

Manor Park Medical Centre (MPMC)

Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, SL1 3XU

Multilingual AccuRX Messages Process

Version Control

Audit trail for the change(s) made to this document:

Version	Date	Author	Brief Description	Next Review
0.1	15/06/2023	Samreen Aslam Raja/Zulaikha Raza	Yearly Update –when templates are updated.	Next Due – June 2024

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Process Statement:

The core aims of this process are to ensure that we engage with our targeted patients whose 1st language is not English, and those who consented to receive messages from the practice in their native language (e.g Urdu/ Hindi/ Punjabi/ Polish/Nepalese etc) that the procedures for communicating with our targeted cohorts of patients are minimal in risk, and error and ensure the procedure is safe, effective and user friendly.

Applicability Status:

- This Protocol applies to all staff who work for Manor Park Medical Centre.
- The local Population communication Lead is Lalitha Sally
- Overall Process Governance Lead is Samreen Aslam Raja

This Protocol supports Good Practice, Clinical Governance and Consent Policies

MPMC Protocol:

All documentation that has been translated at Manor Park Medical Centre must pass through 3 levels of validity and verification of translation:

- 1. Administration Level- Zuliakha Raza & Lalita Shally / relevant multilingual staff /ensuring the right tool is used to translate the message/core translators
- Senior Managerial Level) – Samreen Aslam
- Clinical Level – Dr Kesar Sadhra

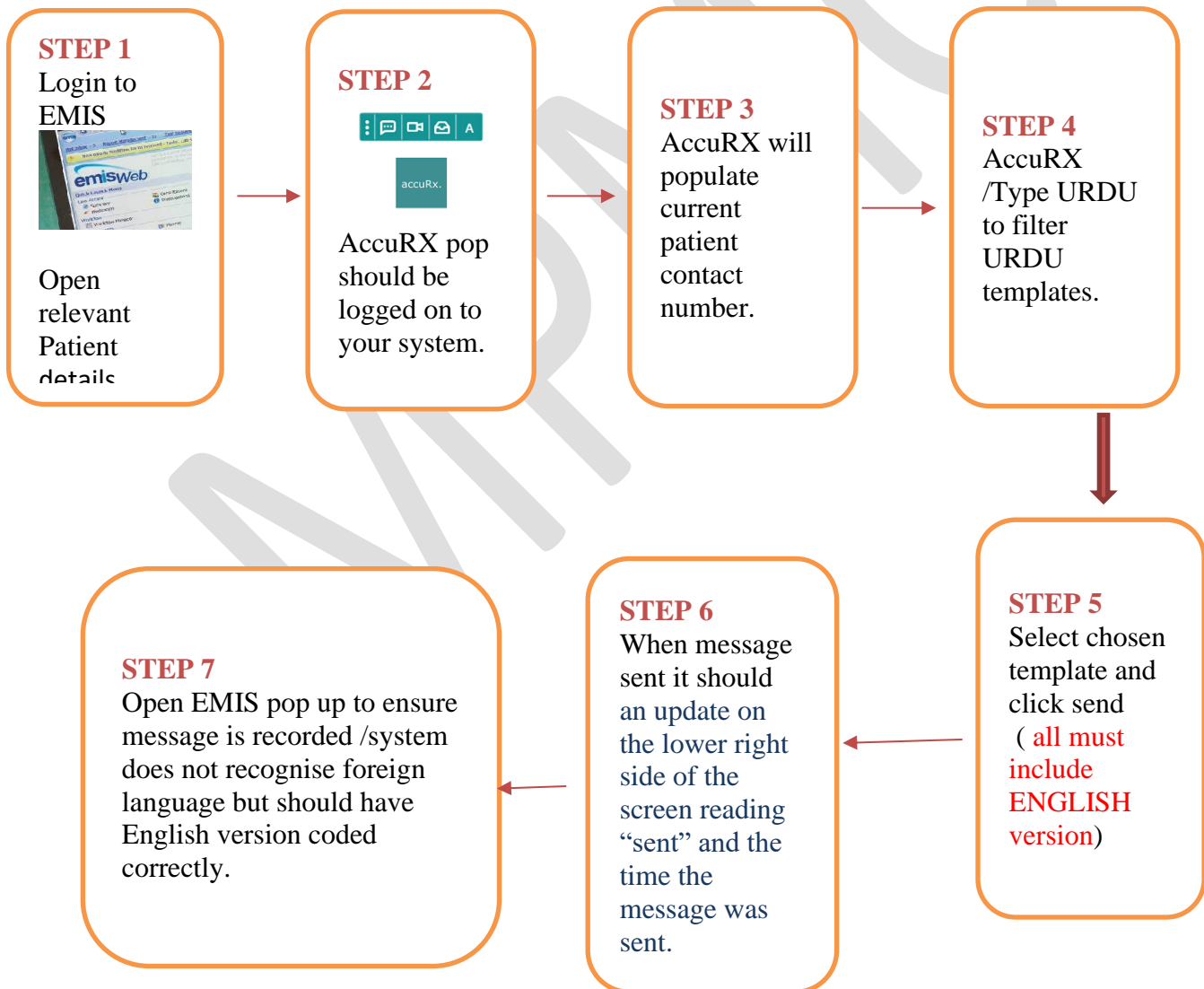
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Protocol Map :

