

SystemOne Appointment Invitation URLs – GP Practice Tips

- Be clear on what 'slot types' and 'rota types' you want to make available for online booking before setting the Appointment Invitation organisation preferences. Your rota types and slot types need to be named clearly so that you can assign the correct Appointment Invitation URL later on.

For example:

- Rota type: "Flu vaccinations over 65yrs"
- Slot type: "Flu vaccination"

- When creating appointment invitation types (in configured lists) give them a clear name so you don't get confused with slot type and rota type names when setting options in organisation preferences.

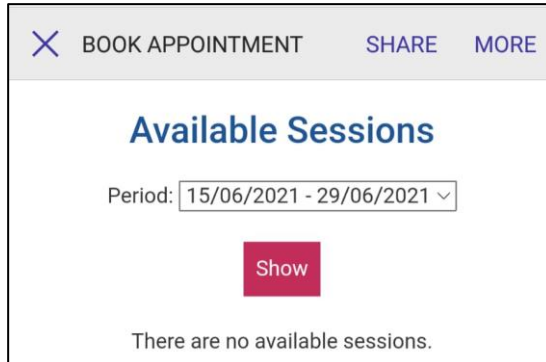
For example:

- Appointment Invitation URL: "Flu vaccination over 65yrs Invite"

- Ensure you have enough bookable appointments available to cope with the number of appointment invitation URLs sent out. Feedback from some practices stated that they had sent more invitation URLs than they had appointment slots available. Patients calling to say that there were no slots left to book.
- Before sending out any appointment invitations test sending on a dummy patient (set up with your own mobile number) to ensure you can only see the appointments you expect to be bookable. You may need to add the "Send a unique appointment URL to the patient" button to the toolbar if not there already.
- When sending appointment invitations the number of characters available in the SMS message is very limited so keep your messages brief (the URL takes up most of the available characters). When sending there is no indication of how many characters you have used so you might get an error message. It may take several attempts to successfully send (consider creating an organisation preset for future invitation messages). You may also want to consider sending a link to a web page that contains further information or sending a secondary standard SMS message if

needed.

- Some patients may ring and say there aren't any available appointments – This could be user error. The sessions are displayed in two week periods so they may just need to select a different date period which isn't completely obvious (especially if there are no appointments in the first 2 week period selected by default).



✕ BOOK APPOINTMENT SHARE MORE

Available Sessions

Period: 15/06/2021 - 29/06/2021 ▾

Show

There are no available sessions.

- If you want to use appointment invitations for a number of different slot types eg smears, flu jabs and blood tests you will need to have these in separate Rotas with specific 'Rota Types' set otherwise patients may be able to inadvertently book other slots (appointment invitations are only directly linked to rota types not slot types)
- If you want the locations of appointments to be at different sites (eg village hall) these will need to be set up as branch sites in SystmOne and have the rota site set as this in each rota.
- If you want the Clinicians name that appears in the appointment book to be generic you will need to create a new generic profile e.g "Flu Nurse One"

TPP are aware of some of the current limitations above and will hopefully be making improvements soon.

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CHANGE CONTROL

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