

Receiving GP letters from GSTT and Kings

Tip Sheet for DOCMAN 10 - EMIS workflow

Contents

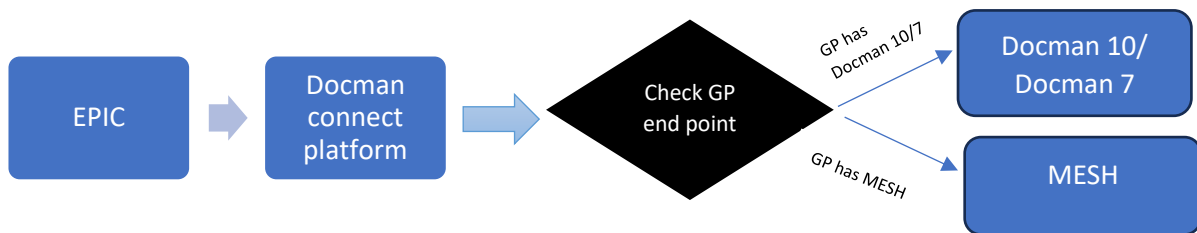
Background	2
GP letters received in DOCMAN 10.....	2
When GP clicks Reject Document in DOCMAN 10 to reject letters received from the Trust.....	4
For any errors if GP letters are not sent to Docman10/7	5

Background

Starting from October 5th, there will be changes in how GSTT and Kings communicate with GP practices using different document management systems:

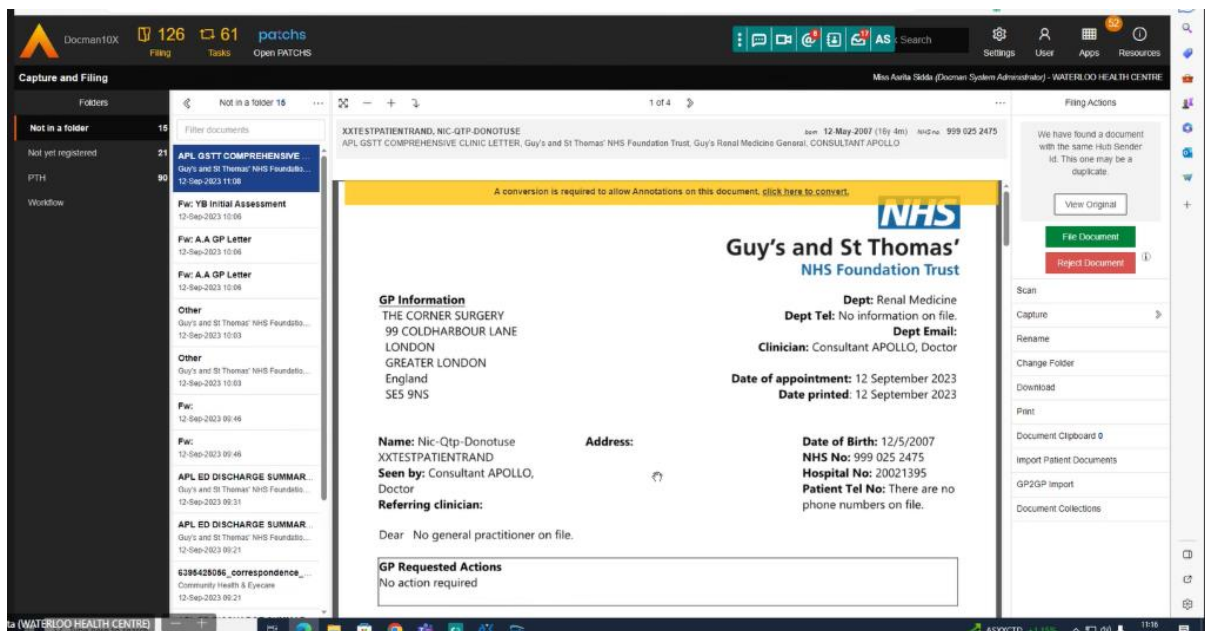
- If your GP practice is currently using Docman 7 or Docman 10, you will receive letters directly into your Docman system from the Trust.
- For practices using MESH, you will receive letters through the MESH EMIS workflow.

