

1 Introduction to Vision

Version 10, 05.01.10

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What's New

Version 10	05.01.10	Rebranding to INPS and updating website information
Version 9	10.03.09	Renamed 01Vision introduction.doc
Version 8	19.07.07	Corrected Helpline phone number
Version 7	15.02.06	Alt GP Review
Version 6	06.12.05	
Version 5	03.06.05	Updated NVUG details
Version 4	28.04.05	NVUG (the Vision User Group) has changed its website address to www.nvug.org . The discussion group can be found on www.nvug.org/forum .

What this User Guide covers

The Vision User Guide is part of your Vision system. Just click on the desktop icon Vision User Guide on your Windows Desktop. You can then navigate to the chapter you want.

It aims to provide illustrated support for you and your staff after you have finished your initial training, to remind you how to carry out some of the more common tasks, such as entering consultation data, or registering a patient.

Frequent amendments are made to the User Guide as software enhancements evolve. The most up-to-date chapters can be downloaded from the INPS website from My Vision – User Assistance.

How to find what you want in the User Guide

- The **Getting Started** section is a straightforward guide to some of the essential data entries in Vision, principally in Consultation Manager, the clinical module. These can be printed out, so a locum or registrar can get started on the Vision system without trouble. They can also be used for practices undergoing data conversion from another system to Vision when they receive their trial data. The Consultation Manager Quick Reference – the basics will help familiarise the new user to the system.
- That and the remaining chapters are available on the **Vision website** <http://www.inps.co.uk/> under My Vision – User Assistance. Each is a separate file in .pdf format which you can read with Adobe Acrobat Reader (this can be downloaded for free from the internet).
- The User Guides are grouped into main six areas; a single click on an area will display the relevant User Guides available. Single click to open the .pdf document.
- Once you have opened the chapter you want, use either the individual chapter contents or the Find facility to search for a keyword.
- The master document contains the **Contents and Index**. Look in the main Contents to find the subject area. The Index is the final section of the master document and can be used for a more detailed search. This will point you to a section number and its page number, eg 24-15 is page 15 of section 24
- Some chapters in this User Guide have a final section of **Frequently Asked Questions**. These either explain the answer or point you to a page in the chapter where you can find the answer.

Other aids to learning Vision

As well as this **User Guide** and the up-to-date **on-screen help**, your practice should have received the following to help you get started at some time during the introduction to Vision:

- **Vision Starter Pack** – Before going live on Vision
- **Quick Reference Guide** (Chapter 15 of the Vision 3 User Guide)
- **Regular training seminars** run by the Training Department

Updates to the Vision software are undertaken regularly, and are called **DLMs** (Download Manager).

A User Guide accompanies each of these in pdf format, explaining the changes. It can be downloaded from the Vision website under **My Vision – User Assistance – Most Recent DLM**.

Within the on-screen help for each module, there is a What's New section.

Helpline and INPS website

The INPS website **www.inps.co.uk** offers a wide range of features including full product information as well as support and quotation request forms.

The **Helpline phone** number is 020 7501 7105 for **Vision** queries and 020 7501 7001 for **fax** queries.

- On the INPS website **www.inps.co.uk**, you can go to **My Vision - Helpline** and use either **Support Request** or **Contact Helpline** to fill in a form on the INPS website - this will go direct to the Helpline.
- The **Vision** page of the website has a drop down list of the Account Managers with contact details.
- On the INPS website, under **My Vision – User Assistance**, there is a **Quick Reference** section when you can download the latest user guides, referral letter templates etc.
- Under **My Vision** you can download the latest **Clinical Audits, Guidelines** and **nGMS Resources**.
- You can also register to receive regular **eNewsletter**.

Training Department

Different members of staff have individual training requirements. Our courses are tailored to suit each area of your practice, to ensure your staff get the best value out of their time with us.

Visit the www.inps.co.uk website under **Training** for a full list of the current courses.

Our Team consists of 18 full-time and 20 Freelance Training Consultants. The majority have an NHS background and many have been recruited from General Practice\Health Authorities\other clinical system suppliers.

