



myGP 4.1.1 Guide

Release date 24th November 2017

What is myGP?

myGP is an extension to iPLATO's ***Patient Care Messaging*** software, which is FREE for patients and practices to use.

Patients will only be able to use the myGP app if they are registered at a practice that uses PCM.

Patients can download myGP from www.mygp.io/app or can find it in the App store and Google play store.



myGP Functionality

**Authentication
/ Onboarding**



Appointments



**Health
Network**



**Medication reminders
&
Insights**



Health Tracking Tools



**Medical record &
prescriptions access**



Data Sharing



Settings

myGP Sections



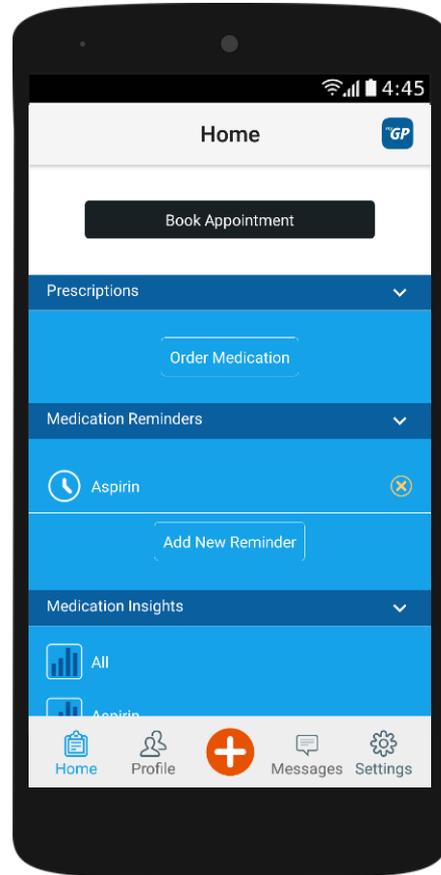
Home

- Appointment booking
- Prescriptions
- Medication reminders
- Medication Insights
- Weight graph
- Blood pressure graph



Profile

- Appointment history
- My details
- Medical records
- My dependants and carers
- My surgery



Messages

- Inbox



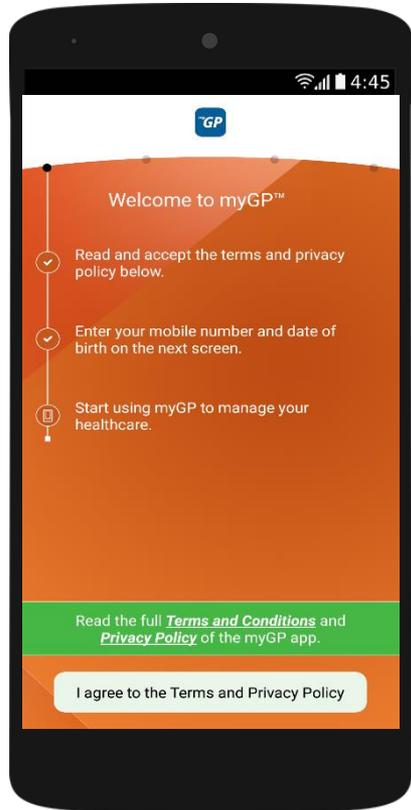
Settings

- Unit change
- Pin reset
- What's new
- Help
- Send feedback
- Terms & conditions
- Data protection
- Privacy policy
- Disconnect

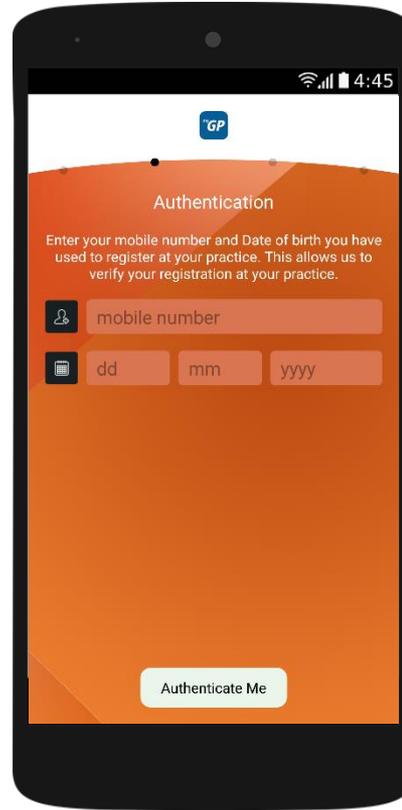


Authentication and Onboarding

Authentication and Onboarding

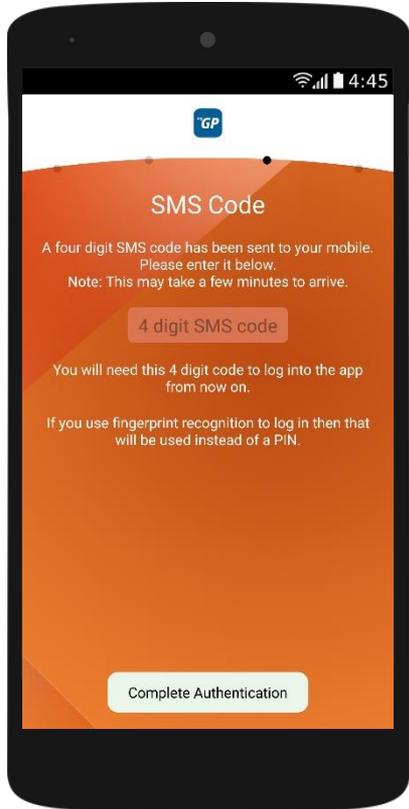


The welcome page with **Terms & Conditions and Privacy Policy**. To continue the patient must agree to the terms



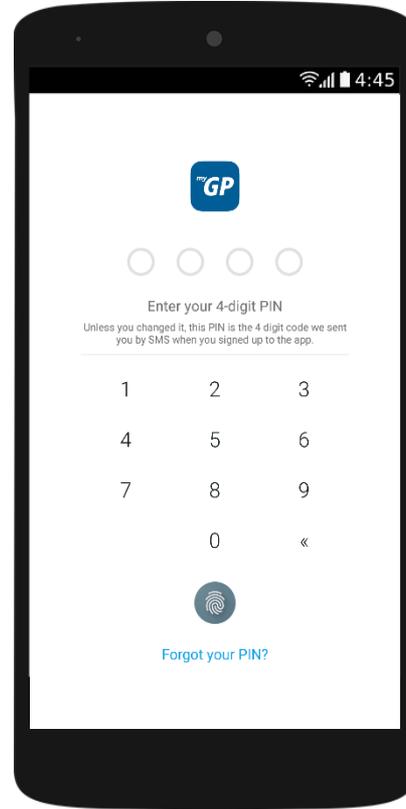
Authentication uses the **Mobile number & Date of birth** used when registered at practice

Authentication and Onboarding



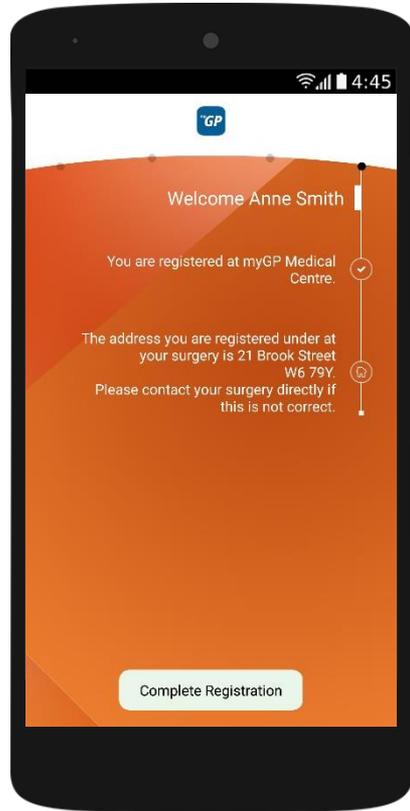
Patient needs to enter a 4 digit code which will be received as a text message to the mobile phone.

