

# Guide To accuRx Fleming

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# Background – What is It?

- Free NHS application that facilitates both video calling from laptop, video enabled desktop or phone
- Many of you will have used it already in daytime practice
- Shropdoc uses a standalone version i.e. not tied to EMIS, Vision etc
- So requires search for patient using demographics and information contained within Adastra or EMIS

# Purpose

- The purpose of the presentation is to guide users to the registration process screens
- And the methodology to find a patient and initiate a video call or send a text message
  - e.g. containing a link to PHE guidance on home isolation
  - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

# Important

- Don't use Edge as your browser – it doesn't work well
- Use Chrome or Explorer

# fleming.accurx.com/login

accuRx.

Help

## Welcome to accuRx Fleming

accuRx Fleming allows you to have video consultations with your patients and send them text messages.

Click, “continue with NHSmail”

Continue with:

**NHS** NHSmail (nhs.net)

✓ This is the quickest and easiest way to get access

OR

nhs.uk email

Only use this option if you don't have an @nhs.net email

Key features

- Video consultations
- SMS a patient

Did you know?

- ✓ We're NHS Digital accredited
- ✓ Trusted by over half of all GP Practices

17:57 06/04/2020

# Log-in Using Your .nhs net Email

Sign In

fs.nhs.net/adfs/oauth2/authorize/?client\_id=a95d0293-8ec9-4920-ae1d-0a8d27888e2&redirect\_uri=https%3A%2F%2Ffleming.accurx.com%2Ffoath%2Fcallback&response\_type=code&scope=openid%20profile&code\_challenge=6\_QcJchvyleV\_ViRONmY8LtcJWw...

Apps Improvement Acad... New Tab ClassTools.net Inter... Shropdoc VPN The end of the 'per... GPTools diary Chelmarsh Sailing C... GPTools diary BMJ BMJ Learning Challenge on deme... Search Results - (e... NHS Wales Shared... Make your own Ge...

**NHS**

Sign in with your NHSmail account

simon.chapple@nhs.net

\*\*\*\*\*

**Sign in**

This is a private computer

Unlock Account or Forgotten Password? [Click here.](#)

Home Help

09:53 07/04/2020

# Home Screen

The screenshot shows a web browser window with the URL `fleming.accrx.com/select-product`. The page header is teal and contains the `accuRx.` logo, a `Delivery Receipts` link, a `Help` link, and two dropdown menus for `8GP62` and `Simon CHAPPLE`. The main content area is light grey and features a header for `8GP62`. Below this, there are two white boxes: one for `Video Consultation` (with a video camera icon) and one for `SMS` (with a paper plane icon). A blue arrow points from the text below to a notification box within the `Video Consultation` area that reads `Compatibility checks complete` and `✓ All systems go`. To the right of these boxes, there is a large text block: `Here you get to choose video or SMS – but on first use there’s a couple of things to set up first`. At the bottom right of the page, there is a teal circular chat icon. The Windows taskbar is visible at the bottom of the screen, showing various application icons and the system tray with the time `09:54` and date `07/04/2020`.

First time you log in with a new device this area here will 'cycle' as the system checks the compatibility of your IT

# Join an Organisation

The screenshot shows the accuRx web application interface. The browser address bar displays the URL `fleming.accuRx.com/select-product`. The application header includes the accuRx logo, navigation links for "Delivery Receipts" and "Help", and a user profile dropdown menu for "8GP62" and "Simon CHAPPLE". The dropdown menu is open, showing the user name "8GP62" and a blue link labeled "Join an organisation". A blue arrow points from the text "Click, 'join an organisation'" to this link. The main content area features a "8GP62" header, a "Video Consultation" button, an "SMS" button, and a "Compatibility checks complete" status box with a checkmark and the text "All systems go". The Windows taskbar at the bottom shows various application icons and the system clock indicating 09:56 on 07/04/2020.