INPS Training Services are a Gold Standard Accredited Training Provider for the Institute of IT Training of which all our trainers are members.

INPS Training Consultants receive regular update training and we monitor their performance closely. We welcome any constructive thoughts or ideas you may have and are always willing to develop bespoke training programmes.

The Training Department **phone** number is 02476 422 334, or **email** to training@inps.co.uk. The **address** is:

INPS Training Dept
Shillingwood House
Westwood Way
Westwood Business Park
Coventry CV4 8JZ

Title	Name	Telephone	e-mail address
Training Manager	Susan Knox	02476 422 077 or 07802 336156	susan.knox@inps.co.uk
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Northern Scheduler	Darren Clark	02476 422 334	darren.clark@inps.co.uk
Southern Scheduler	David Osborne	02476 422 404	david.osborne@inps.co.uk

Using On-screen help

On-screen help is available within every module of Vision, as well as at the front menu. To use help for a particular area, you must first access the module. For example, to look up help on prescribing, first go into **Consultation Manager** and access help from there. Or for help on registering patients, go into **Registration** then click on **Help**.

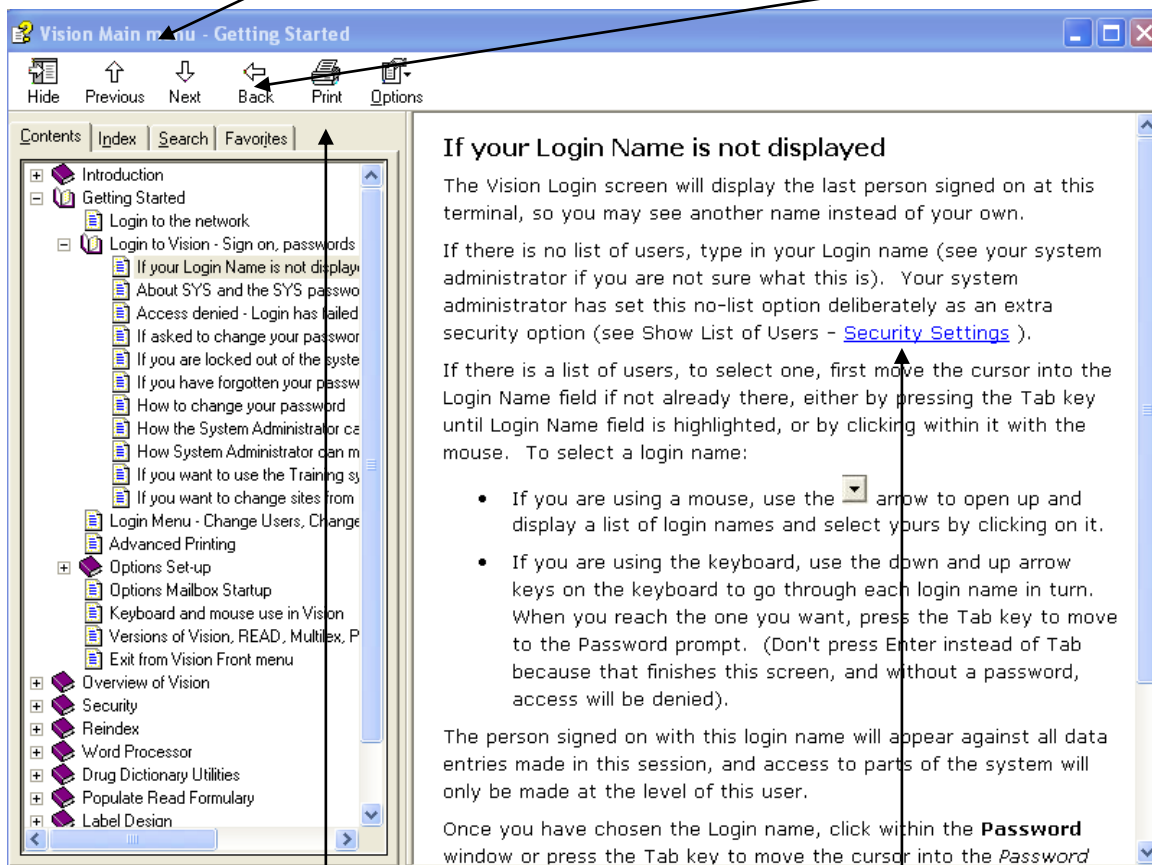
To access Vision on-screen help –

Either click on **Help** or press **F1** within a Vision module or at the screen where you need help. Click on either **Contents** then