Select 'Complete Authentication'



To Enter into the app the patient will need to enter the 4 digit pin again or can use their fingerprint/touch id.

Authentication and Onboarding

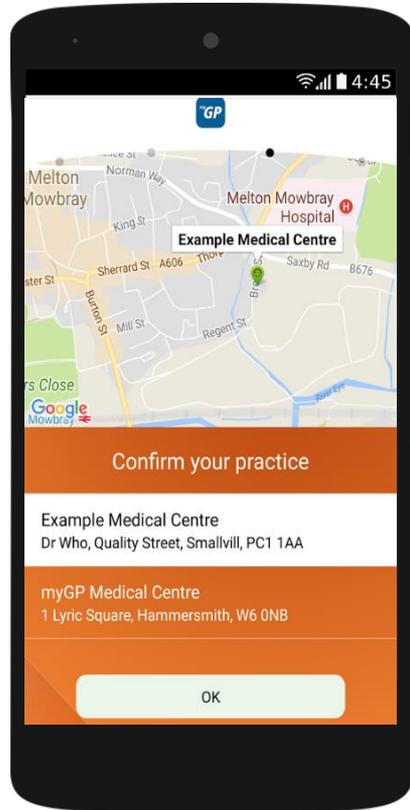


You will see welcome text and information identifying the practice the patient is registered at.

The patient's address is also picked up according to what is registered with the practice clinical system.

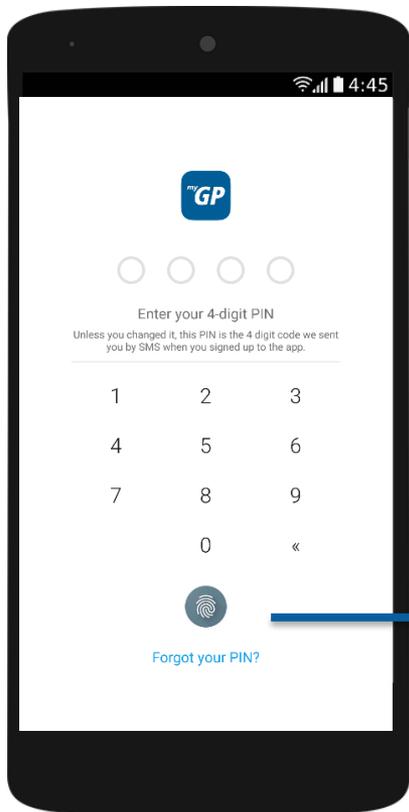
This information cannot be amended within the App. The patient will have to contact the surgery if this is incorrect.

Authentication and Onboarding



If a patient is identified as being registered at more than one practice, the patient will be asked to confirm which GP practice they want to be associated with.

Authentication and Onboarding

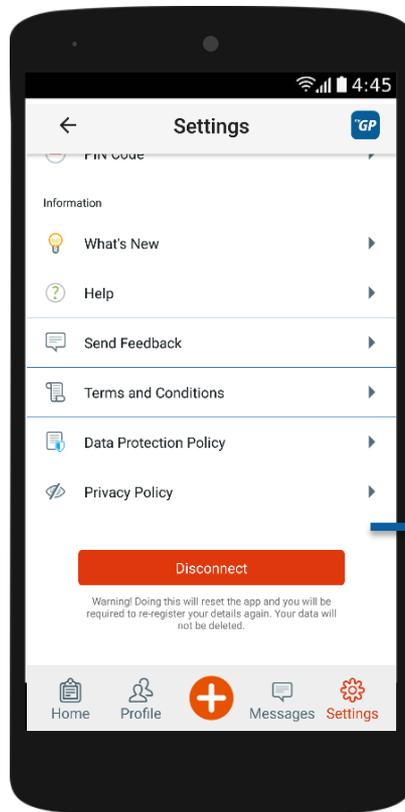


The patient will be prompted to enter the 4 digit pin, that is sent to them via SMS.

Forgot PIN

If you have forgotten your PIN, please disconnect and re-do the app onboarding journey to reset your PIN.

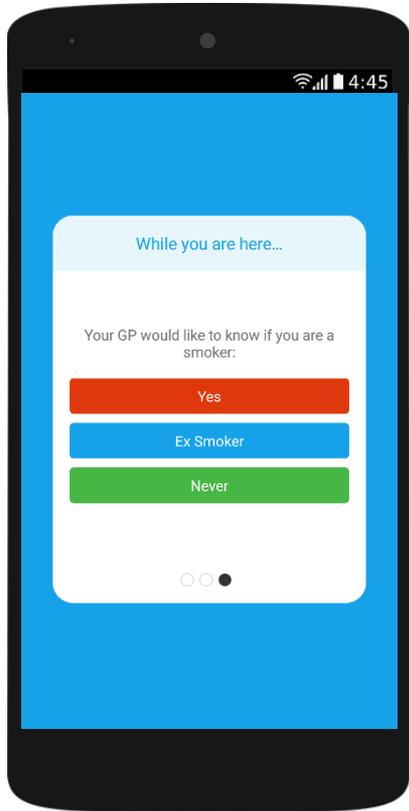
[CANCEL](#) [DISCONNECT SURGERY](#)



The 4-digit code sent to the device will be the **mandatory PIN** used to enter the myGP app unless it is changed from within the settings section.

A new PIN can be requested by **disconnecting from the surgery** and repeating the Onboarding/Authentication process.

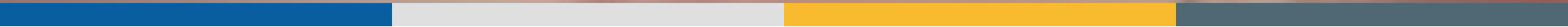
Authentication and Onboarding



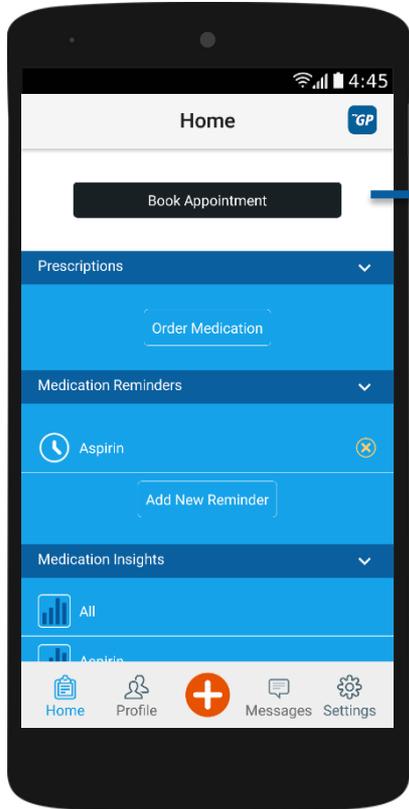
Also a mandatory pop up will be shown to all patients opening the app for the first time asking them for a **Smoking Status update**. This will be automatically read coded back to the GP system.