Click, "join an organisation"



# Finding Your Organisation

The screenshot shows a web browser window with the URL `fleming.accuRx.com/join-organisation`. The page header includes the `accuRx` logo and navigation links for `Delivery Receipts`, `Help`, `8GP62`, and `Simon CHAPPLE`. The main content area contains the following text and form fields:

If you think you should be a member of another organisation please submit the details below

[Check the details for your organisation here](#)

Organisation Name  
e.g. Village Surgery

Organisation Postcode  
e.g. N1 5AA

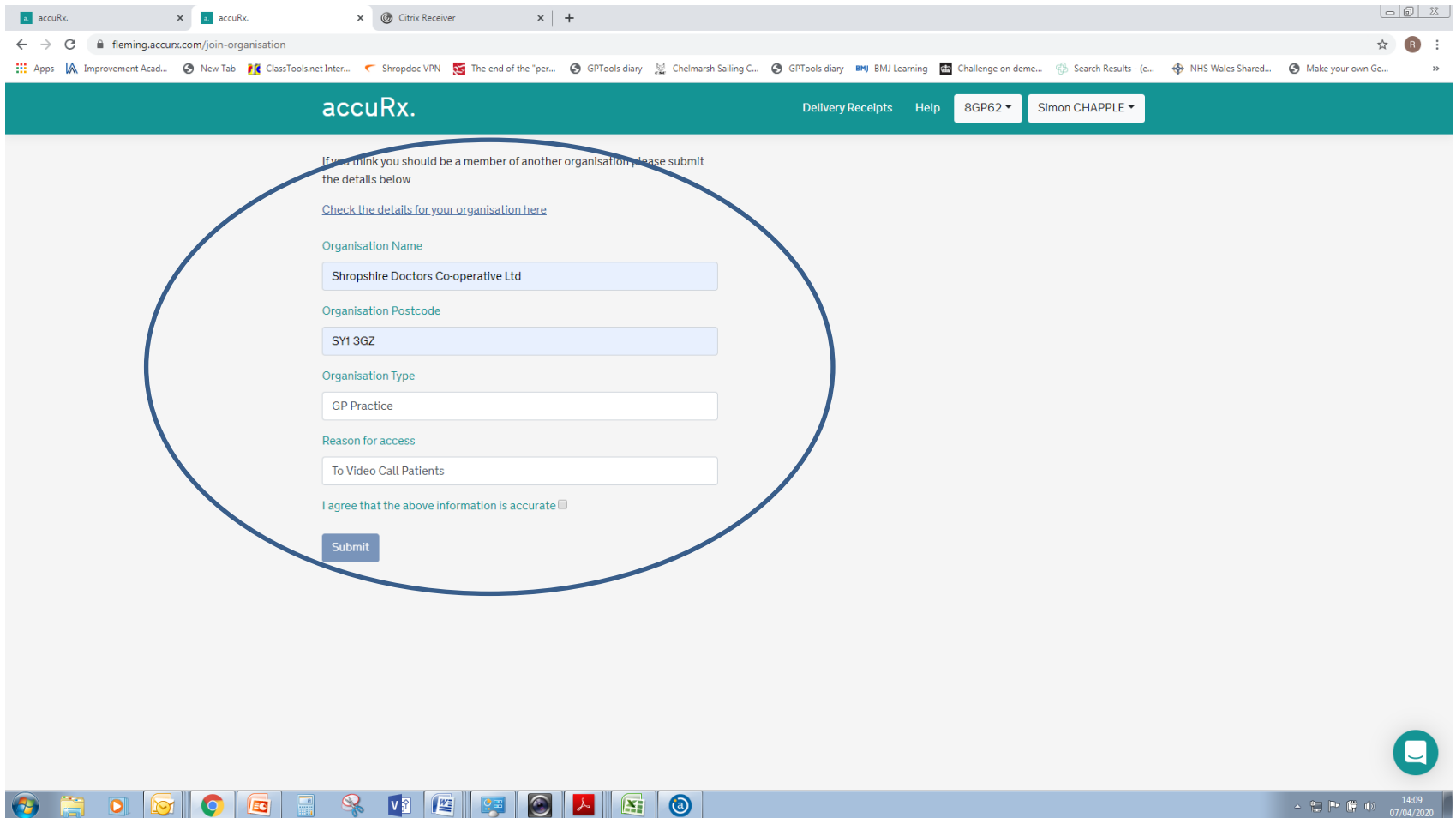
Organisation Type  
e.g. GP Practice

Reason for access  
e.g. to video call our patients

I agree that the above information is accurate

A blue arrow points from the text `Ignore This` to the link `Check the details for your organisation here`. The Windows taskbar at the bottom shows the date `07/04/2020` and time `09:58`.