We strongly recommend that all practices make use of this document to review and update local document filing processes. This document contain important information to ensure a smooth transition and compliance with the GP letters transmission.

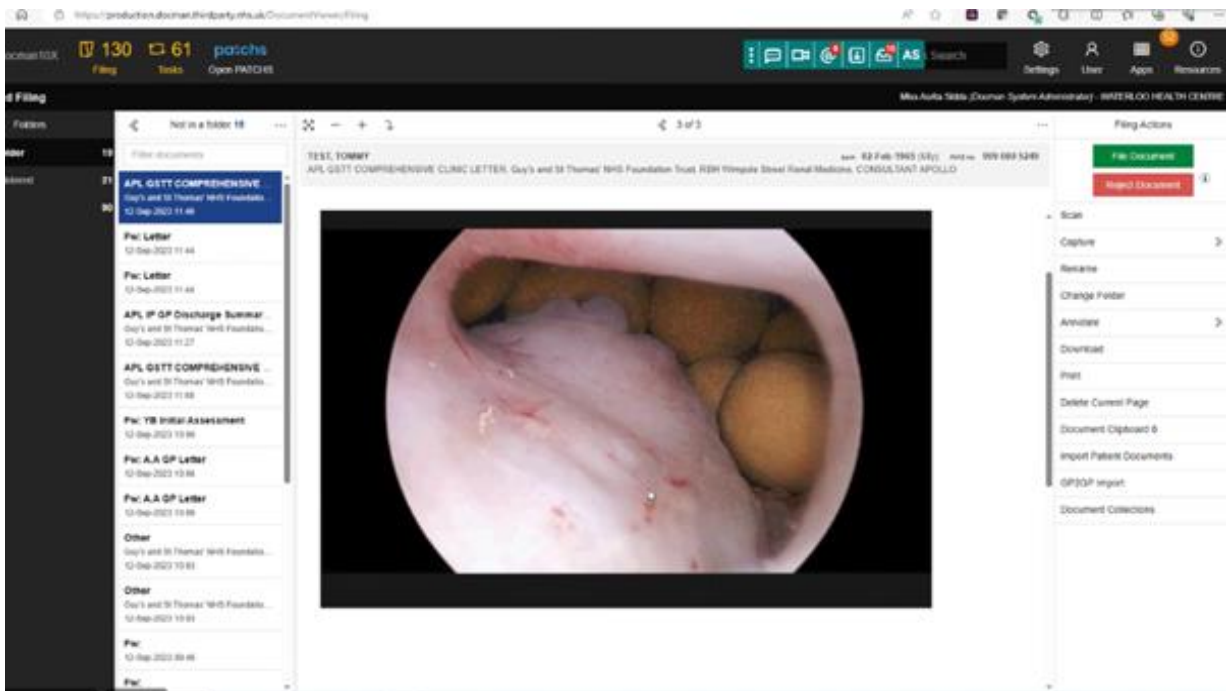
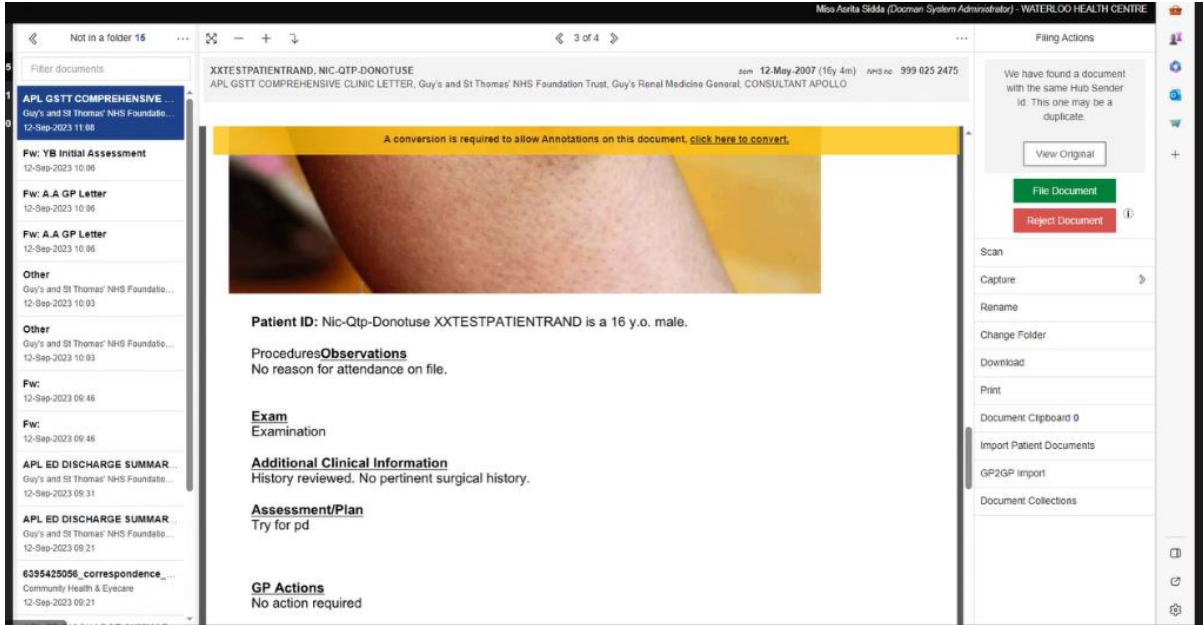


