

# Release notes

## Release content

This release includes some important changes that are described in detail here:

### PS-885 Request urgency

The previous 'flag as urgent' functionality has been superseded and now includes 4 levels of 'Request urgency'

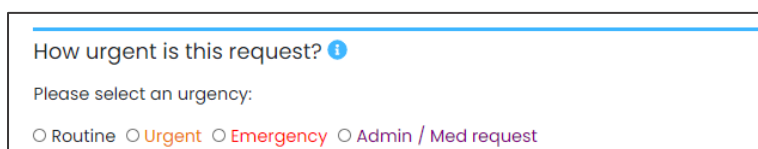
#### Levels of Request Urgency

- **Routine:** patient *unlikely* to be harmed if this is not resolved in the next 48 hours.
- **Urgent:** patient could be harmed if this is not resolved in the next 48 hrs.
- **Emergency:** patient could be harmed if this is not resolved on the same day.
- **Admin / Med request:** Administrative or medication request.

(Each time a request is marked as 'Urgent' or 'Emergency', PATCHS is being taught that requests of this kind should be prioritised over others)

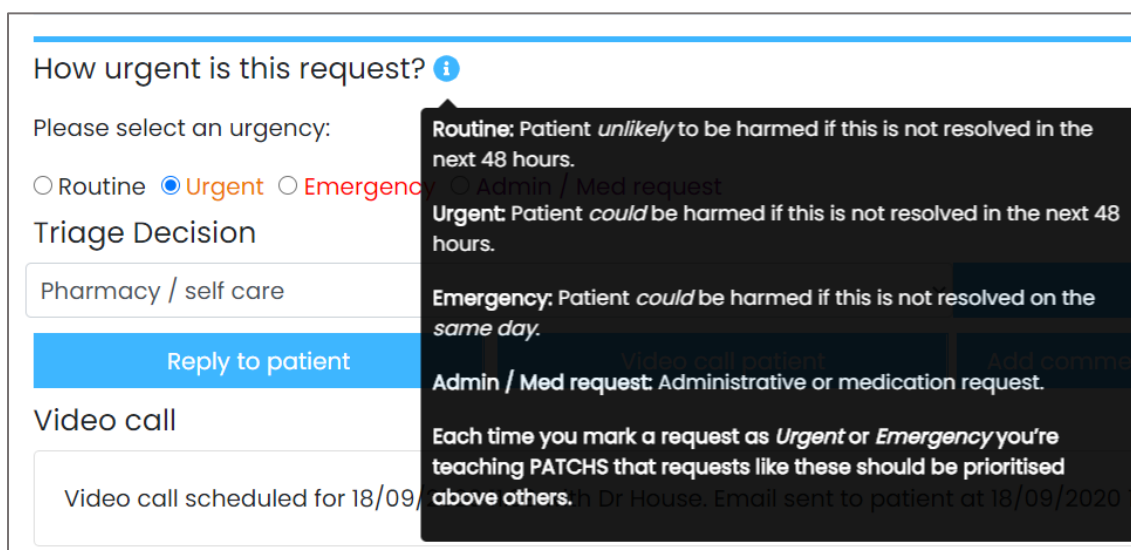
#### Assigning a level of urgency

The level of urgency for a patient request is assigned using the urgency radio buttons on the request details page. The urgency descriptions are shown whenever you hover over the information tooltip.



How urgent is this request? ⓘ  
Please select an urgency:  
 Routine  Urgent  Emergency  Admin / Med request

#### Request urgency selector



How urgent is this request? ⓘ  
Please select an urgency:  
 Routine  Urgent  Emergency  Admin / Med request

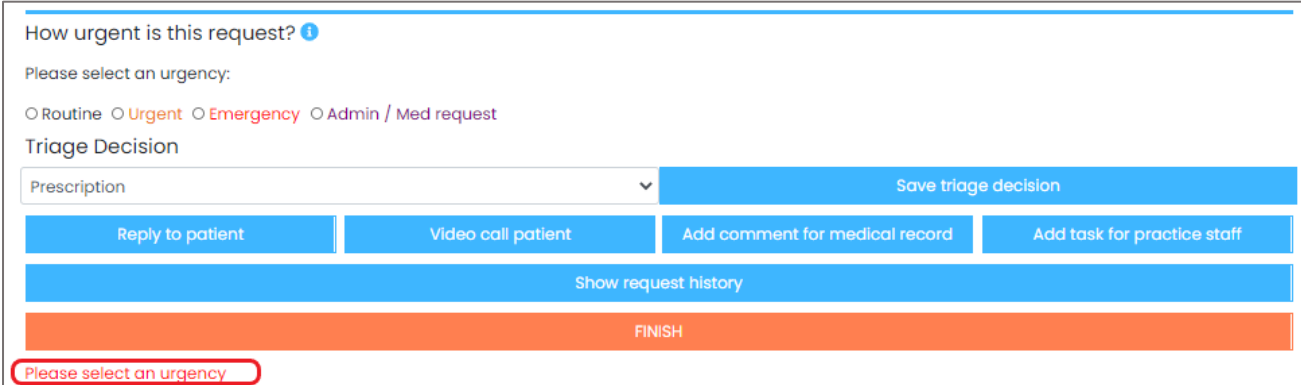
Triage Decision  
Pharmacy / self care  
Reply to patient  
Video call  
Video call scheduled for 18/09/2020