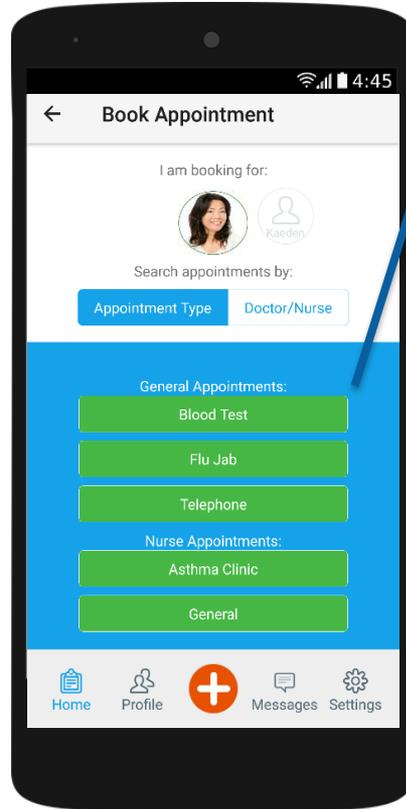
Appointment Booking



Appointment Booking

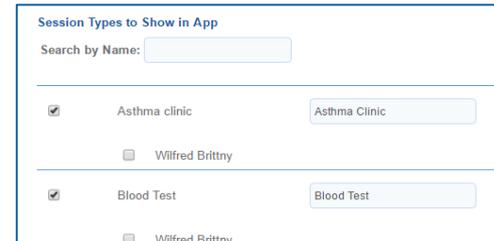


The patient has the ability to book appointments by clicking the black button at the top of the homepage.

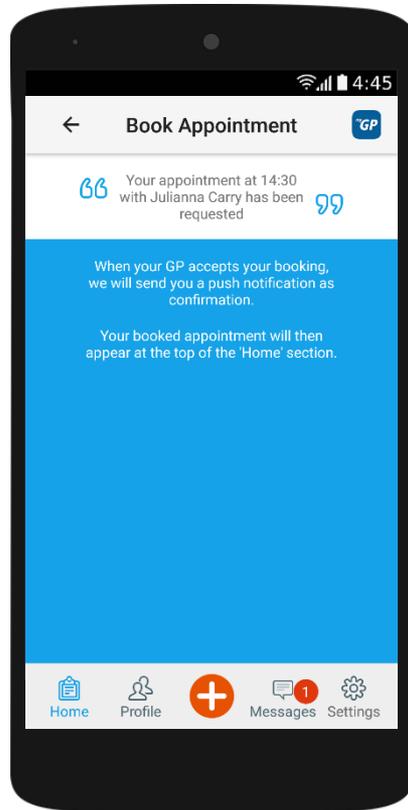
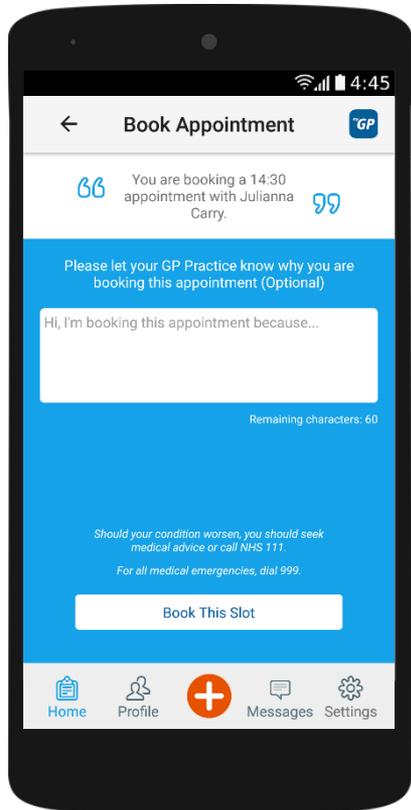


The list of appointments are defined according to the slots that are picked up from the clinical system which have been enabled on the **myGP Basic Settings tab** in PCM.

- i.e. in this example we have enabled **Asthma Clinic** and **Blood test** appointments to be offered through myGP:



Appointment Booking



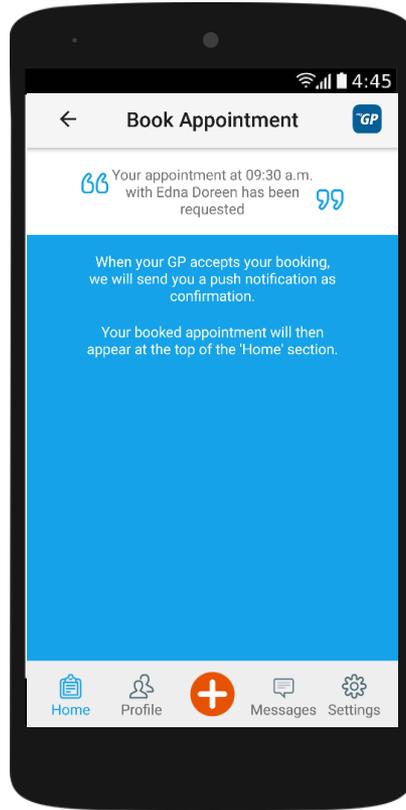
Once an appointment has been selected, the patient is presented with the option to enter the reason for the appointment.

The reason that is given that by the patient is then visible to the practice (upon booking confirmation) through the clinical system as the appointment reason.

Appointment Booking

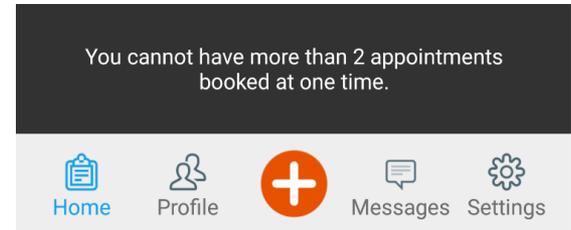
Once the Appointment slot has been booked, the patient will be informed that they will receive a notification to confirm whether the appointment has been booked or not.

This will be received by the patient as a notification message within the myGP app.



Each patient can have 2 appointments booked at any one time.

If the patient attempts to book a 3rd, the App will not allow this by prompting them the below message:



Call / Recall Campaigns

Only an eligible patient that has been invited to a Call/Recall Campaign will be able to see a second button on their Homepage (blue button).