GP letters received in DOCMAN 10

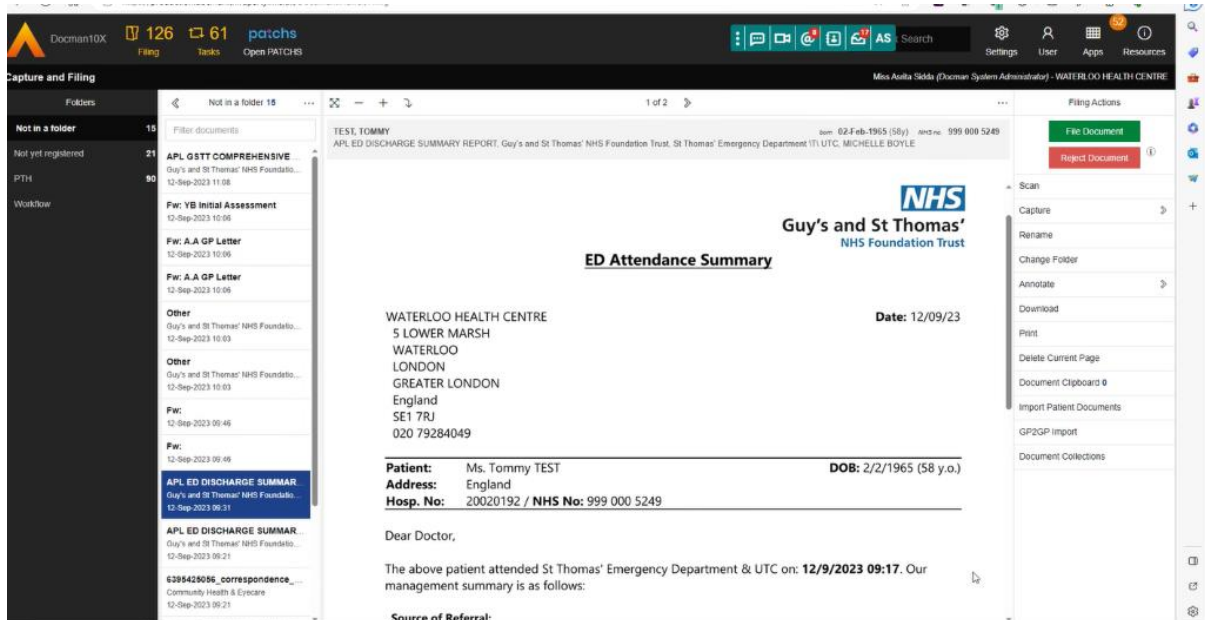
- The following screenshot shows how the GP information will be available via Docman 10



