

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 Urdue/ 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

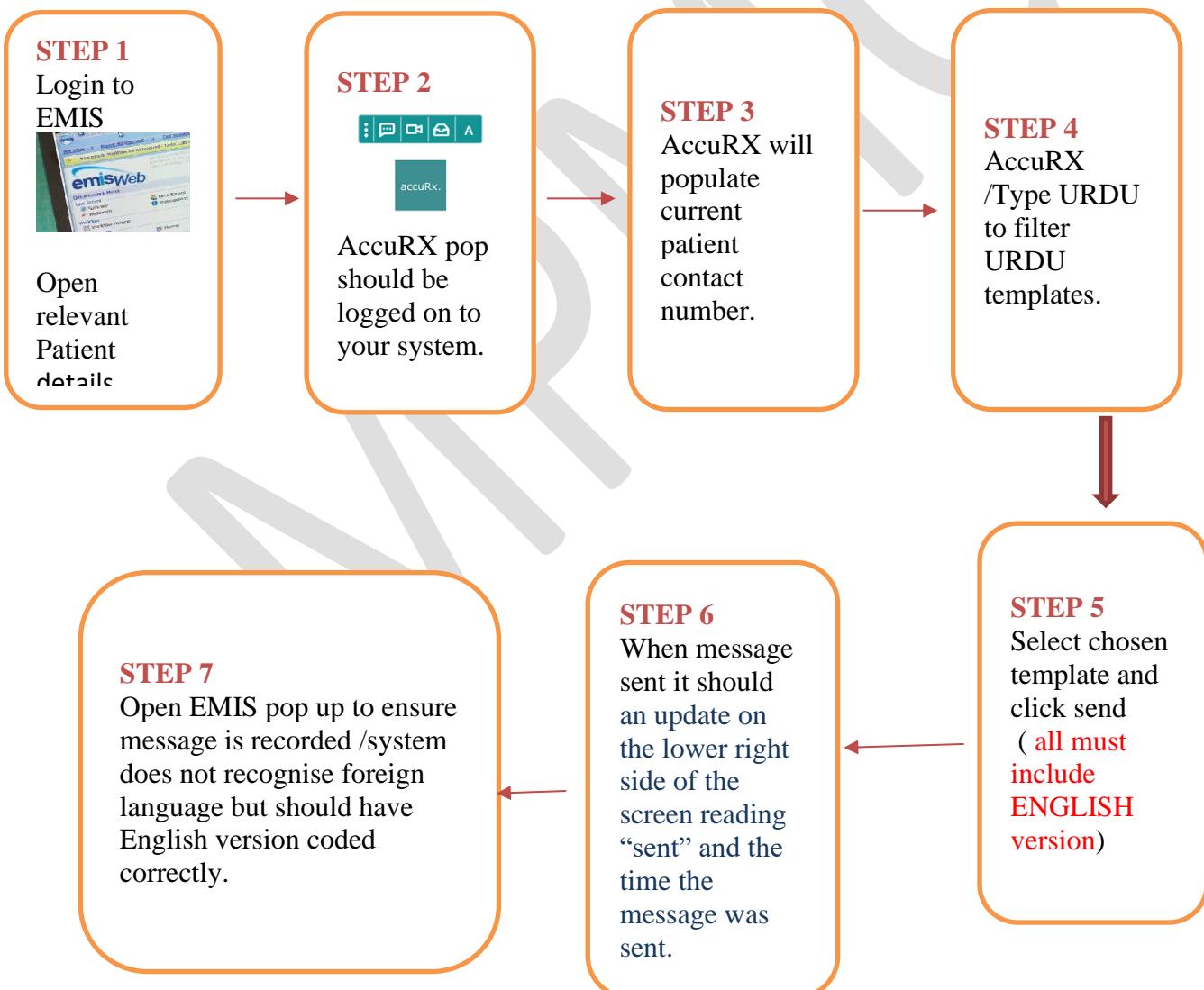
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Protocol Map :