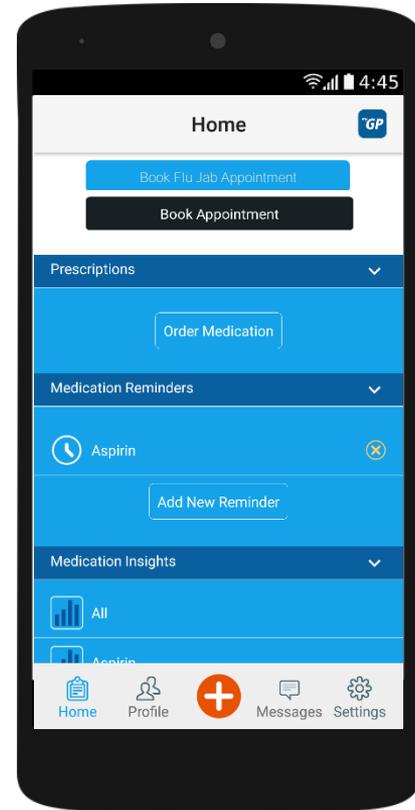
The Call/Recall button appears during the specified period of the Campaign. This is the practice's decision and it is set up in PCM, under the myGP tab (Call/Recall Subtab):

Allow this invitation to be available on myGP between:

Start Date: 13/09/2016 

End Date: 22/09/2016 

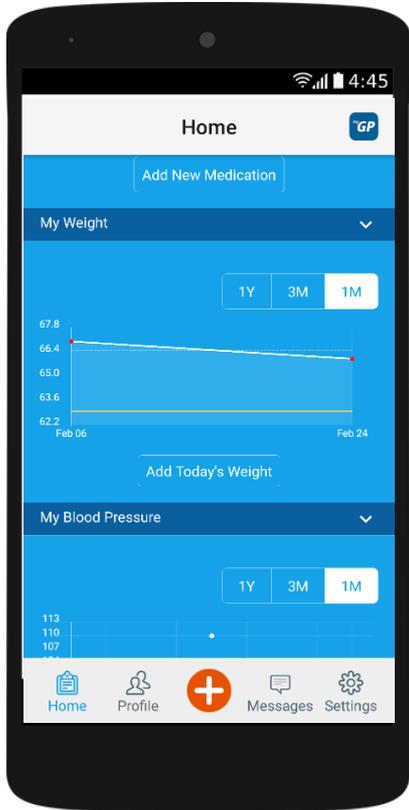
The system will allow the patient to book up to a maximum of 2 appointments, of **any** type.





Health Tracking

Health Tracking



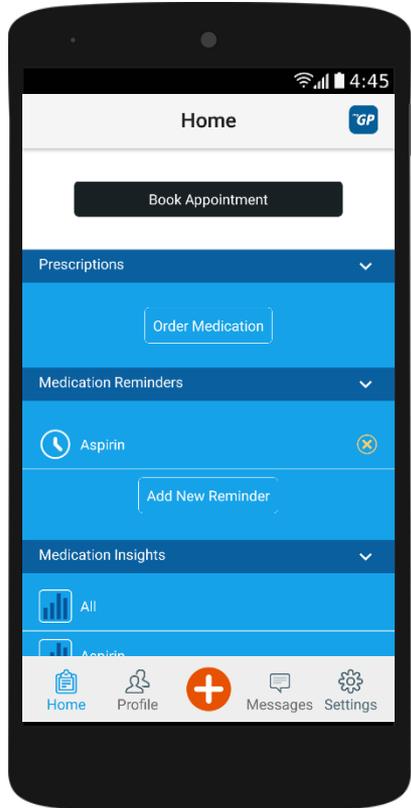
Within the app, patients are able to enter weekly recordings of Blood Pressure and Weight. Patients are encouraged to self manage these important health parameters.

Blood Pressure and Weight information is not picked up or read back to the clinical system. These are purely the **patient's self-care** management responsibility.

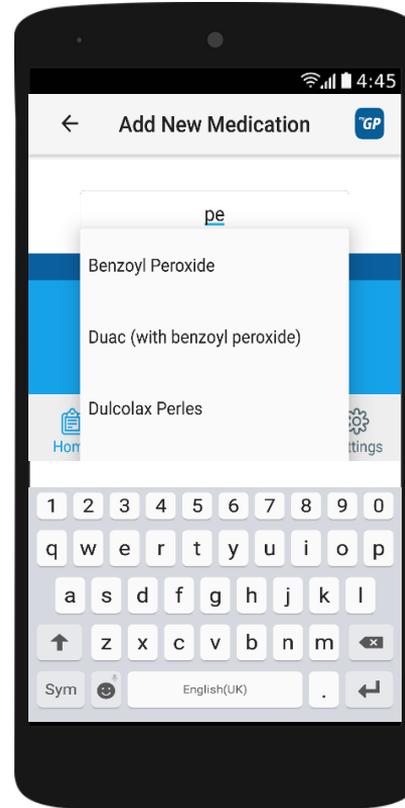
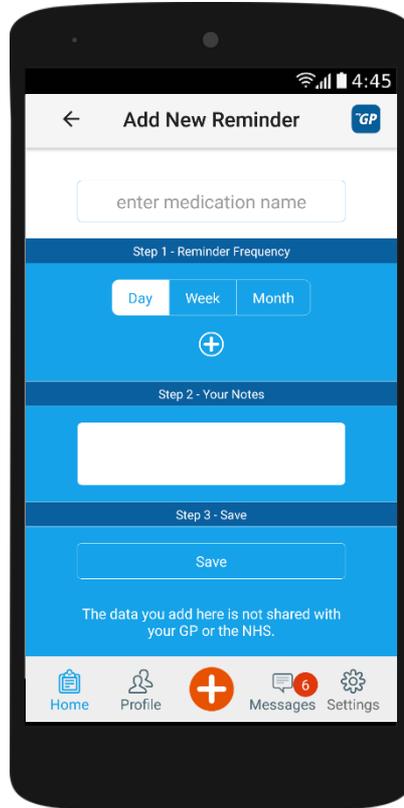


Medication Reminders & Insights

Medication Reminders



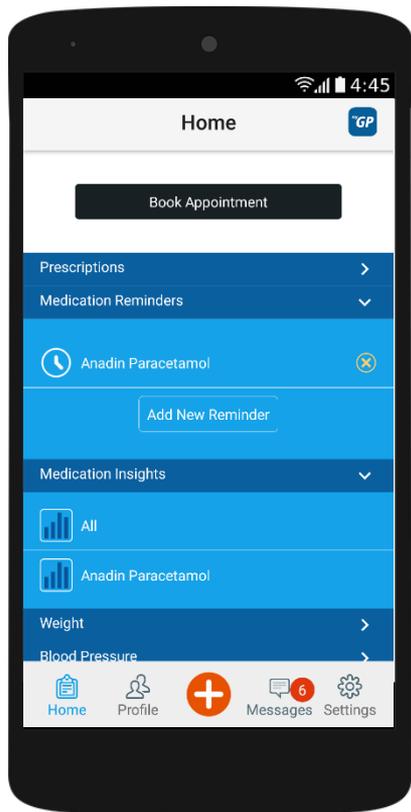
By clicking on **Add New Reminder**, the patient can add the name of medication and how often they wish to receive the reminder.



Medication is not picked up or read back to the clinical system. This is purely the **patients' self-care** management section.

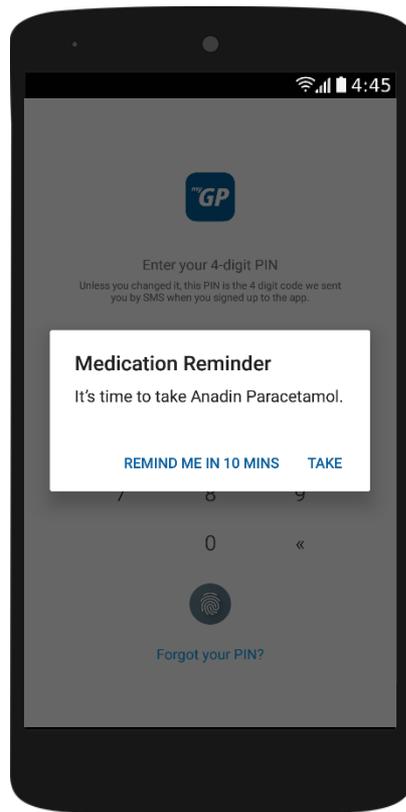
Patients can add as many medication reminders as needed.

