Cinapsis Advice and Guidance Is Here

The transition to Cinapsis (e-opinion and telephone advice and guidance) will take place on 1st November 2021

**Thank you to everyone who has supported the implementation over the last 3 months,** whichhas been enabled by excellent working across the ICS, supported greatly by the provider clinical leads for A & G.

To date we have:

* Over 1,100 registered users
* Over 600 registered referrers
* Over 80 GP Practices live on the system

From 1/11/21 alongside the 50 services who provide telephone A & G there will be 23 of these services also providing e-messaging within the same platform and this includes **Teledermatology.**

In addition, during the early stage of implementation, a small number of services will be using Cinapsis to provide contact details in the form of **signposting**. This means that when you search for a service, you will be provided with the contactdetails(email and/ortelephone number) which you can then use to contact the service outside of the Cinapsis system.

Support During Switch Over:

**On 1/11/21** The new provider, Cinapsis, will be operating a drop-in session on the day of go live between 8 and 6, where users can dial in for assistance if required.

**Mission Control Link (8am-6pm 1st November 2021):**

<https://www.google.com/url?q=https://teams.microsoft.com/l/meetup-join/19%253ameeting_MTBhZDRjN2YtZGU4Ni00ZGQxLWEzOTMtMDY5MGU5OGNlMjdh%2540thread.v2/0?context%3D%257b%2522Tid%2522%253a%25225eef1d95-a083-4b6e-8704-68c43a5edf78%2522%252c%2522Oid%2522%253a%2522057db130-68a9-4529-826d-d5ee9d22b100%2522%257d&sa=D&source=calendar&ust=1635676215328402&usg=AOvVaw3JHsFA3w36mvtBE1zdMuDb>

**What can this be used for?**

Technical assistance, issues, additional training support from Service Providers and GP's.

**What happens if I need support following on from launch day?**

Cinapsis can be contacted directly via phone, web chat and email if needed. There is also a knowledge base that is available to users for general help.

We have also developed standard operating procedures to support you to use the system beyond transition. These have been sent out separately.

What next?:

We have an expanse of options for focussing our phase 2 development of A & G and early in November we will agree this work with clinical leads to formulate a prioritised plan.

In addition, those services currently providing **signposting** via Cinapsis, will be fully transitioned across to the Cinapsis system.

**For any queries, please contact:** [**iain.warren1@nhs.net**](mailto:iain.warren1@nhs.net)