- The following two screenshots show how the GP information will be available via Docman 10

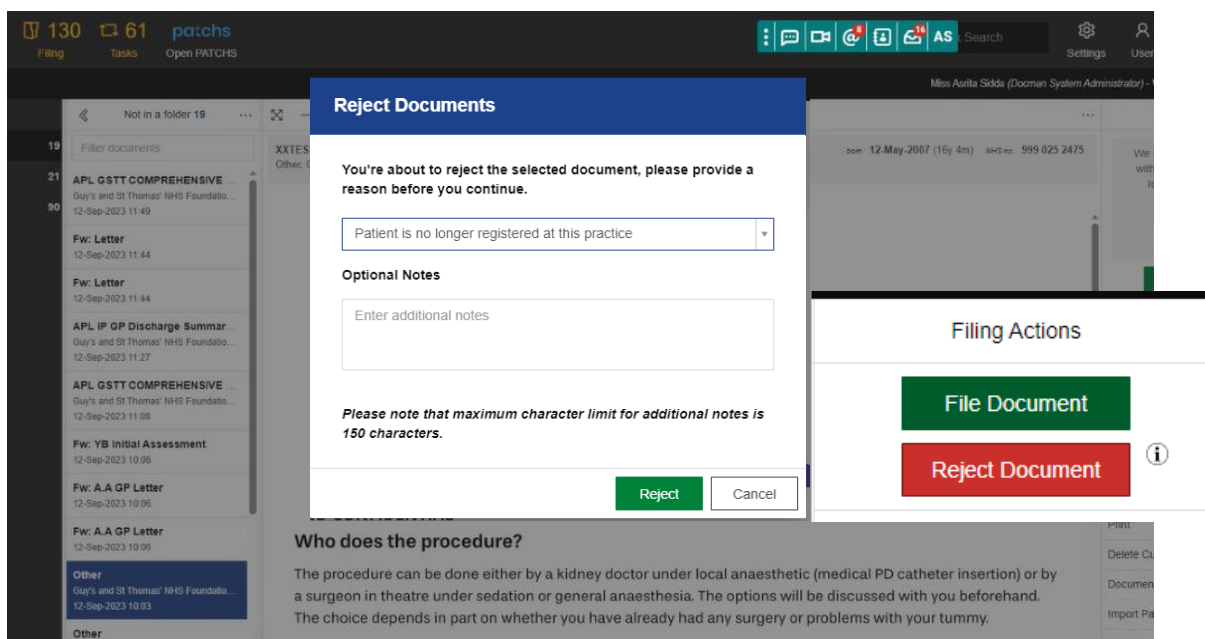


- The following screenshot shows how the ED Attendance Summary will be visible via Docman 10



When GP clicks Reject Document in DOCMAN 10 to reject letters received from the Trust

- This will raise an error message via DOCMAN CONNECT and Trusts will act accordingly.
- This has been tested in the test environment and worked as expected.



For any errors if GP letters are not sent to Docman10/7

- If files are not sent to Docman 10/7, due to any errors, the Trusts will receive a failed delivery error notification and will take the responsibilities of the letters to be sent out via post.
- The letters will be available via London Care Record
- If you find a letter available in London Care Record but not available via Docman 10/7, please raise a helpdesk ticket with ICT via Halo [Self-Service Portal - Login \(haloitsm.com\)](https://haloitsm.com)