# Complete Details and Press Submit



The screenshot shows a web browser window with the URL [fleming.accuRx.com/join-organisation](https://fleming.accuRx.com/join-organisation). The page header includes the accuRx logo, navigation links for "Delivery Receipts" and "Help", and user information for "8GP62" and "Simon CHAPPLE".

The main content area contains the following text and form fields:

- Text: "If you think you should be a member of another organisation, please submit the details below"
- Text: "[Check the details for your organisation here](#)"
- Text: "Organisation Name" followed by a text input field containing "Shropshire Doctors Co-operative Ltd"
- Text: "Organisation Postcode" followed by a text input field containing "SY1 3GZ"
- Text: "Organisation Type" followed by a text input field containing "GP Practice"
- Text: "Reason for access" followed by a text input field containing "To Video Call Patients"
- Text: "I agree that the above information is accurate" with a checked checkbox
- Text: "Submit" button

A blue circle highlights the entire form area. The Windows taskbar at the bottom shows the time as 14:09 on 07/04/2020.

# Only Submit Your Details Once

accuRx. Delivery Receipts Help 8GP62 Simon CHAPPLE

If you think you should be a member of another organisation please submit the details below

[Check the details for your organisation here](#)

Organisation Name  
Shropshire Doctors Co-operative Ltd

Organisation Postcode  
SY1 3GZ

Organisation Type  
GMP

Reason for access  
Video Call to Patients

Thanks! We'll get back to you within 24 hours. Please don't submit the same organisation request twice 😊

[Take me back](#)

Note the little message here. In less than 24hours you'll see Shropdoc appear up here next to your log-in code

# Next Time You Log-in You'll See Shropdoc Attached to Your Profile

The screenshot shows a web browser window with the URL `fleming.accuRx.com/join-organisation`. The page header includes the `accuRx` logo, navigation links for `Delivery Receipts` and `Help`, and user information for `8GP62` and `Simon CHAPPLE`. The main content area contains a form for joining an organization. The form fields are as follows:

- Organisation Name:** Shropshire Doctors Co-operative Ltd
- Organisation Postcode:** SY1 3GZ
- Organisation Type:** GP Practice
- Reason for access:** To Video Call Patients

Below the form, there is a checkbox for `I agree that the above information is accurate` and a `Submit` button. A dropdown menu is open, showing the selected organization `8GP62` and `SHROPSHIRE DOCTORS CO-OPERATIVE LTD`, with a `Join an organisation` link. A blue arrow points to the dropdown menu.

# Next Steps

- You'll now see a series of slides taking you through selecting a patient and initiating a video call

# Searching For Patient

accuRx.

Delivery Receipts Help 8GP62 Simon CHAPPLE

## Search for a patient

To find a patient you need their NHS number and date of birth.

**NHS number**

**Date of Birth (dd/mm/yyyy)**

|    |    |      |
|----|----|------|
| DD | MM | YYYY |
|----|----|------|

Go Back Search for patient

Enter NHS number of patient and their DOB or 777-777-7777 and 1.2.2007 for a dummy patient

14:07 07/04/2020

# Dummy Patient Look Up

accuRx. Delivery Receipts Help 8GP62 Simon CHAPPLE

## Search for a patient

To find a patient you need their NHS number and date of birth.

**NHS number**

**Date of Birth (dd/mm/yyyy)**

|   |   |      |
|---|---|------|
| 1 | 2 | 1990 |
|---|---|------|

[Go Back](#) [Search for patient](#)

14:05 07/04/2020

# Press Confirm

The screenshot shows a web browser window with the URL `fleming.accuRx.com/search-for-patient`. The page header includes the `accuRx` logo, navigation links for `Delivery Receipts` and `Help`, and user selection dropdowns for `8GP62` and `Simon CHAPPLE`. The main content area is titled `Confirm patient` and contains the text `Your message will be sent to this patient`. Below this is a grey box with the following patient information:

- Patient: PATIENT, Example
- Born: 20-Oct-2017 (2y)
- Gender: Not Specified
- NHS No: 777 777 7777
- Mobile No: Unknown

At the bottom of the content area are two buttons: `Go back` and `Confirm Patient`. The browser's taskbar at the bottom shows various application icons and a system tray with the time `14:05` and date `07/04/2020`.