Medication Insights



Once a medication reminder has been set up the medication will appear under the Medication Insights section on the home screen.

Patients can choose to see the insight data for All medication they have set up or choose a specific medication.

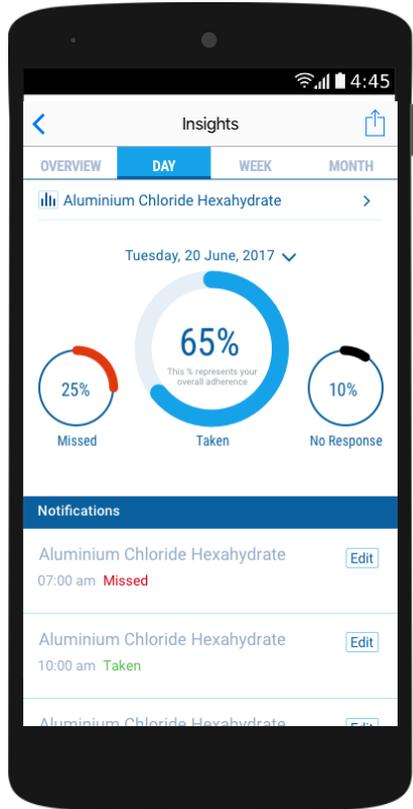


Each medication reminder will ask a patient to confirm that they took the medication.

This data will then be available to view in the form of graphs and charts under the Medication Insights section on the home screen.

If a patient does not respond to a reminder, it will be marked as No Response.

Medication Insights



Patients can also choose to 'remind me in 10 mins'. This is allowed three times before the reminder is recorded as having a no-response.

If a patient has received a medication reminder but has not responded or has chosen 'remind me in 10 mins' three times. Then the reminder will be recorded as 'non response'.

The following day, a notification will be sent to the patient giving them another opportunity to enter a response for each outstanding medication reminder.

Patients can also manually edit responses from the day view on the Insights page. They will only be able to do this for the previous day of data, after 1 day the data will no longer be editable.

Medication Insights



Overview

Overall adherence data showing trends for particular days of the week. Helping to identify which are there best/worst days for remembering to take medication.

Day view

Overall adherence data for each day, patient can also choose a particular day to view. Reminder responses can be edited at the bottom of the page for that particular day only.

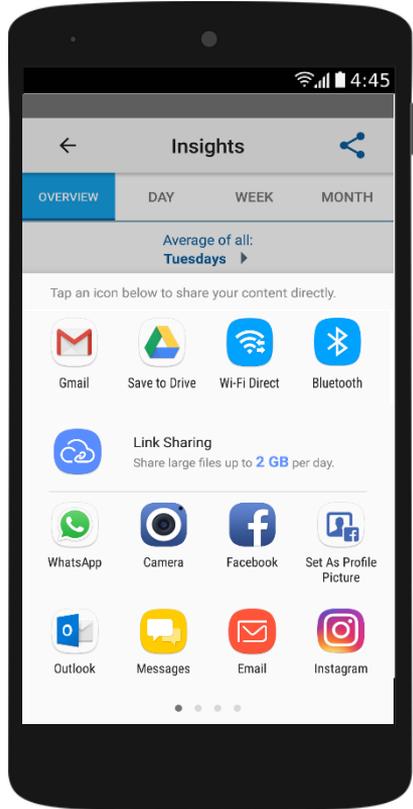
Week view

Overall adherence data for the current week and past weeks.

Month view

Overall adherence data for each month.

Medication Insights – Data Sharing



Patients can choose to share their medication adherence insight data to a person that they choose by selecting the icon in the top right of the page.

The share icon will look as follows:

IOS Handset



Android Handset



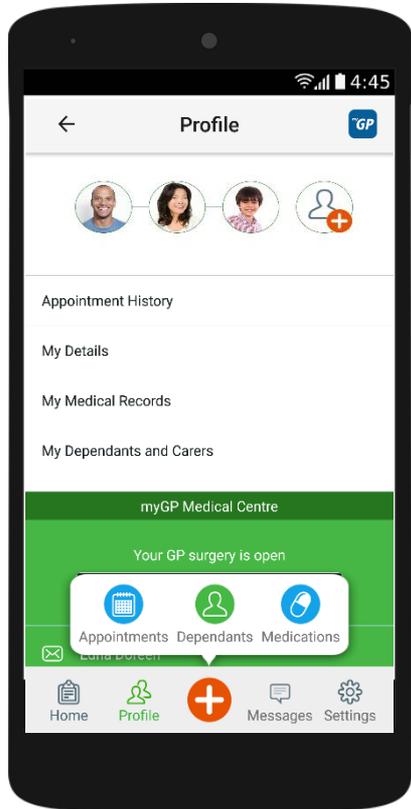
Selecting the share icon, will bring up a variety of different ways to share the medication adherence data. The data will be shared as a Jpg image.



Health Network



Health Network



This functionality allows a patient to add the following to their myGP app:

- **Children (under the age of 12)**
- **Teenagers age 12-15 (with consent) and**
- **Adults aged 16 and above**

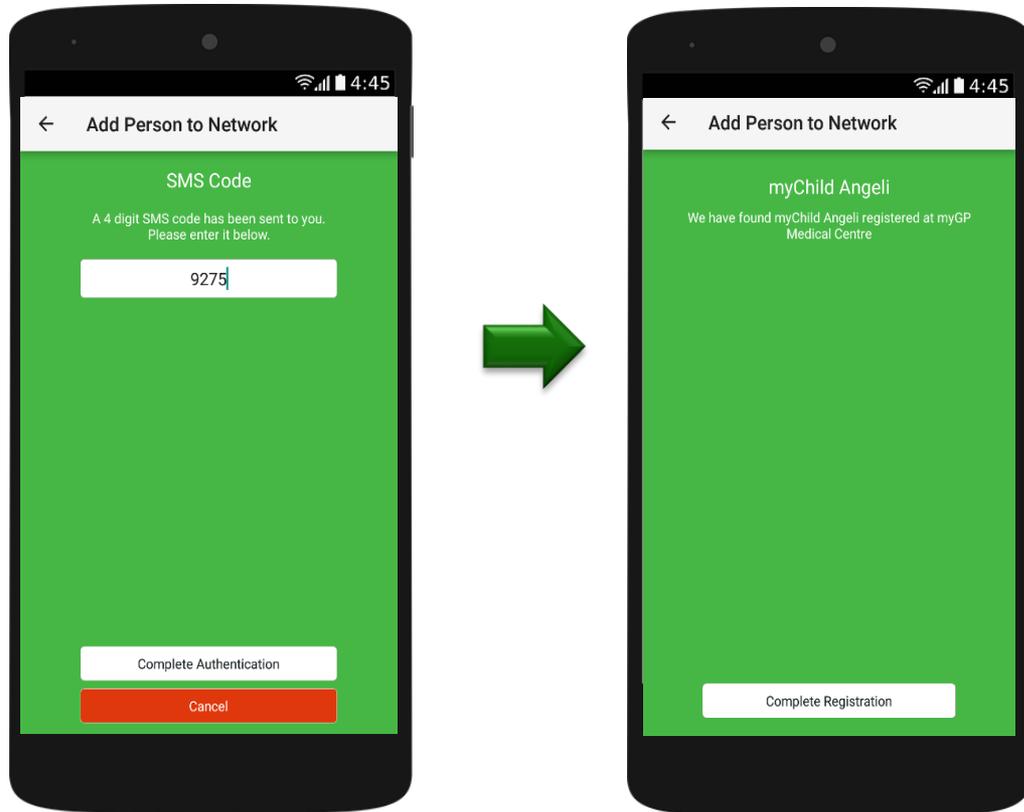
Once the dependant is added, the carer will then be able to book/cancel appointments on their behalf.

