

Upcoming Bank Holidays 25th, 28th December 2020 and 1st January 2021

Actions to be completed by Practices

As most GP Practices will be closed during the Christmas and New Year Bank Holidays, we wanted to make sure you are aware how to make your Engage Consult service 'out of hours' for these days only. What this means is that when a Patient tries to contact you via Engage Consult, your service will tell the Patient that it is 'out of hours' and that you will be available to respond to the request on the next working day. To make these simple changes please follow the steps below;

1. Log into **My Wiggly Amps** with your ODS code and password






 my.wiggly-amps.com

2. Select **Engage Consult Settings** from the main dashboard

Kitson Road Surgery

Products & Services

This is the central management page for all your Wiggly-Amps products. Currently this displays a limited set of products & services however, in time, this page will also support other Wiggly-Amps products you may have e.g. Engage patient check-in touchscreen or the Little Green Button panic software.

	Engage Consult Licence: 2019-11-25 to 2020-11-25 Settings <input checked="" type="checkbox"/> Enabled
	EnCompass LT Licence: 2019-11-25 to 2020-11-25 Links Staff Groups External
	Engage Connect Licence: 2019-11-25 to 2020-11-25 Links Settings
	Friends & Family Test Licence: 2019-11-26 to 2020-11-26 Links & Banners Reports Settings
	Reports Reports

3. Scroll down to **Engage Consult Response (call-back) Times**

Sections

- Website Popup
- Report Delivery
- Message to Users
- Emails to Users
- Service Hours
- Available Staff
- Patient and Carer Access
- Options
- Video Consultations
- ICE and/or Custom Questions

Service Hours

Applies to medical requests only.

Allow users to send medical requests outside of service hours

We recommend setting the finish time to 15 minutes before you want the last request to arrive. We don't allow new requests after that time, but any already started will be able to finish.

Day of Week	Start	Finish	Max Requests (approx*)
Monday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Tuesday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Wednesday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Thursday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Friday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Saturday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>
Sunday	00:00 <input type="text"/>	16:30 <input type="text"/>	No Limit <input type="text"/>

* any users who have started a request when the limit has been reached will be allowed to finish.

4. Change Friday 25th December to 'out of hours' by hitting the **Delete** key on your keyboard on the **Start** and **Finish** time

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5. Click **Save Changes**
6. Repeat this step to set 'out of hours' for Monday 28th December and Friday 1st January.
7. **PLEASE REMEMBER TO RE-ENTER YOUR NORMAL START AND FINISH TIMES AFTER BANK HOLIDAYS (i.e. re-enter Monday's times on Tuesday 29th December and Friday's on 4th January)**

Other things you could do to make this message clearer:

- Send out an SMS message to Patients
- Update your Telephone Messages

If by all means you are open on either Bank Holiday, you don't need to action the above but you could take the opportunity to remind Patients they can use Engage Consult to contact you over the long weekend!

Engage Consult Support Services

If you require technical support, please ensure you check our extensive Knowledge Base for both Engage Consult and Engage Touch:

<https://support.engagehealth.uk/support/solutions>

Or you can log a new support request here:

<https://support.engagehealth.uk/support/tickets/new>

Our office is closed over the festive season, from 1:00pm on the 24th December 2020 and will re-open again at 8:00am on Monday the 4th January. We will continue to monitor our systems and ensure appropriate resources are in place in the unlikely event there is a system outage. If you need to report a practice wide major incident, please email us at emergency@engagehealth.uk