# Compose Your SMS or Choose Template

The screenshot displays the 'Compose SMS Message' interface on the accuRx website. The browser tabs include 'accuRx', 'Citrix Receiver', and 'fleming.accuRx.com/send-message'. The page header features the 'accuRx' logo, 'Delivery Receipts', 'Help', and user information for '8GP62' and 'Simon CHAPPLE'.

**Compose SMS Message**

**Selected patient**

|                           |                        |                       |                      |
|---------------------------|------------------------|-----------------------|----------------------|
| Patient: PATIENT, Example | Born: 20-Oct-2017 (2y) | Gender: Not Specified | NHS No: 777 777 7777 |
|---------------------------|------------------------|-----------------------|----------------------|

**Mobile number**

012345792

**Message Templates**

Appointment Coronavirus Update < \*Templates here\*

**Message text**

Hi Example,

Please do not attend your appointment if you feel unwell or have been in contact with anyone with the following symptoms: fever, cough, headache, upset stomach. These symptoms can spread quickly in hospitals, putting patients at risk. You need to be free from all symptoms before attending your appointment.

To get the most up-to date advice regarding coronavirus, please read here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Thanks,  
Simon CHAPPLE  
8GP62

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Go Back Send text message

Windows taskbar at the bottom shows the time as 14:06 on 07/04/2020.

# To Start a Video

- Click video on the start screen
- Choose patient
- Enter their mobile number
- Press, “send video consultation invite” (next slide)

# Video Consultation SMS

The screenshot shows a web browser window with the URL `fleming.accuRx.com/send-message`. The page title is "Video Consultation Invitation". The header includes the "accuRx" logo, "Delivery Receipts", "Help", and dropdown menus for "8GP62" and "Simon CHAPPLE".

**Selected patient**

|                           |                        |                       |                      |
|---------------------------|------------------------|-----------------------|----------------------|
| Patient: PATIENT, Example | Born: 20-Oct-2017 (2y) | Gender: Not Specified | NHS No: 777 777 7777 |
|---------------------------|------------------------|-----------------------|----------------------|

**Mobile number**

**Message text**

Hi Example,

I'm ready to start our video consultation. Click the link below to join and wait for me to connect.

Thanks,  
Simon [CHAPPLE](#)

Please click the link to begin: [link with appear here]  
8GP62

361

[Go Back](#) [Send video consultation invite](#)

Windows taskbar at the bottom shows various application icons and the system clock displays 14:18 on 07/04/2020.

# Screen Message Your End

The screenshot shows a web browser window with the URL `fleming.accuRx.com/video-confirmation`. The page header includes the `accuRx` logo, navigation links for `Delivery Receipts` and `Help`, and user information for `8GP62` and `Simon CHAPPLE`. The main content area displays a success message: `Your invitation has been successfully sent!`. Below this, there are two columns of information. The left column, titled `PATIENT, Example`, lists patient details: `NHS No 777777777`, `Age 20-Oct-2017 (2y)`, `Gender Not Specified`, and `Mobile No XXXXXXXX791`. The right column, titled `Patient's Progress`, shows a list of events: `✓ Message sent 14:21 on 07/04/2020`, `✓ Message received 14:21 on 07/04/2020`, `... Waiting for patient to open video link`, and `... Waiting for patient to set up device`. At the bottom of the main content area, there are two buttons: `Message a new patient` and `Open video consultation`. A blue arrow points to the `Open video consultation` button, with the text `Click, "Open video consultation"` below it. The Windows taskbar is visible at the bottom of the screen, showing various application icons and the system clock displaying `14:22 07/04/2020`.

accuRx. Delivery Receipts Help 8GP62 Simon CHAPPLE

Your invitation has been successfully sent!