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

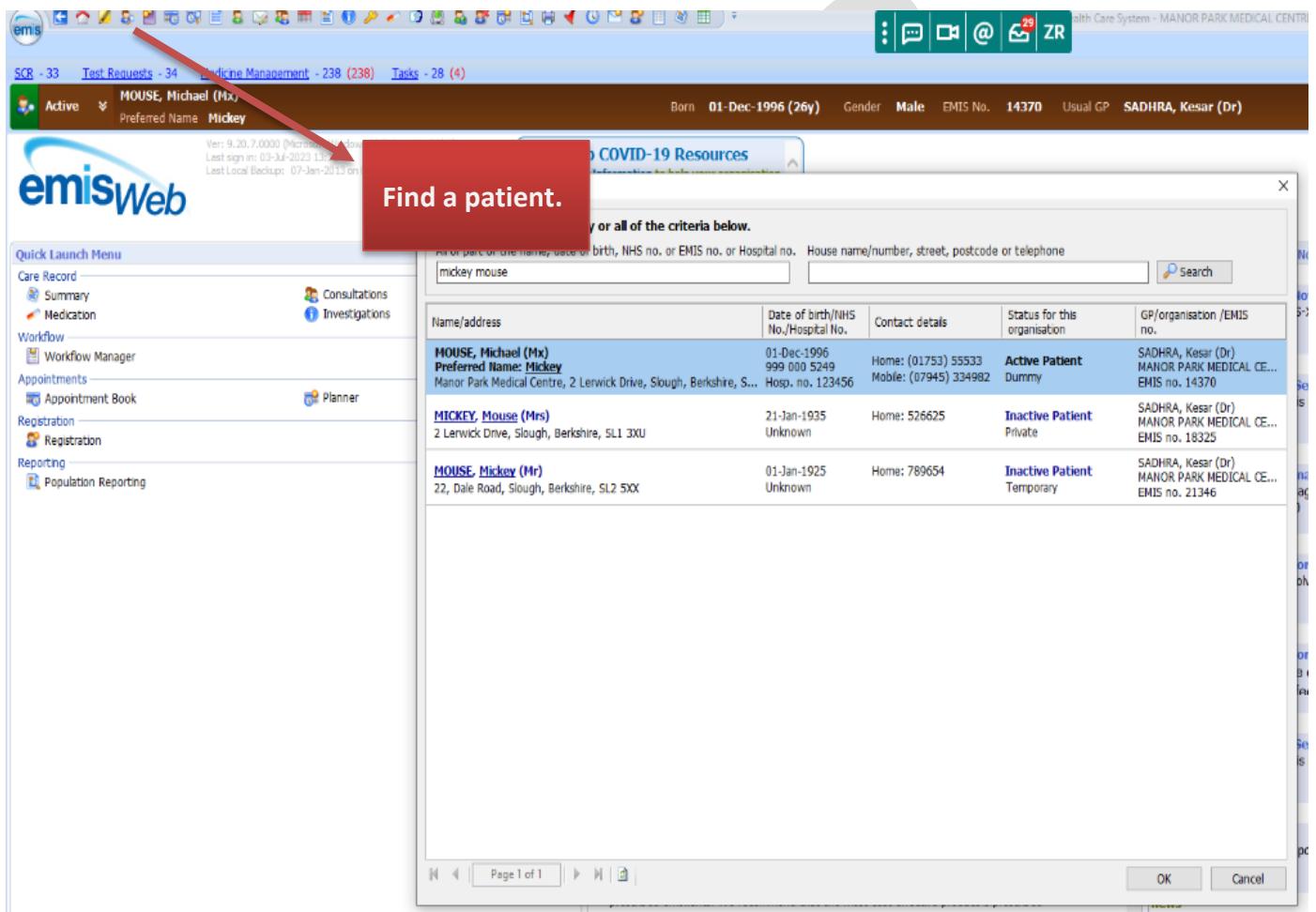


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STEP 1

Login to EMIS
Open relevant Patient



- 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”.