**Routine:** Patient *unlikely* to be harmed if this is not resolved in the next 48 hours.  
**Urgent:** Patient *could* be harmed if this is not resolved in the next 48 hours.  
**Emergency:** Patient *could* be harmed if this is not resolved on the *same day*.  
**Admin / Med request:** Administrative or medication request.

Each time you mark a request as *Urgent* or *Emergency* you're teaching PATCHS that requests like these should be prioritised above others.

#### Request urgency tooltip

A request must be completed before 'finishing' a request.



The screenshot shows a web interface for triaging a request. At the top, it asks "How urgent is this request?" with a help icon. Below this, it says "Please select an urgency:" followed by four radio button options: "Routine", "Urgent", "Emergency", and "Admin / Med request". The "Urgent" option is currently selected. Underneath is a "Triage Decision" section with a dropdown menu showing "Prescription" and a "Save triage decision" button. Below the dropdown are four buttons: "Reply to patient", "Video call patient", "Add comment for medical record", and "Add task for practice staff". A "Show request history" button is also present. At the bottom of the interface is a large orange button labeled "FINISH". A red-bordered box highlights the "Please select an urgency" text at the bottom left of the interface.








Select an urgency to 'finish' a request

### Level of urgency display

- Emergency requests have a red flag and are displayed at the top of inboxes
- Urgent requests have an orange flag and are displayed below the emergency requests
- Routine requests have no flag and are displayed below the urgent requests
- Admin/Med requests have a purple flag and are displayed below the routine requests

My Inbox Show inbox for My Inbox (4) Today: 3

Search for patients by name - firstname followed by surname (press ENTER to search)... CLEAR Current inbox All

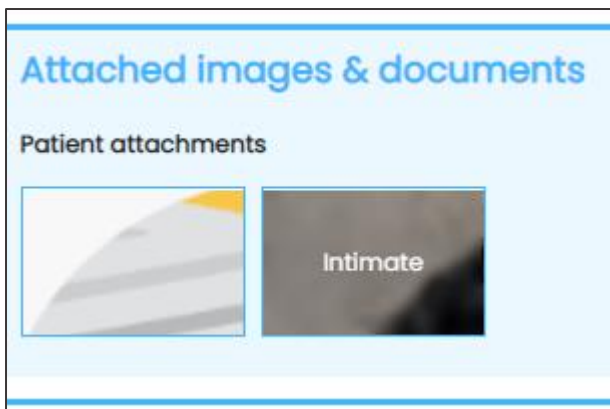
DATE	STATUS	TYPE	PATIENT
 21/09/2020 13:58 I have a rash on my upper arm	Review needed	New health problem	<a href="#">Blyton, Enid (17, F)</a> 
 18/09/2020 11:25 i have a sore throat	Patient message received	New health problem	<a href="#">Patient, Mr (22, M)</a> 
27/09/2020 18:57 I'm waiting for my blood yest results - could somebody please contact me?	Review needed	Other	<a href="#">Blyton, Enid (17, F)</a> 
 27/09/2020 19:14 I need a fit note - i've had a stomach bug for the last 5 days	Review needed	Admin request	<a href="#">Patient, Mr (22, M)</a> 

« 1 »

*Inbox showing flagged requests – priority requests at the top of the list.*

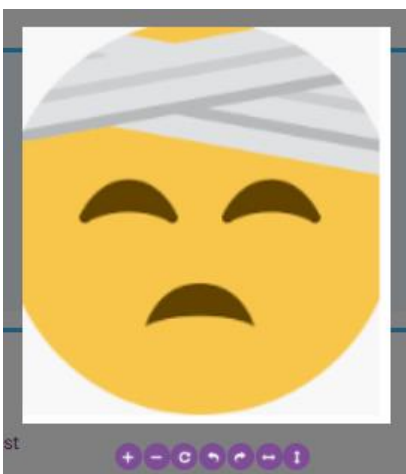
### PS-679 & PS-708 Sensitive images and viewing file upload

Any uploaded images that a patient has marked as sensitive are now obscured and marked 'intimate' on the request details page.