**PATIENT, Example**  
NHS No  
777777777  
Age  
20-Oct-2017 (2y)  
Gender  
Not Specified  
Mobile No  
XXXXXXXX791

Message a new patient

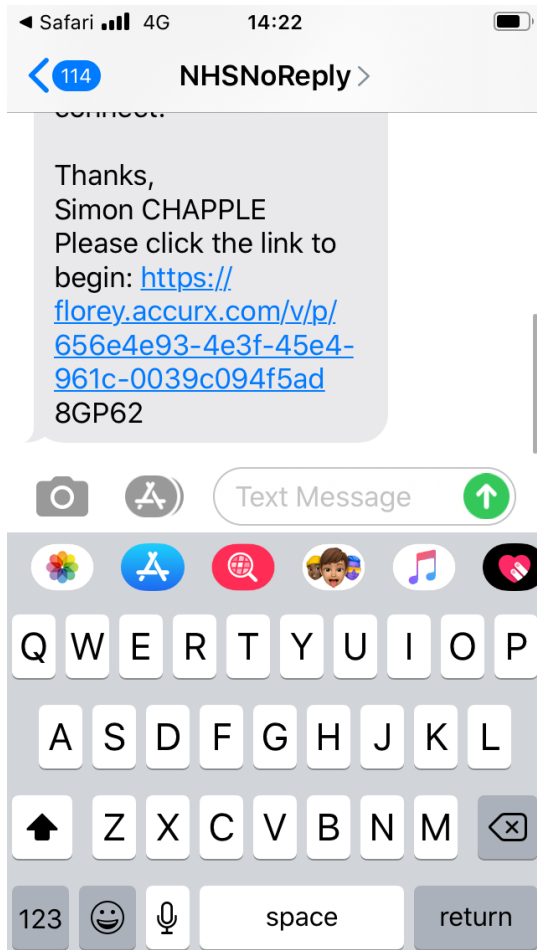
**Patient's Progress**  
✓ Message sent  
14:21 on 07/04/2020  
✓ Message received  
14:21 on 07/04/2020  
... Waiting for patient to open video link  
... Waiting for patient to set up device

Open video consultation

Click, "Open video consultation"

