very helpful to see how many unread messages you have when you're using the Engage client. This is now displayed in your message view and shows the total number of unread and overall total within all groups or colleagues that you are covering.

All	0/2
My Messages	0/0
Admin	0/0
Incoming Messages	**0/2**
Medical Secretaries	0/0

Just in case you missed it......

We are delighted to announce that we have released an update to Engage Consult which will allow patients to login to Engage Consult using their NHS Login (click here for confirmation of our partnership status with NHS Login). The main benefits of this are that:

- Patients won't need to create a seperate account for Engage Consult. This will make it easier for those patients that use NHS Login to use Engage Consult.
- NHS Login uses a robust verification process so practices can be confident that it's definitely the patient's account.
- Practices won't need to match or verify patients that use their NHS login to access Engage Consult, as this process has already been completed by the NHS.

When patients arrive at the Login page for Engage Consult there will be an extra button to use NHS Login. All they need to do is to click on that button and provide their NHS Login and password. If they already have an Engage Consult account it'll link the two accounts; if they haven't used Engage Consult before a new account will be created and linked to their NHS Login details