Adding a dependant can be done within the profile section of myGP or by selecting the red 'plus' sign at the bottom of each page.

Children will have to be registered at their GP with the same mobile number as the parent.

Adults can be added to using their mobile number that is registered with their GP surgery or with a shared mobile number.

Health Network



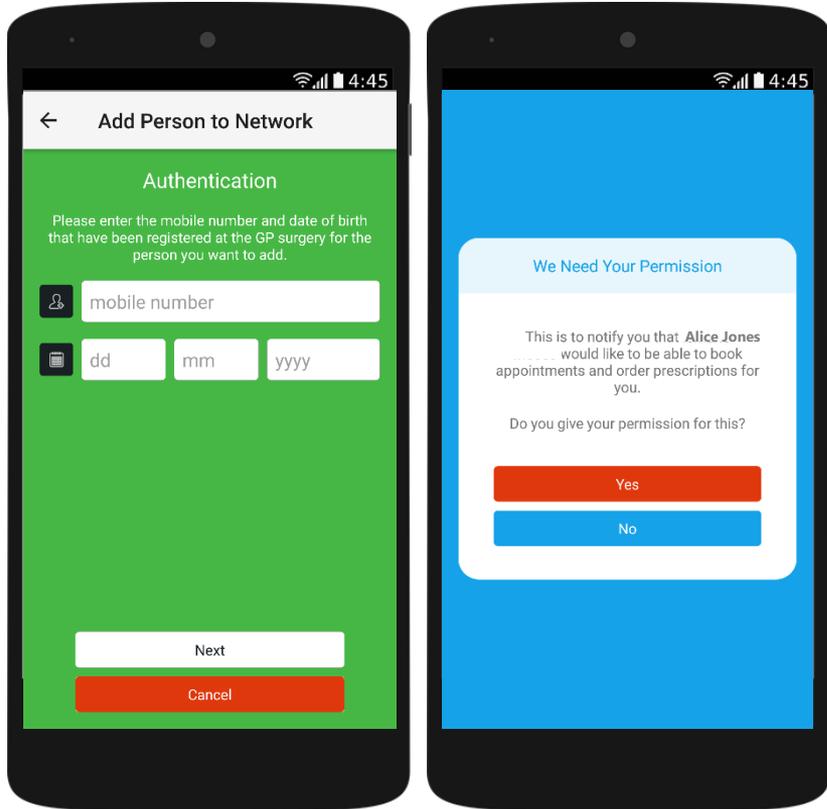
Another level of authentication will need to be completed when you are adding a child to your network.

A 4 digit security code will be received on the mobile phone.

If this is entered correctly, the App will inform the patient that a child matching that combination of mobile number and DOB on the system has been found and added.

In this example, 'MyChild Angeli' is registered with the same mobile.

Health Network



The image shows two smartphone screens side-by-side. The left screen is titled 'Add Person to Network' and has a green background. It contains an 'Authentication' section with the text: 'Please enter the mobile number and date of birth that have been registered at the GP surgery for the person you want to add.' Below this are three input fields: a 'mobile number' field with a person icon, and two date fields labeled 'dd', 'mm', and 'yyy'. At the bottom are 'Next' and 'Cancel' buttons. The right screen has a blue background and shows a white pop-up box titled 'We Need Your Permission'. The text inside reads: 'This is to notify you that Alice Jones would like to be able to book appointments and order prescriptions for you. Do you give your permission for this?' Below the text are two buttons: a red 'Yes' button and a blue 'No' button.



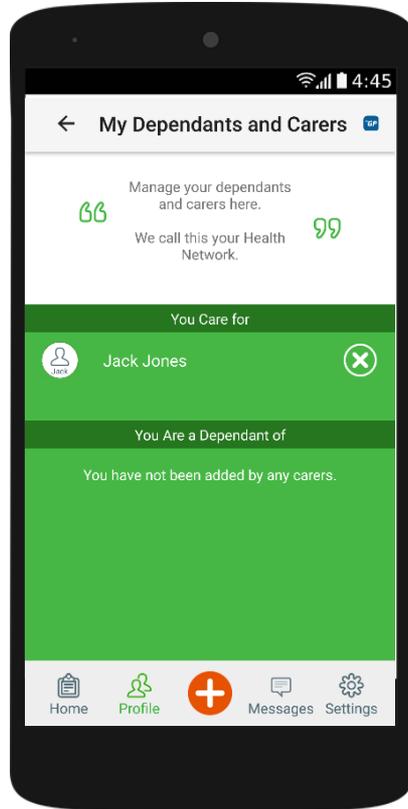
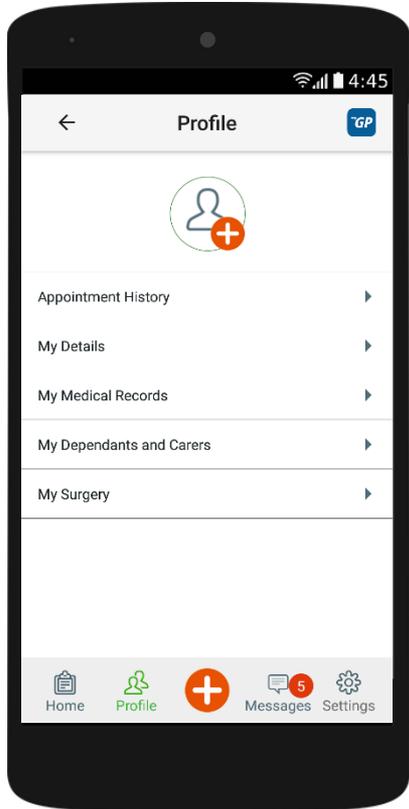
Clicking on the '+' icon in the profile section will allow the patient to add the mobile and date of birth of the child or adult they are trying to add.

In the case of an adult, a push notification and a pop up message will be appear in their myGP app, requesting they give consent to be added to your app.

If you would like to add an adult that shares the same mobile number as you. You will need to enter the dependants details as above.

You will then need to log out, and allow the dependant to log in to their myGP app on the same phone so that they can accept your request from within the app.

Health Network



If a dependant has been added to the health network successfully they will appear at the top of the profile page and also within the 'my dependants and carers' section.