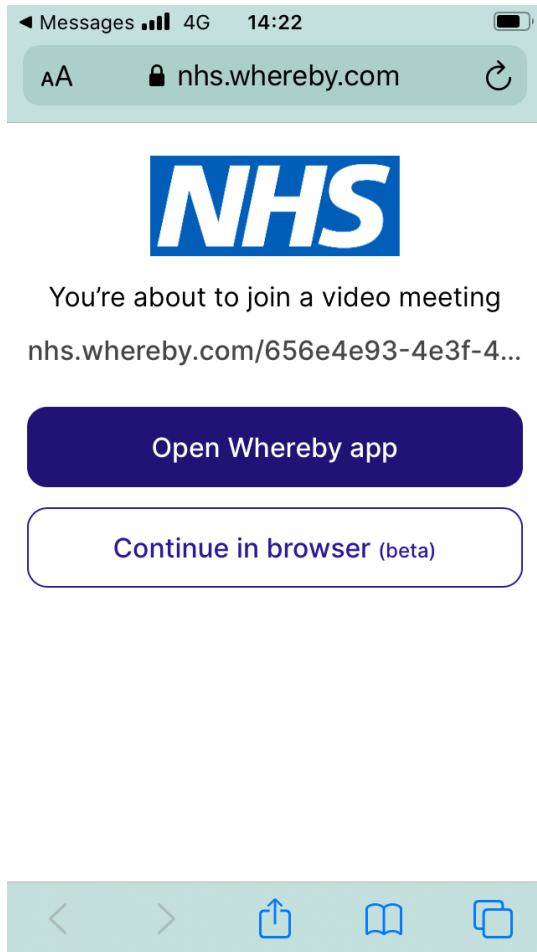
14:22 07/04/2020

# At The Patient's End



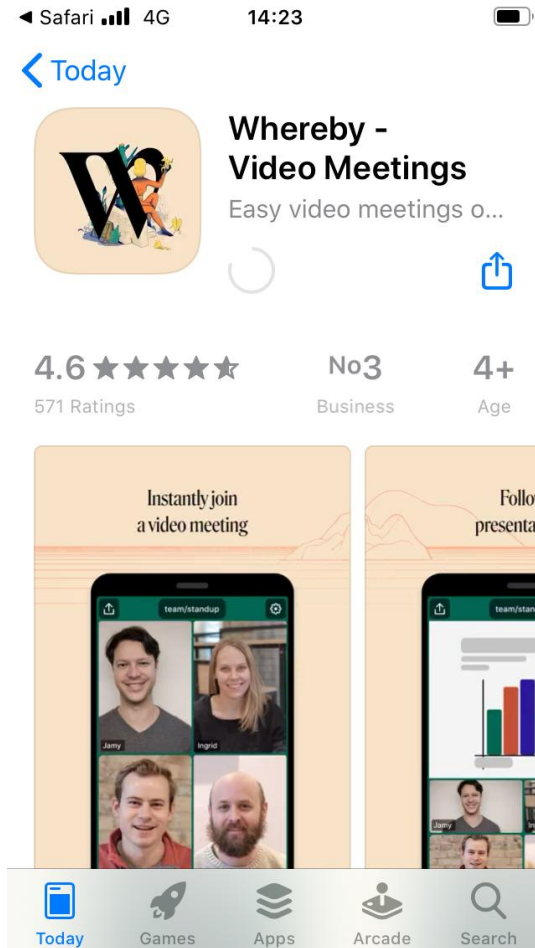
- Patient receives text message with link
- Click link

# At The Patient's End

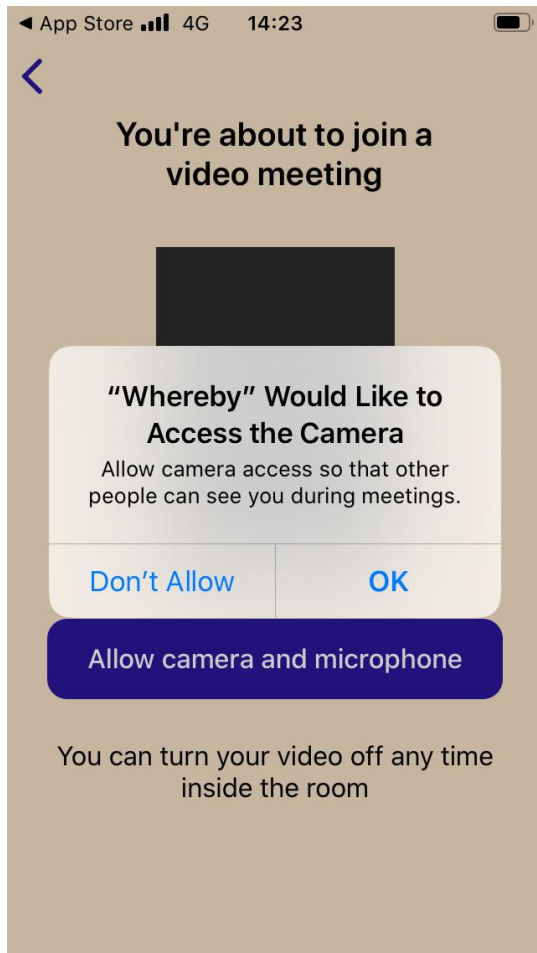


- Choose 'Whereby app' or Browser
- I chose Whereby and it downloaded v quickly from the app store

