

# Upcoming May Spring Bank Holiday - 31st May 2021

## Actions to be completed by Practices






As most GP Practices will be closed during the May Spring Bank Holiday on Monday 31st May 2021, we wanted to make sure you are aware of 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 Engage** with your ODS code and password  
*My.engage.gp*
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.

	<b>Engage Consult</b> Licence: 2019-11-25 to 2020-11-25 <a href="#">Settings</a> <a href="#">Enabled</a>
	<b>EnCompass LT</b> Licence: 2019-11-25 to 2020-11-25 <a href="#">Links</a> <a href="#">Staff</a> <a href="#">Groups</a> <a href="#">External</a>
	<b>Engage Connect</b> Licence: 2019-11-25 to 2020-11-25 <a href="#">Links</a> <a href="#">Settings</a>
	<b>Friends &amp; Family Test</b> Licence: 2019-11-26 to 2020-11-26 <a href="#">Links &amp; Banners</a> <a href="#">Reports</a> <a href="#">Settings</a>
	<b>Reports</b> <a href="#">Reports</a>

### 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

Save Changes

Discard Changes

## 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. On the week commencing **24th May**, change **Monday 31st May** to 'out of hours' by hitting the **Delete** key on your keyboard on the **Start** and **Finish** time

Website Popup

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Friday	--:-- <input type="text"/>	--:-- <input type="text"/>	No Limit <input type="text"/>
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**5. Click Save Changes**

**6. PLEASE REMEMBER TO RE-ENTER YOUR NORMAL START AND FINISH TIMES AFTER BANK HOLIDAYS (i.e when you come back on Tuesday 1st June)**

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 Bank Holiday. 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](mailto:emergency@engagehealth.uk)