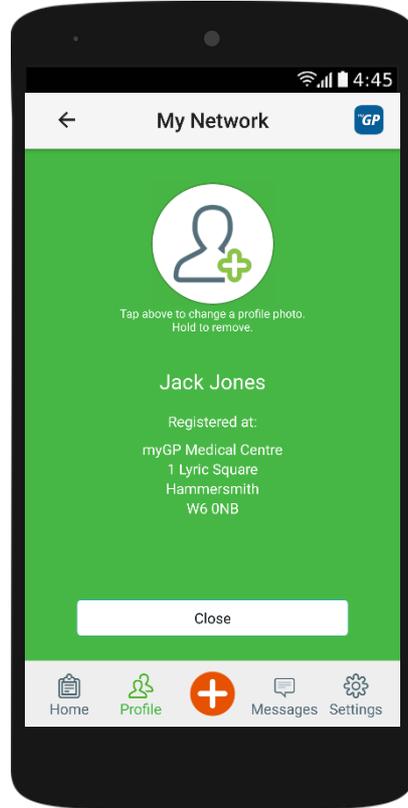
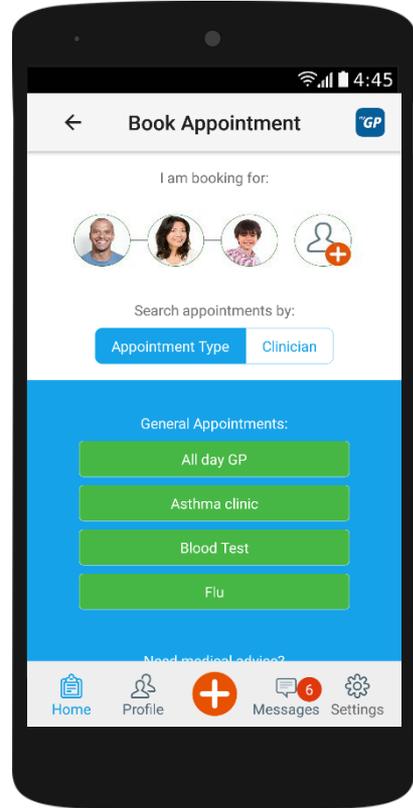
If a dependant could not be found due to incorrect information being entered then the patient will be informed of this.

Sorry! We could not find anyone matching the details that you entered:

Mobile: 447947716741
Date of Birth: 2013-12-05

If a patient denies consent to be added to the network then the patient who is requesting the consent will receive a push notification message in the app informing them of this.

Health Network



When **Booking an appointment**, the main myGP patient now has the option to switch between dependants to book an appointment. This means that they can now book and cancel appointments for the dependant that they have added.

The top round icon allows this switch by just selecting the correct dependants' icon.

A photo can be uploaded for each patient by tapping on the circle icon. This will connect to the devices gallery of the main GP patient and then they can upload any chosen photo from there.

Health Network

The screenshot shows the myGP Medical Centre interface. The top navigation bar includes 'User Login: virtual virtual', 'myGP Medical Centre', and a 'LOGOUT' button. Below this is a menu with 'TEXT', 'PHONEBOOK', 'SETTINGS', 'REPORTS', 'FFT', 'myGP', and 'HELP'. The left sidebar contains 'Staff', 'Patient', 'Contacts', 'Groups', and 'Blacklist'. The main content area is titled 'Patient' and features a search box with a search icon and a close icon. Below the search box, there are search filters: 'Delivered', 'Failed', 'Expired', 'Opt In', 'Opt Out', 'myGP', and 'Teenage Consent'. The 'Teenage Consent' checkbox is highlighted with a red box. Below the filters is a table of patient records with columns: Patient ID, Last Name, NHS Number, First Name, Mobile Number, Status, Opt In/Out, Language, and Teenage Consent. The first row shows patient ID 4258, last name Kristkova, NHS number ZZ12396, first name Alena, mobile number 420774311, status 'In', language 'bengali', and a checked 'Teenage Consent' checkbox. The second row shows patient ID 9541, last name May, NHS number ZZ83215441, first name Rose, mobile number 4479475829, status 'Out', language 'English', and an unchecked 'Teenage Consent' checkbox. At the bottom of the table are 'Export' and 'Print' buttons.

Patient ID	Last Name	NHS Number	First Name	Mobile Number	Status [?]	Opt In/Out	Language	Teenage Consent
4258	Kristkova	ZZ12396	Alena	420774311	In	Green	bengali	<input checked="" type="checkbox"/>
9541	May	ZZ83215441	Rose	4479475829	Out	Red	English	<input type="checkbox"/>

12-15 year olds can be added to the myGP app if themselves, their parent/guardian and the practice agree and give consent to this.

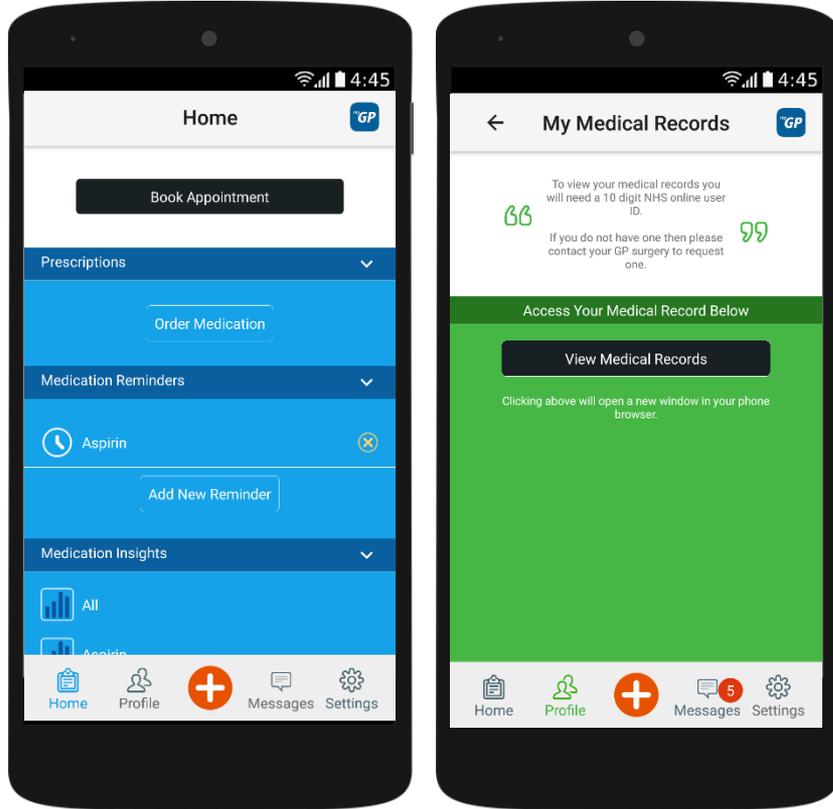
1. Tick the teenage consent box in the search options
2. Search for the patient by entering details in the search box.
3. Once patient is found, check the teenage consent box next to the patient you would like to opt in to teenage consent.