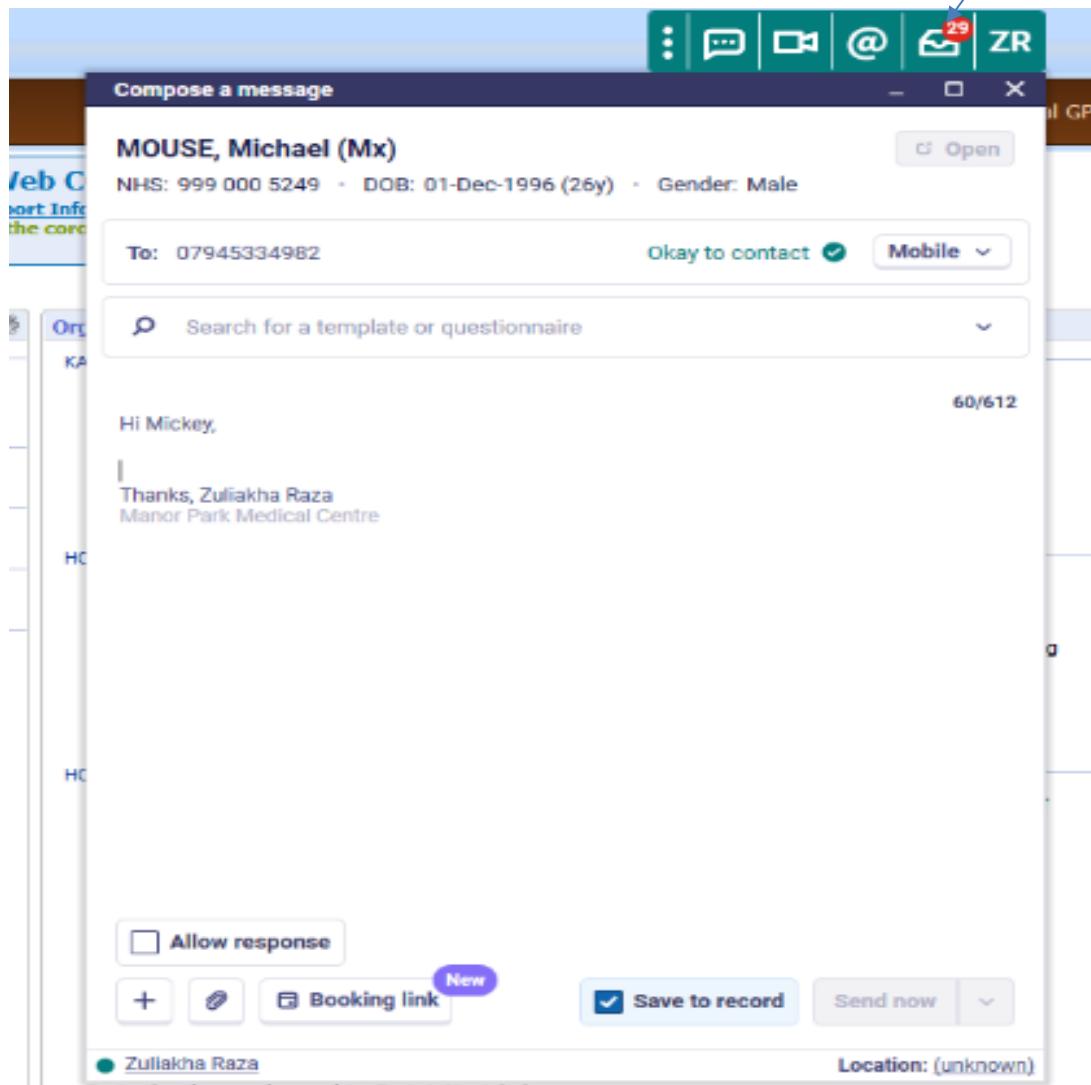
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STEP 2 AccuRX pop should be logged on to your system. **AND**

STEP 3 AccuRX will populate the current patient contact number.