3 South Asian Languages (Urdu/ Hindi/ Punjabi) as 98% of our registered population is from South Asia /Ethnic Group

Please note the same process will be applied if translated into any other languages such as Arabic/polish/Nepalese etc



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STEP 1

Login to EMIS
Open relevant Patient



Find a patient.

or all of the criteria below.

Name/address Date of birth/NHS No./Hospital No. Contact details Status for this organisation GP/organisation /EMIS no.

MOUSE, Michael (Mx) Preferred Name: Mickey Manor Park Medical Centre, 2 Lerwick Drive, Slough, Berkshire, S...	01-Dec-1996 999 000 5249 Hosp. no. 123456	Home: (01753) 55533 Mobile: (07945) 334982	Active Patient Dummy	SADHRA, Kesar (Dr) MANOR PARK MEDICAL CE... EMIS no. 14370
MICKEY, Mouse (Mrs) 2 Lerwick Drive, Slough, Berkshire, SL1 3XU	21-Jan-1935 Unknown	Home: 526625	Inactive Patient Private	SADHRA, Kesar (Dr) MANOR PARK MEDICAL CE... EMIS no. 18325
MOUSE, Mickey (Mr) 22, Dale Road, Slough, Berkshire, SL2 5XX	01-Jan-1925 Unknown	Home: 789654	Inactive Patient Temporary	SADHRA, Kesar (Dr) MANOR PARK MEDICAL CE... EMIS no. 21346

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OK Cancel

- Please type the patient details (for e.g. name, date of birth or NHS number) and hit enter/search.
- The registered patients synonymous with the entered details will populate below the search bar.
- Please select the correct patient and then “OK”.

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STEP 2 AccuRX pop should be logged on to your system. **AND**
STEP 3 AccuRX will populate the current patient contact number.

Accurx login bar

The screenshot shows the 'Compose a message' window in the EMIS AccuRX interface. At the top, a green toolbar contains icons for a menu, chat, video, email, and a red notification bubble with the number '29'. The patient's name 'MOUSE, Michael (Mx)' is displayed, along with their NHS number (999 000 5249), DOB (01-Dec-1996 (26y)), and Gender (Male). Below this, the 'To:' field shows the phone number '07945334982', with a green checkmark indicating 'Okay to contact' and a 'Mobile' dropdown menu. A search bar for templates or questionnaires is present. The message body contains 'Hi Mickey,' followed by a vertical line and 'Thanks, Zuliakha Raza, Manor Park Medical Centre'. The right side of the message area shows '60/612'. At the bottom, there is an 'Allow response' checkbox, a 'Booking link' button with a 'New' badge, a 'Save to record' button with a checkmark, and a 'Send now' button with a dropdown arrow. The user's name 'Zuliakha Raza' and 'Location: (unknown)' are shown at the very bottom.

As soon as the patient record is loaded on EMIS, ACCURX also syncs patient details according to which patient record you have open on EMIS.

- Please make sure you are logged into ACCURX if nothing appears on your screen.
- Then click on the bubble message icon for the 'compose a message' template to appear.

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STEP 4 AccuRX /Type URDU to filter URDU templates.

The screenshot shows the AccuRX web interface. At the top, there's a navigation bar with 'Reports - 2' and 'Tasks - 25 (5)'. Below this is a 'Compose a message' header. The patient information section displays 'MOUSE, Michael (Mx)' with NHS number '999 000 5249', DOB '01-Dec-1996 (26y)', and Gender 'Male'. The contact details show 'To: 07945334982' with a status 'Okay to contact' and a 'Mobile' dropdown. A search bar contains the text 'urdu', with a red arrow pointing to it. Below the search bar are tabs for 'All Templates', 'Florey Questionnaires', 'Pathways', and a 'Browse' button. A section titled 'Created by you' lists 'Asthma review Urdu' with a 'Preview' link. At the bottom, there are buttons for 'Allow response', 'Booking link', 'Save to record' (checked), and 'Send now'. The user's name 'Zuliakha Raza' and location '(unknown)' are shown at the very bottom.