to expand. Click on for help topics

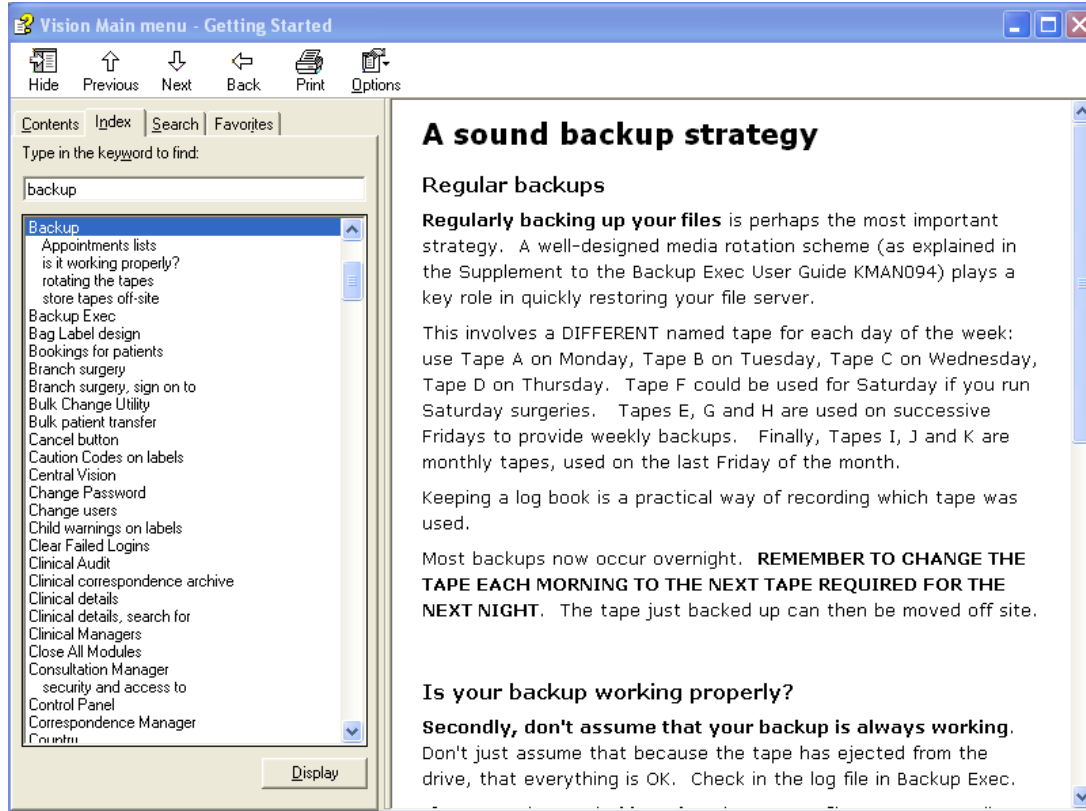
Previous goes to the previous topic on the Contents
Next to the next topic on the Contents

