

Troubleshooting – WMH GP Smart Referrals

Condition doesn't display:

- In the 'Condition and Specialty' search box, start by searching for the relevant condition.
- Conditions with standardised state-wide criteria will be listed and generate a specific template ensuring essential information is included. Most of this information will auto-populate from the patient file.
- If the condition does not appear, search for the specialty.
- Select the specialty with no condition listed beside it. This is a blank template. When using this blank template, refer to the West Moreton refer website (listed below) for referral criteria to ensure all essential information is included.

Referral won't submit: Check attachments

- 5MB limit is per attachment – 25MB for total referral.
- Error: GPSR won't let the user submit referral.
- Please do not use ': ' in naming your attachments.

System Issues: is it an individual workstation, or whole practice?

Individual work-station issue:

- Practice Manager to phone the GP hotline and advise individual workstation issue. Common causes are Win7 to Win10 upgrade or upgrade from one BP/MD version to another and the workstation hasn't updated cleanly.
- Database password issue.** Practice Manager to contact the GP Hotline and let them know that it is just their PC. BPAC will work on it but they need this information.
- Work around: If GPSR is installed on PM/Nurse workstation/spare laptop. GP can send it over to the PM/Nurse to finish and check and send. Can use backup/spare laptop.

Whole Practice issue:

- Upgrade issue – **Reinsert the database browser password.**
- Or if they have upgraded to Jade, they need to go to the settings and tick the BPAC clinical solutions box (IT people should do it but don't read the release notes)
- PM can do it – system config, data base, third party vendors, drop down box and tick BPAC.

NOTES:

Practice managers please ensure release notes go to your IT vendor to allow them to follow the detailed instructions and avoid upgrade issues.