Medical Records & Prescriptions



Medical Records

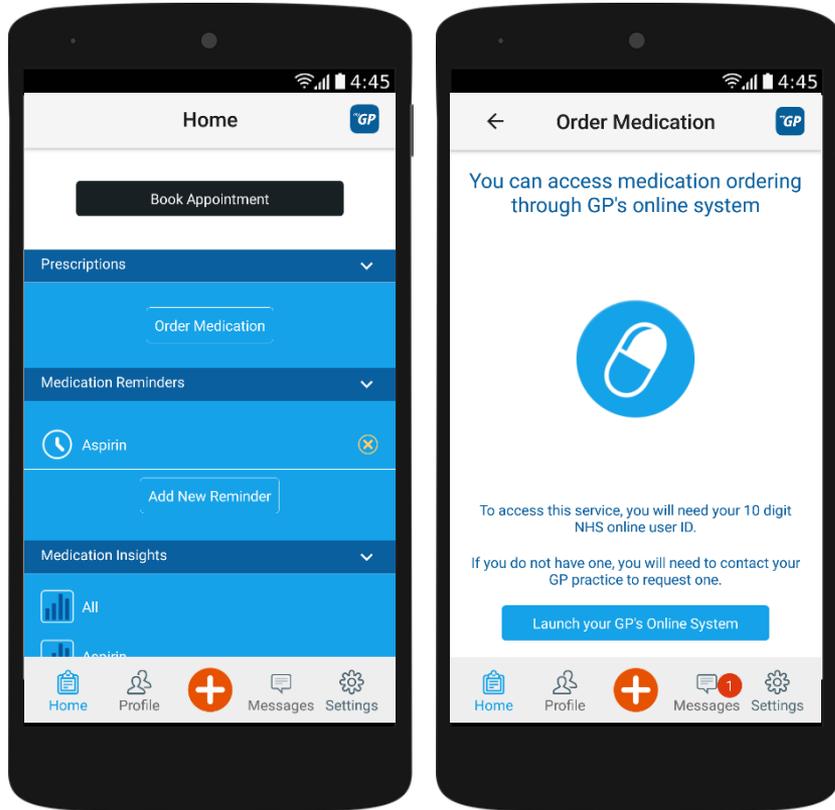


Patients can view their medical records by going to the 'profile' section of the app and selecting 'My Medical Records'.

They will then need to click on the 'View medical records' button. Clicking on this will direct the patient to their GPs online system that is used to access medical records.

The patient will need to enter their 10 digit NHS online user ID to view the medical records. They will also only be able to see them if the practice has enabled this feature for them.

Prescriptions

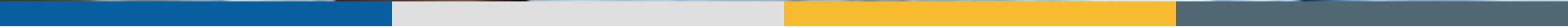


Patients can order prescriptions via their GPs online system which can be access via the myGP app.

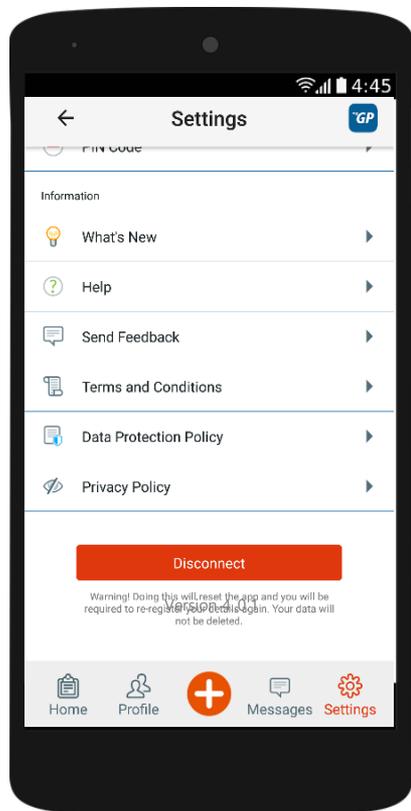
From the home screen, they will need to select 'Order Medication'. Clicking on this will direct the patient to their GPs online system, they will then need to enter their 10 digit NHS online user ID.



Settings



Settings



Measurement units: Patients can change between Metric / Imperial.

PIN: Patient has the ability to change the mandatory PIN that is needed to access the App. The default option is set to the 4-digit number that is sent during Authentication.

What's new: Information about any new features

Help: Patient can read some of the most frequently asked questions and answers.

Feedback: Patients can send feedback straight to the iPLATO Product Developing team who will be reviewing and replying regularly.

Terms & Conditions: Available for reference of the patient.

Data Protection: Available for reference of the patient.

Privacy Policy: Available for reference of the patient.

If the patient wishes to move to a different practice, they will have to **Disconnect** from the Surgery and go through the Onboarding/Authentication process again once they are fully Registered at their new practice. This implies that the new practice will also have to be using PCM and the myGP App must be enabled.



General FAQ

General FAQ

- **Will the patient be able to reply to messages?**

Yes, patients are able to 'chat' with their practice through the App using Data messaging. An extra feature of messaging a GP directly is also available but controlled by the practices if they wish to enable it or not.

- **Is any patient identifiable data stored on the phone?**

No, all patient identifiable data is stored within the N3 on IGSoC approved data repositories.

- **Will it cost the patient money to use this app (Data charges)?**

myGP uses negligible amounts of data. However, if patients are concerned about using up their mobile data allowance, they can connect to a Wi-Fi network when using the app.

- **Who do I (the practice) contact if the App doesn't work?**

iPLATO Support is always there to help you. Please email help@iplato.net and a member of our support team will contact you directly. If a patient needs support please ask the patient to contact our myGP patient support team on mygpsupport@iplato.net.

- **Can I pick and choose which slots and session holders (GPs, Nurses etc.) are offered to patients to book?**

Yes, this be very easily customised via PCM.

- **How do I (the practice) send messages to the patient?**

Use iPLATO Patient Care Messaging. Instead of SMS messages, patients on the app will receive myGP data messages which are not taken from the central pot.



General FAQ

- **What ages are supported in the Health Network?**

A patient can add their children up to the age of 12 by using the health network feature. They can also add adults who are over 16. Children between the ages of 12 and 15 will not be able to register on the myGP App themselves, but can be added to a parents myGP app if the teenager agrees to this and consent is given to the practice.

- **Does my practice need to implement new processes to deal with myGP?**

Most new processes are automated so when a patient books/cancels an appointment or validates their smoking status, it is updated and Read Coded directly on the GP system.

- **How many appointments can a patient book via myGP?**

Patients can book a maximum of two slots per person at any given time. This includes any bespoke recall campaigns like flu that are running at that point.

- **Can I run multiple recall campaigns concurrently?**

No, you can only run one campaign at a time as any campaign you run will be bookable by a button that appears on the app and cannot accommodate multiple buttons as it will confuse the patient.

- **Can any patient book appointments set up for recall campaigns?**

No, only patients who have been invited to participate in the campaign will have the button available to them in the app.

- **Which handsets are supported?**

You can use almost any Smartphone running on Android or iOS (iPhone). Technically, any phone that runs Android 5.0 or above and any iPhone running iOS 9.0 or above



General FAQ

- **Can I stop a recall campaign before the end date?**

Yes, recall campaigns can be stopped at any time from within PCM.

- **What is the protocol behind iPLATO sending out “regular” notifications as this could be deemed as iPLATO using up credits without CCG / practice consent**

The practice is in control of all SMS messages(chargeable) that are sent through the system. iPLATO does not send any messages to practices apart from what has been agreed: manual messages through campaign, appointment reminders. Messages sent from the myGP app, such as push notification, are FREE.

- **How do patients provide feedback on the app?**

Patients can feedback under the heading ‘Settings - > Send feedback’ within the myGP app tabs. This feedback goes straight to our myGP support team.