Back to previous topic you were viewing

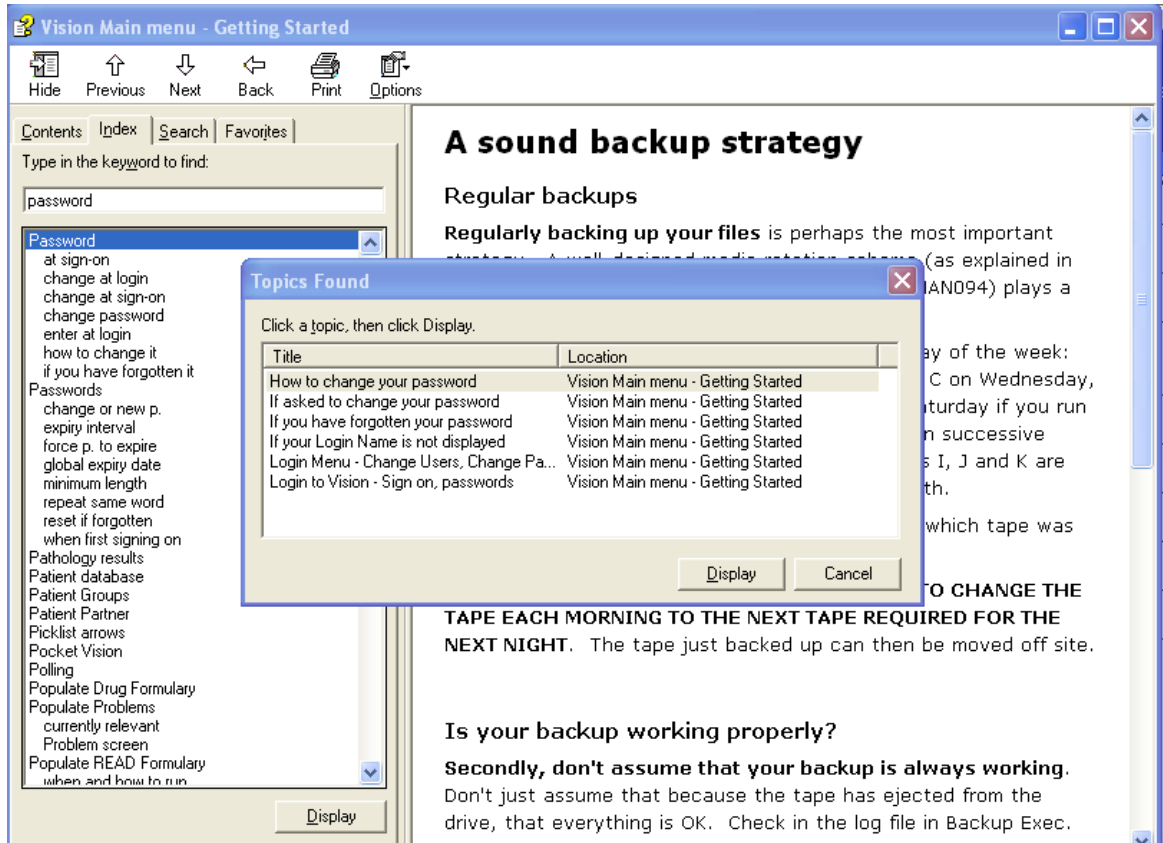


Print a Help Topic - first display the topic you want, then press the **Print** icon at the top left of the screen; or right mouse click and select **Print**

Point to coloured underlined words (the cursor changes to a pointing hand), and click once to jump to that topic.




The **Index** lists topics and contents headings alphabetically.
 In the top box, type in the required topic, either partly or in full. Relevant topics will be listed in the lower box.
 Double click on the required topic (or click once then click on Display).



Search searches ALL the help text and thus is one of the most powerful tools for finding help on a subject.

For example, to find password references within the front menu help, go to the Search tab, type *password* and press Enter which lists any sections that contain the word *password*. Click on one of these to highlight, then click on Display, or double click on the line. That help screen will be displayed.

Exit from Help - To exit from Help, click on .

Vision Managed Service

An increasing number of Primary Care Trusts and Local Health Boards are choosing central server solutions. The Vision Enterprise System (VES) uses 'thin-client' technology to provide full Vision functionality across a wide area network, with all data stored and processed on central server.

System administration is managed by a central team. The practice is no longer responsible for the administration of their local area network, system housekeeping or backups.

The benefits of hosting

Some of the reasons primary care organisations are choosing a VES deployment include:

- Lower IT administration burden for practices
- A cost-effective solution for migrating legacy systems to Vision
- Reduces the cost and frequency of technology refresh at practices

The Vision Managed Service

The Vision Managed Service is the VES environment that is managed by INPS. It includes data hosting and high-level system management, backed by a robust Service Level Agreement.