Accurx login bar



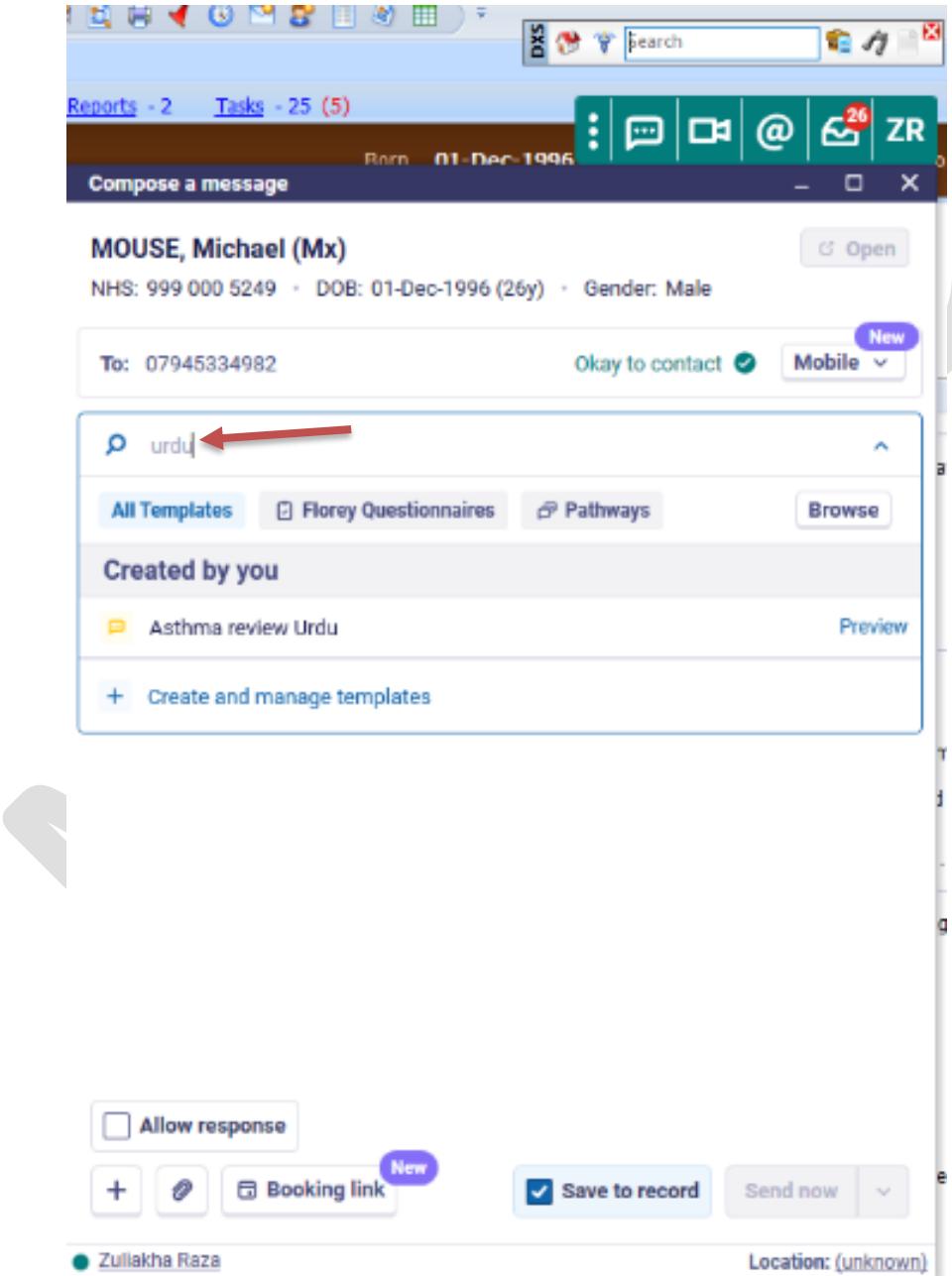
As soon as the patient record is loaded on EMIS, ACCURX also syncs patient details according to which patient record you have open on EMIS.