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STEP 5

Select the chosen template and click send (all must include an ENGLISH version)

Compose a message

MOUSE, Michael (Mx) Open

NHS: 999 000 5249 • DOB: 01-Dec-1996 (26y) • Gender: Male

To: 07945334982 Okay to contact New Mobile

Asthma review Urdu

Asthma monitoring SMS text message first invitation SNOMED code will be added to the record

361/612

Hi Mickey,

ہم آپ کے ایسٹما ریویو کے حوالے سے آپ سے رابطہ کر رہے ہیں کیونکہ یہ التوا میں ہے۔ جی پی ایوالیٹمنٹ
ٹک کرنے کے لیے براہ کرم مینور پارک میڈیکل سینٹر سے رابطہ کریں۔

We are contacting you in regards to your asthma review as its over due. Please contact Manor park medical centre to book an appointment.

Thanks, Zuliakha Raza
Manor Park Medical Centre

☐ Allow response

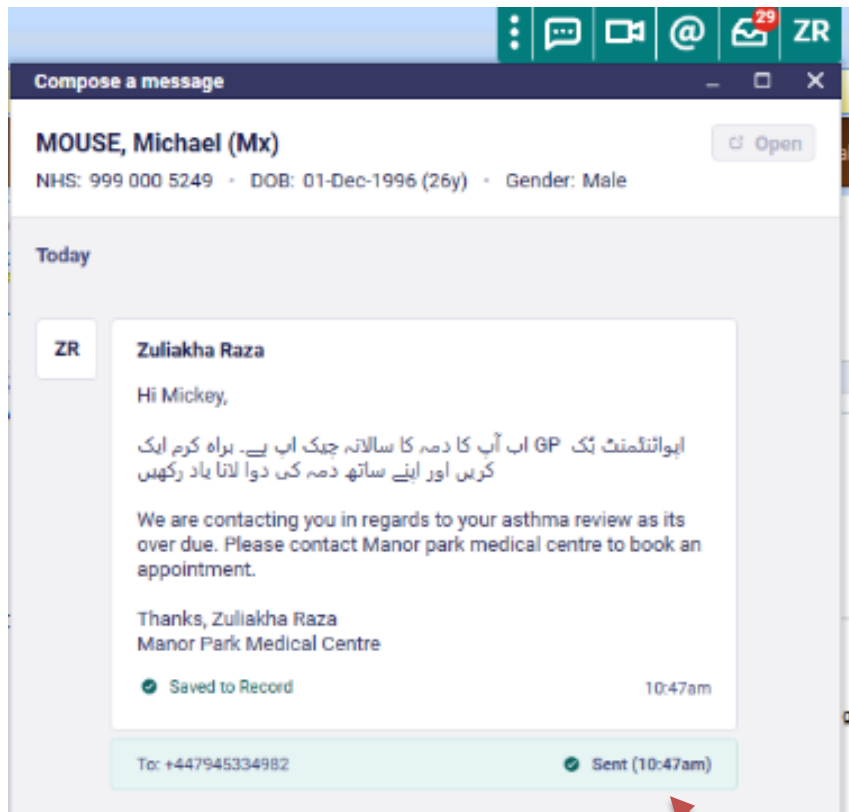
+ 📎 📅 Booking link New ✓ Save to record Send now ▼

Zuliakha Raza Location: (unknown)

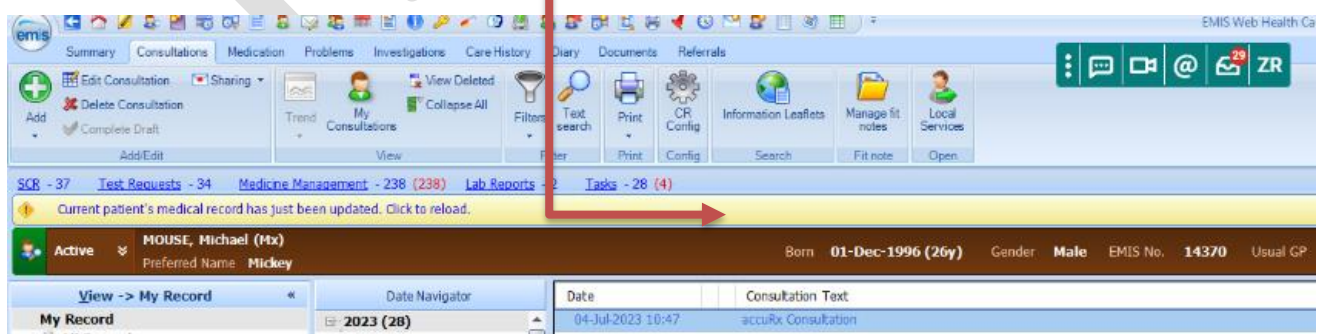
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STEP 6



Once message has been successfully sent to the patient you should see an update on the lower right side of the screen reading “sent” and the time the message was sent. Simultaneously, the EMIS patient record should receive a pop up which reads “Current patient’s medical record has just been updated. Click to reload.”