# At The Patient's End



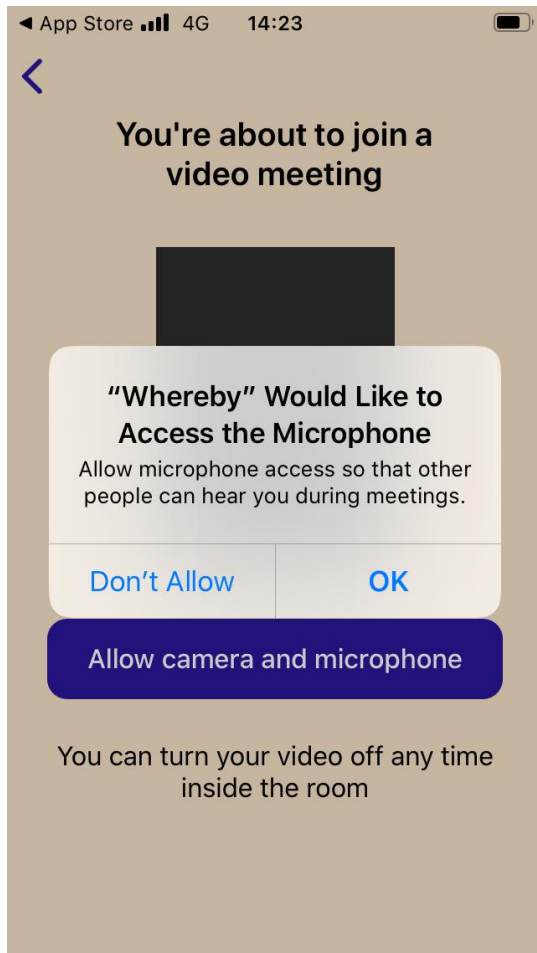
# At The Patient's End



- Click OK to allow access to camera

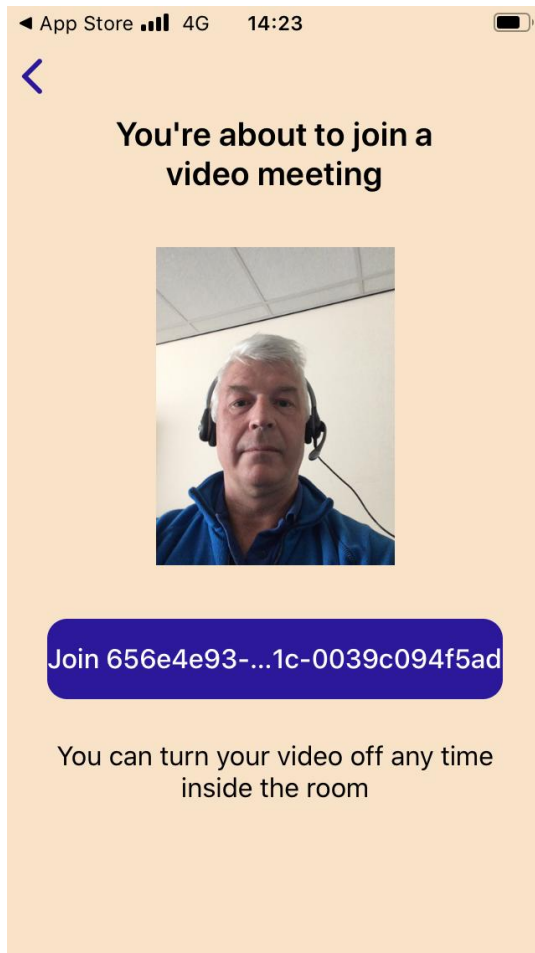


# At The Patient's End

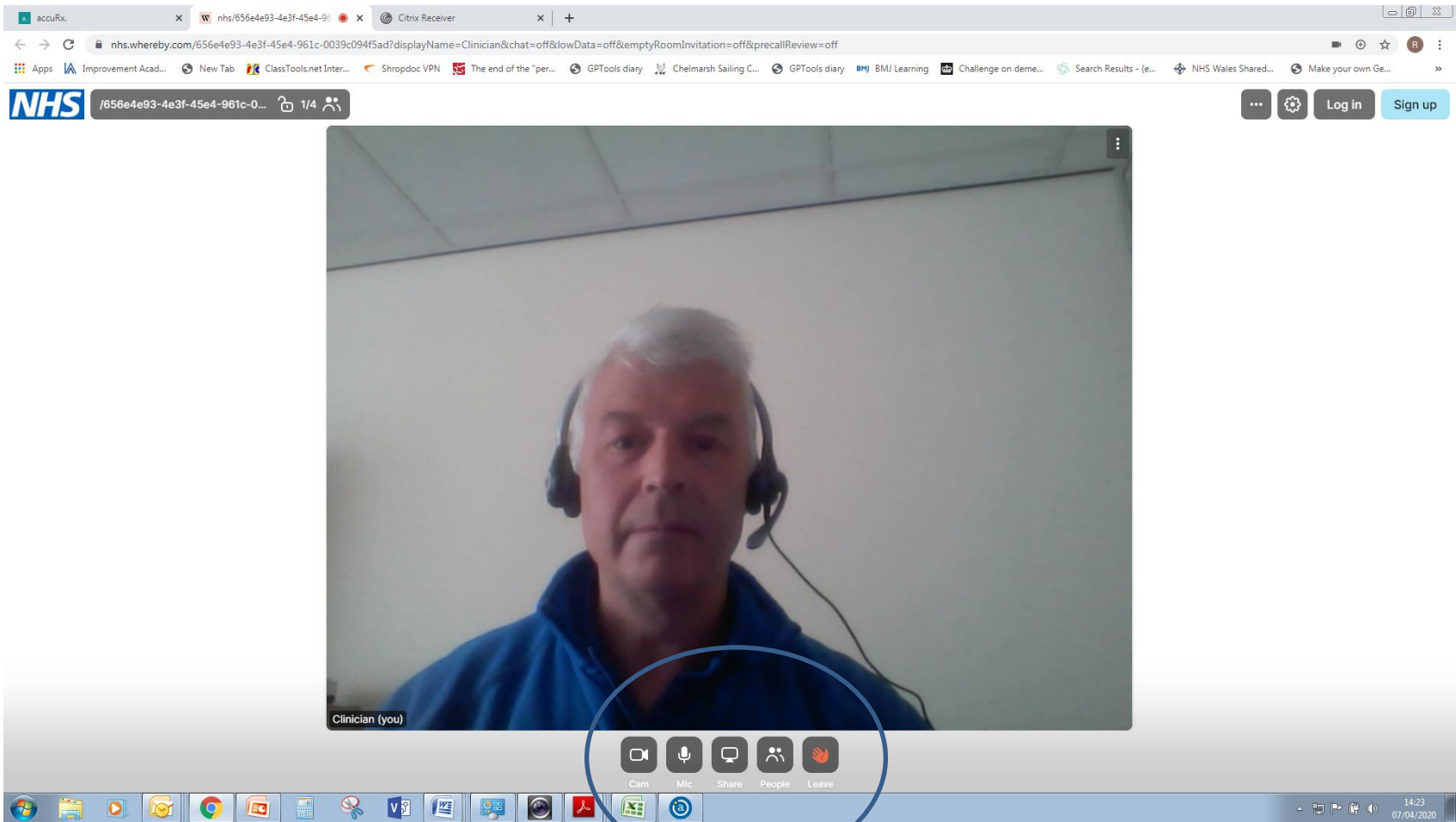


- And again for the microphone

# Easy as that!



# Easy As That – Your End



← More controls here

# On to the next patient

The screenshot shows the accuRx web application interface. At the top, there is a teal header with the accuRx logo on the left, and navigation links for "Delivery Receipts", "Help", and user selection dropdowns for "8GP62" and "Simon CHAPPLE". The main content area features a teal heading: "Your invitation has been successfully sent!".

Below the heading, there are two columns of information:

- PATIENT, Example**
  - NHS No: 777777777
  - Age: 20-Oct-2017 (2y)
  - Gender: Not Specified
  - Mobile No: XXXXXXXX791
- Patient's Progress**
  - ✓ Message sent: 14:21 on 07/04/2020
  - ✓ Message received: 14:21 on 07/04/2020
  - ✓ Opened video link: 14:22 on 07/04/2020
  - ✓ Setting up device: 14:22 on 07/04/2020

At the bottom of the main content area, there are two buttons: "Message a new patient" (highlighted with a blue circle) and "Open video consultation".

The browser's address bar shows the URL "fleming.accuRx.com/video-confirmation". The Windows taskbar at the bottom includes icons for various applications and the system clock showing "14:25 07/04/2020".

# Notes

- If at Longbow – use the headset and recorded line and just use the phone for video unless the patient is also using their mobile phone their end to speak, in which case probably best to use you own phone
- Your number will not show at the patients end
- Remember to record the fact of a video consultation in the medical record

# Questions

- [james.hall@shropdoc.nhs.uk](mailto:james.hall@shropdoc.nhs.uk)