- 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.

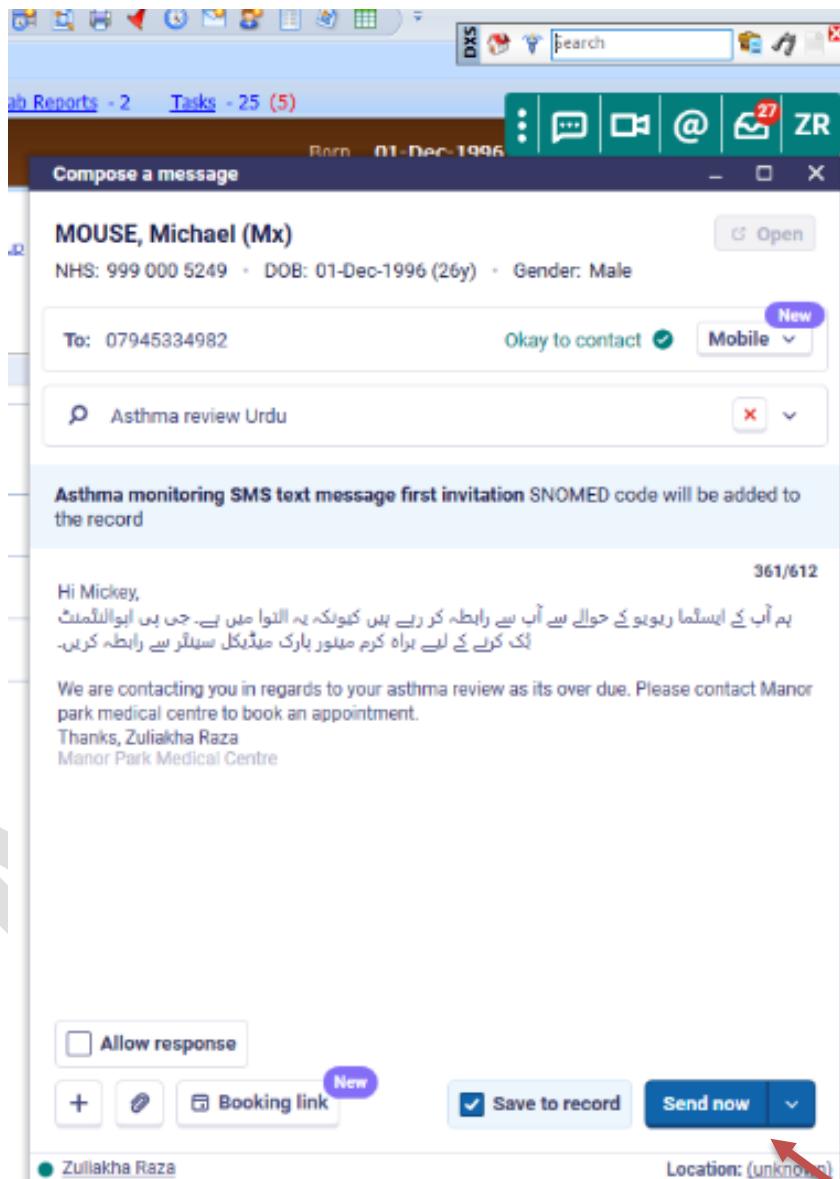


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STEP 5

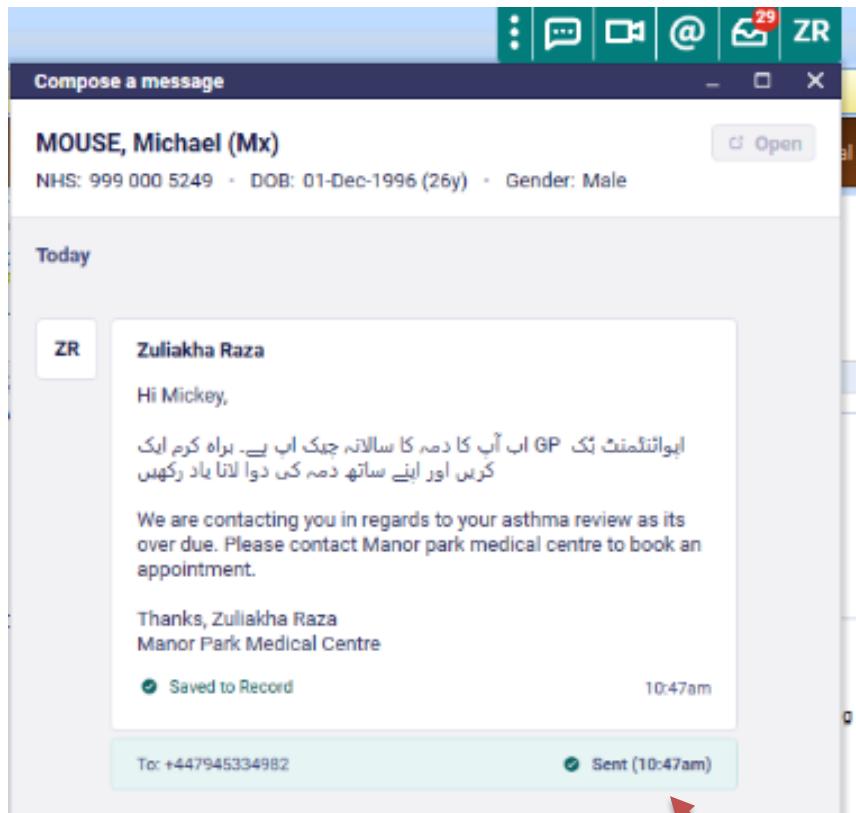