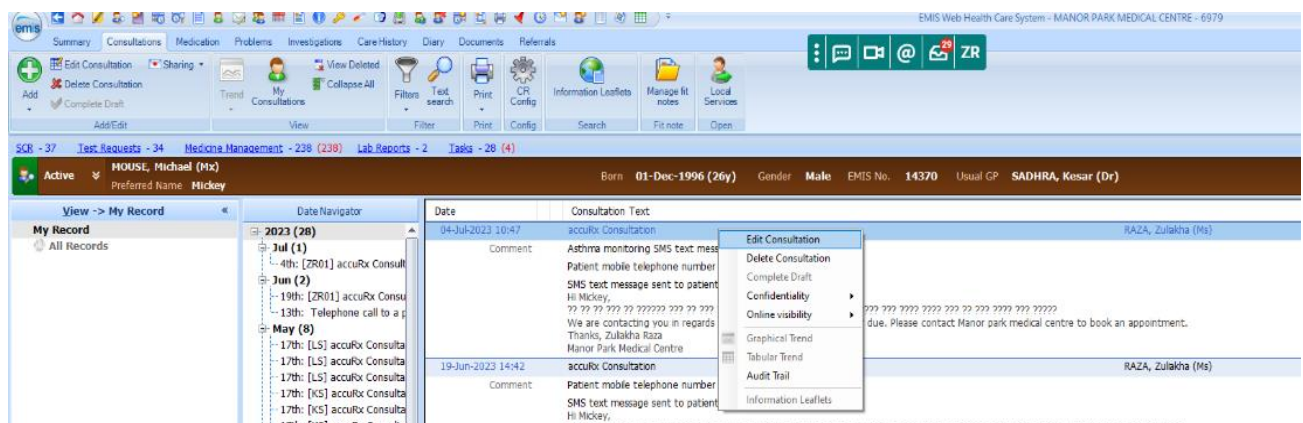
This message should pop up at the top above the patients name for it to be saved on the patient’s consultation.

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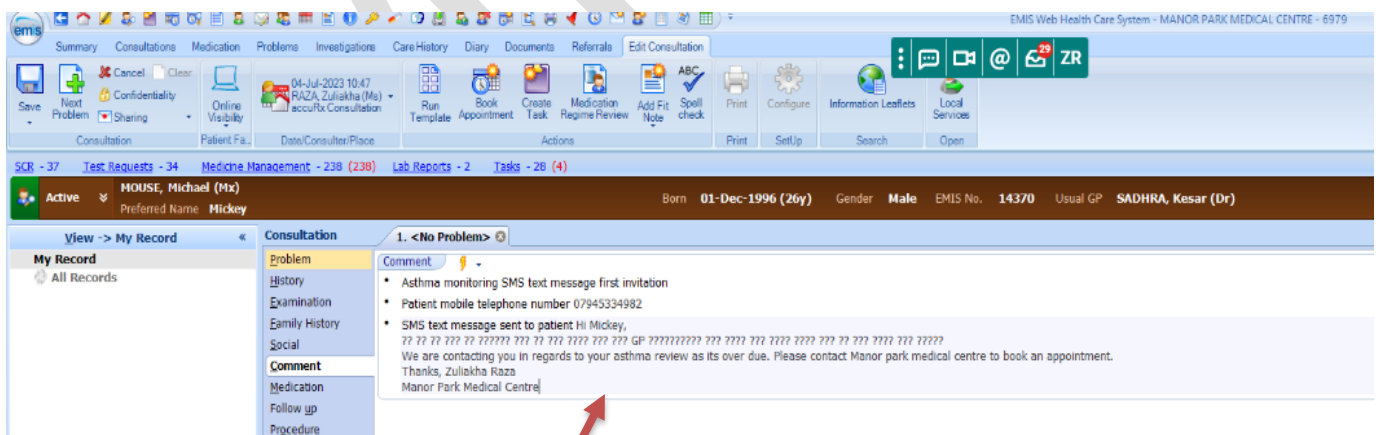
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STEP 7

Open EMIS pop up to ensure message is recorded /system does not recognise foreign language but should have English version coded correctly.



The first line of the patient record should show the text message you have just sent to the patient. As the message was in URDU, the system shows the message as random characters (????????questions marks as above). But the English version as below coded correctly.



English version of messages coded.

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Notes for team:

- Get consent for information
- Must review all templates
- if you type in, read language followed by the language it will come up with a snomed code
- Updated Emis record