*Attached images and documents showing an obscured intimate image*

Uploaded files automatically re-size when they are opened and you can zoom, rotate and save using the buttons that are displayed below the image.



*Uploaded image with manipulation buttons*

This release comprises the following items:

JIRA ID	Area	Type (Feature or Bug)	Title	Description
<b>Features</b>				
PS-885	Request inboxes	Feature	Request urgency - routine, urgent, emergency and Admin/Med request	<p>The urgency of a patient request should can now be assigned one of 4 urgencies:</p> <ul style="list-style-type: none"> <li>• Routine</li> <li>• Urgent</li> <li>• Emergency</li> <li>• Admin/Med request</li> </ul> <p>(This urgency classification replaces the 'set as urgent' functionality)</p>
PS-679	Image uploads	Feature	Mark uploaded files as sensitive	<p>Patients can now mark images they upload as sensitive.</p> <p>They are reminded to only upload sensitive images if specifically requested by their GP.</p> <p>Sensitive images previews are obscured and marked as sensitive in the request inboxes.</p>
PS-693	Image uploads	Feature	Usability improvements to file uploads	<p>The file upload functionality (for both patients and GPs) now includes:</p> <p>A new 'file upload' – confirm/cancel message</p>
PS-708	Image uploads	Feature	Usability improvements to viewing file uploads	<p>The following functionality is now available when viewing an uploaded file:</p> <ul style="list-style-type: none"> <li>• Zoom</li> <li>• Rotate</li> <li>• Save</li> </ul>
PS-438	Reports	Feature	CSV clinician workload report	<p>Practice administrators are now able to generate a .CSV report that shows how many patient requests have been triaged by each staff member within a specific time frame.</p>

PS-715	Reports	Feature	CSV report showing historical daily counts of requests assigned to each staff member	Practice administrators are now able to generate a .CSV report that shows a daily count of requests assigned to each staff member.
<a href="#">PS-790</a>	Patient request	Feature	Confirmation message when a patient 'cancels' when submitting a request or responding to a message	When a PATCHS patient is submitting a new request or is responding to a message from their GP and they click on the 'cancel and start new request' link  They see a message warning them that if they continue, they will lose any information they have entered.
<a href="#">PS-851</a>	Patient request	Feature	'Cancel and start new request' link on the request confirm/submit page	PATCHS patients now see a 'Cancel and start new request' link on the request confirmation page so they can change their mind and start a completely new request.

Fixes				
PS-716	Reports	Bug	Request Key Data Report	The Request Key Data Report now includes the Role Type of the user who completed the request

## Screenshots

### PS-885 - Request urgency - admin, routine, urgent and emergency

DATE	STATUS	TYPE	SUBMITTED BY	PATIENT	REG STATUS	DoB (AGE)	SEX
25/09/2020 14:15	Review needed	Other	Patient	<a href="#">Blyton, Enid</a>		<a href="#">03/03/2003 (17)</a>	F

Assign Staff Member  
 Select staff member...

Patient Registration Status  
 Registered

Question  
 How could we best help you?

Answer  
 I'm due a breast screening appointment but haven't received an invitation. Are they still being sent out?

How urgent is this request?

Please select an urgency:  
 Routine  Urgent  Emergency  Admin / Med request

Triage Decision  
 Please select a triage decision...

Request details showing request urgency radio buttons

My Inbox Show inbox for

Search for patients by name - firstname followed by surname (press ENTER to search)...

DATE	STATUS	TYPE	PATIENT
21/09/2020 13:58 I have a rash on my upper arm	Review needed	New health problem	<a href="#">Blyton, Enid (17, F)</a>
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27/09/2020 18:57 I'm waiting for my blood yest results - could somebody please contact me?	Review needed	Other	<a href="#">Blyton, Enid (17, F)</a>
27/09/2020 19:14 I need a fit note - I've had a stomach bug for the last 5 days	Review needed	Admin request	<a href="#">Patient, Mr (22, M)</a>

« 1 »

Inbox showing flagged requests – priority requests at the top of the list.

### PS-790 Confirmation message when a patient 'cancels' when submitting a request or responding to a message

**Cancel and start new request**

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Are you sure you'd like to cancel this request and start a new one?  
 All the information you've entered will be lost.


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Cancel and start new request message

## PS-851 'Cancel and start new request' link on the request confirmation page

You entered the following information.  
Click 'edit' to change an answer.

**How could we best help you?**  
I have a very sore throat and blocked nose ([edit](#))

[Add image or document](#) 

I confirm: this information is correct and agree it can be added to my medical record; that I understand my GP practice can only respond during opening hours **9 till 5**; and that this is **not a medical emergency** - [What is an emergency?](#) (**Required**)

[Submit](#)

[Cancel and start new request](#)

*Cancel and start new request link*