Select the chosen template and click send (**all must include an ENGLISH version**)



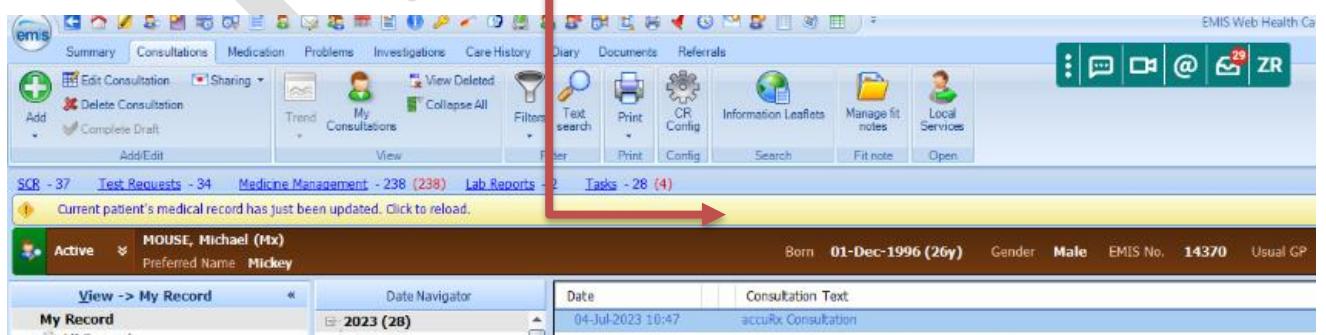
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STEP 6



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.”



