

COMPLETING tQUEST UPDATE FORMS FOR SERVICE USERS

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1. tQuest Update Forms

This form is used to update Synnovis for all changes to requesting staff (i.e., Drs and Nurses etc.) ONLY and surgery details. This includes tQuest (electronic requesting), LabLinks (electronic resulting) and issuing requester labels (GSTT Only) for paper pathology requesting.

2. Rejection of requests

1. Requests must come from the practice management team (**reception, IT, practice** manager etc.), not clinical staff themselves.
2. Request must be on an electronic word version and sent to customerservices@synnovis.co.uk.
3. Scanned versions, forms handwritten, excel or pdf versions will be rejected.
4. Administrative/clerical staff, HCAs, Aps, Phlebotomists etc. are non-requesting staff and needs to be added by the practice themselves. We do not process any Update Request from this staffing group which must be added by the practice. If a practice is experiencing issues with adding non requesting staff this need to be raised with the EMIS Web.
5. **If you have been sent a pre-populated form, DO NOT edit the surgery details that have been completed. IF the details are incorrect, please advise us using the CHANGE section of the form.**

3. Adding Staff – Non requesting Staff

Non requesting staff includes but is not limited to: - Administrative Staff, Health Care Assistants, Phlebotomist, Pharmacy Technicians etc.

These staff will not be able to raise tQuest orders in their own name. Instead, they can select a requesting staff from the drop down. This means that the requested test results will return to the inbox of the chosen requesting staff.

Practices need to undertake this task of adding non-requesting staff. EMIS Users can refer to section 4 of 'EMIS Health's tQuest Primary Care User Guidance' also located on EMIS NOW.

Who users can go to for help:

- Vision users will need to contact the Vision helpdesk for support with creating new 'admin users'
- EMIS users will need to go to 'mysupport@emishealth.com'

If you are experiencing issues, you may need to delete and re-add staff.

4. Adding New Staff – Requesting Staff

This section should be completed for **new** members of staff (who will request Pathology tests) and cannot be used to change details for existing staff. (Refer to section 5 and 6).

A separate form **MUST** be completed for each new staff member

ADD STAFF (for NEW requesters that have NOT been set up already)

NAME

Surname/Family Name	
Forename (NO Abbreviations)	
Other Initials (PLEASE include)	

Please provide the relevant registration number below

GMP Number format: Gnnnnnnx (this number is issued to ALL qualified GPs)

Partner GPs, Salaried GPs (NOT Locums)	GMP (or Prescriber) Number	
All Doctors, including ALL GPs	GMC Number	
Pharmacists / Nurses	GPhC / NMC (PIN) Number	

NB: If the CORRECT number is not supplied we cannot proceed with this request

Staff Type (please choose from dropdown list)	Choose an item.
PMS Login Mnemonic	
Routine Work normally sent to? (please choose from dropdown list)	Choose an item.

NB: If the tQuest account is not set up at the practice we cannot proceed with this request

4.1 Mandatory Fields

The following fields must be completed by the surgery. Forms missing these details will be rejected and can delay the clinician receiving access to the system.

4.1.1 Name

This must match the clinician's name used when registering for their credentials. Initials will not be accepted.

4.1.2 Registration Number

Based on the staff type selected in section 3.1.3, the relevant registration must be provided, or the form will be rejected. Refer to the table below for guidance:

Types of Registration codes per staff type				
Staff Type	GMP/Prescriber Number	General Medical Council (GMC) Number	NMC number	GPhC
GPs	MANDATORY	For information	N/A	N/A
Locum Dr's	N/A	MANDATORY	N/A	N/A
"Registrars"/Trainee GPs	N/A	MANDATORY	N/A	N/A
Practice Nurses/Nurse practitioners	N/A	N/A	MANDATORY	N/A
Pharmacists	N/A	N/A	N/A	MANDATORY
Links to Confirm	GMP	GMC	NMC	GPhC

4.1.3 Staff Type

Only the following staff can be added to tQuest.

- a. GPs, Locum Drs
- b. Registrars/Trainee GPs
- c. Practice Nurses/Nurse Practitioners
- d. Pharmacists

Administrative/clerical staff, HCAs, Aps, Phlebotomists etc. are non-requesting staff and needs to be added by the practice themselves

4.1.4 PMS Login Mnemonic

This is the clinician’s login to the clinical system (this will allow access to be granted to electronic ordering).

4.1.5 Routine Work normally sent to

This is which tQuest is used by the practice. Practice must have a license for the chose site. Selection must be made from the dropdown i.e., Kings, GSTT or Both.

4.1.6 Signature

This section informs Synnovis of who has completed the form. Please ensure there is a named individual and date of request inputted.

5. Deleting Existing Staff

To keep all our systems up to date by, the surgery/practice should inform Synnovis of any staff that have left the practice using the DELETE STAFF section of the form.

You can request several DELETES on one form.

N.B. Failure to notify us when requesters leave may lead to requests continuing to be made on our system under that requester’s name. This can lead to results going into mailboxes that are no longer monitored on your practice system.

Please DO NOT add/delete rows or tabs as this will lead to errors or requests being missed

DELETE STAFF (for staff that have left the practice)
Please ensure **ALL LABELS** are **DISCARDED**

Name	Date Left
	Click here to enter a date.
	Click here to enter a date.
	Click here to enter a date.
	Click here to enter a date.

6. Change Staff Details

The CHANGES field should be used for all other scenarios, examples:

- a. staff member has changed name,
- b. informing us of correct Identifier number where none was given previously,
- c. where a mistake has been made in setting up the staff member on the system,
- d. Changes to surgery details- e.g., address, phone number etc.

CHANGES - Please use for any changes to details we have already set up on our systems (e.g. add ID number, name change, phone number change, etc.)

Change What?	From	To	Reason

Please DO NOT add/delete rows or tabs as this will lead to errors or requests being missed

7. Change Lead GP

The practice must inform Synnovis of a change in Lead GP immediately using the update from completing the following sections:

- a. ADD STAFF – This section should include the name and GMP code of the new lead GP
- b. CHANGES – This section should specify that the change request is for the lead GP and completed as per guidance in section 3.4

A new update will then be provided to the practice and old versions of the forms must be discarded.

8. Requesting Labels (GSTT only)

Once a clinician has been added to tQuest, labels are automatically sent to GSTT practices ONLY. These can also be requested by these practices when stock is low.

DO NOT use this form for ordering further labels

For further labels send email to customerservices@synnovis.co.uk with the following details:

- a. GP's code
- b. Clinician's code e.g., XCEP
- c. Full name of clinician
- d. Full address of practice
- e. Contact number of practices

When staff leave your surgery, please ensure ALL labels for them are disposed of and that we are advised using the delete section of the form as per section 4.

If or when changes are made to a staff member, labels with the updated details will be issued.

Please ensure ALL incorrect (out of date) labels are disposed of.

9. SLA

We endeavour to process requests quickly, however, please allow 2 weeks for these to be acted on. During busy times e.g., when Trainee GP's move "en masse" this may take longer.

Please do not send duplicate requests because this causes duplicate entries for your staff which could in turn lead to problems with returning results to the correct requestor.

Please Note:

All the information on this form should be on one sheet. If you have more requests that does not fit on the 1 form, use multiple forms.