The Vision Managed Service includes:

- Hardware and environment resilience
- Maintenance of system performance and availability
- Management of backup routines
- Maintenance of standard dictionaries (eg, Read, Multilex)
- Scheduled downtime outside core hours

GPSoC Level 4 Compliance

The data centre for the Vision Managed Service has recently been expanded, and was the first hosting environment to meet NHS Connecting for Health standards and gain GPSoC Level 4 compliance. The new environment provides increased capacity and resilience, ensuring we continue to provide the best possible services for our customers as the number of practices using the service increases.

National Vision User Group

The **National Vision User Group** was set up in 1984 by users as a forum for the exchange of ideas on GP Computing. From these beginnings it has grown into an influential body representing the users of INPS Vision GP computer system.

The User Group is based on local activity and regional representation, with a long established system of democratic annual elections. A National Panel of representatives covering England, Wales, Scotland and Northern Ireland, meet three times each year and enjoy daily contact via a dedicated email forum. Drawn from this National Panel, a smaller Executive Committee runs the User Group and organises its many activities.

The User Group has an excellent working relationship with INPS, members of whose senior management attend those parts of the National Panel meetings that are dedicated to company liaison and future developments. Software developments are discussed in detail through a network of electronic email-based fora with members of the National Panel and, where appropriate, the wider NVUG membership.

A primary purpose of the User Group is the sharing of best practice amongst and between our many hundreds of members. This we achieve in a variety of ways, including:-

- **The National Conference.** Each year this two-day educational conference offers a very wide range of Vision and practice computing related topics delivered by experienced and enthusiastic doctors, practice managers and guest speakers (including INPS). Whether you've been using Vision for years or are just starting, there's lots for everyone at the Conference ... and NVUG members enjoy a significant discount in the cost of attendance
- **The Roadshow Program.** All over the UK, throughout the year, we endeavour to bring the best and latest experienced-based education to your home area (or as near as we can get!). Again, discounted attendance is available for NVUG members
- **The NVUG eForum.** An email-based corporate resource for all NVUG members. Join up and instantly link into the collected wisdom of many hundreds of experienced listening ears and tapping fingers. Vision problem? Perhaps this is the answer!
- **The NVUG Website.** Stuffed full of information, advice, educational presentations and practical downloads; the website should be a regular stop for all Vision users ...providing you are NVUG members of course!
- **The NVUG Administrator.** Available at the end of an email (admin@nvug.org), our administrator will try to help with all sorts of queries and problems

Other recent initiatives have included establishing a joint forum of GP computing user groups in order to improve our influence over NHS IT policy-making, and working with the insurance industry to create universal reporting structures. Currently we are involved in representing the needs and viewpoints of Vision users, independently and via several influential national committees, to Connecting for Health (NPfIT) and all four LSP's.

There are yet more benefits available with membership of the National Vision User Group, including discount on certain INPS training, discount for the purchase of consumables, influence in software development, and the NVUG support and reconciliation facility for any problems or disputes with the Company.

We would like to invite you to join NVUG by selecting one of the "Join NVUG" links on the Home Page of the NVUG website (www.nvug.org) and look forward to your active participation in the User Group's activities.

Joining

NVUG aims to be your voice with INPS, influencing software development and service quality.

When you join, you will receive £60.00 worth of vouchers redeemable on training from INPS.

The Administrator deals with queries from prospective members about joining the User Group, and from members about User Group activities.

Contacting the User Group

General Enquiries

All correspondence with the User Group, unless in response to a direct communication from an officer, should be addressed to the Administrator. The exceptions are subscription or insurance bond queries, which should be addressed to the Treasurer.

Administrator - Richard White

National Vision User Group
5 Manor Close
Shrivenham, Swindon, Wilts, SN6 8AE
Telephone: 087087 44040
E-Mail: admin@nvug.org

Treasurer - Mrs Janice Ogden

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Telephone / Fax: 023 8069 6455
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INPS Head Office contact

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