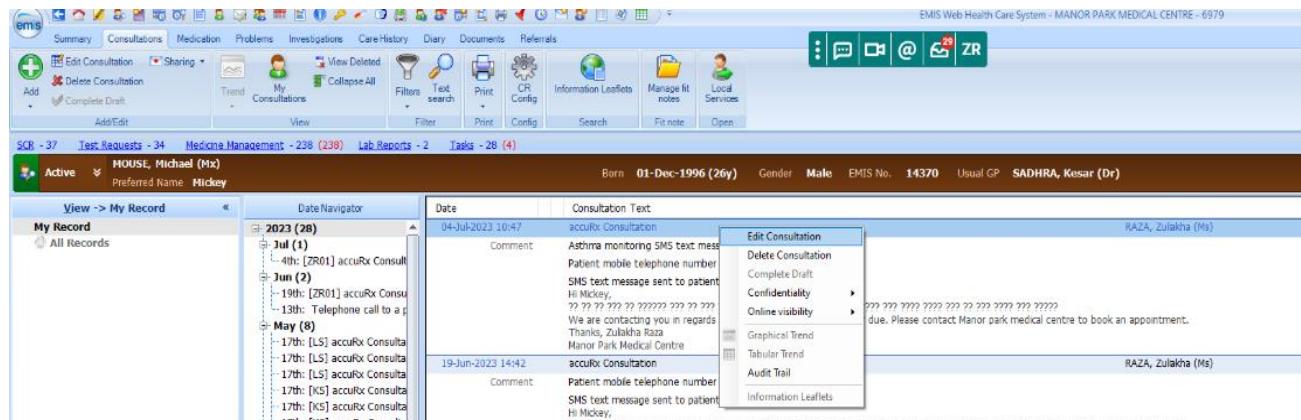
This message should pop up at the top above the patients name for it to be saved on the patient’s consultation.

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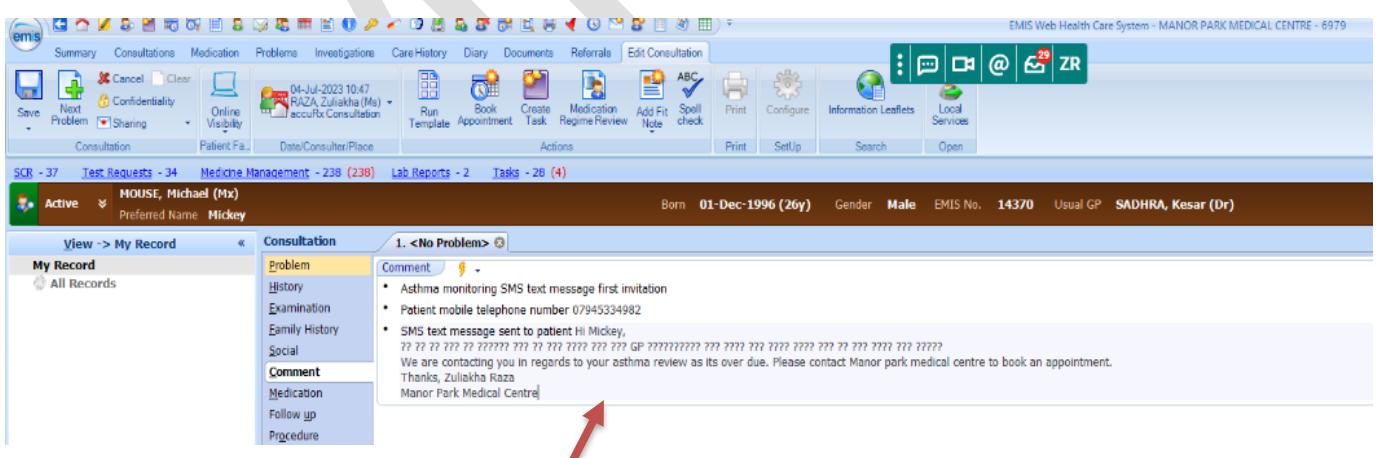
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STEP 7

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