



# **GP Registrar Information Management & Education**

**Gippsland Education & Training for General Practice**

**GPRime User Guide**

## **Operational Group Members**



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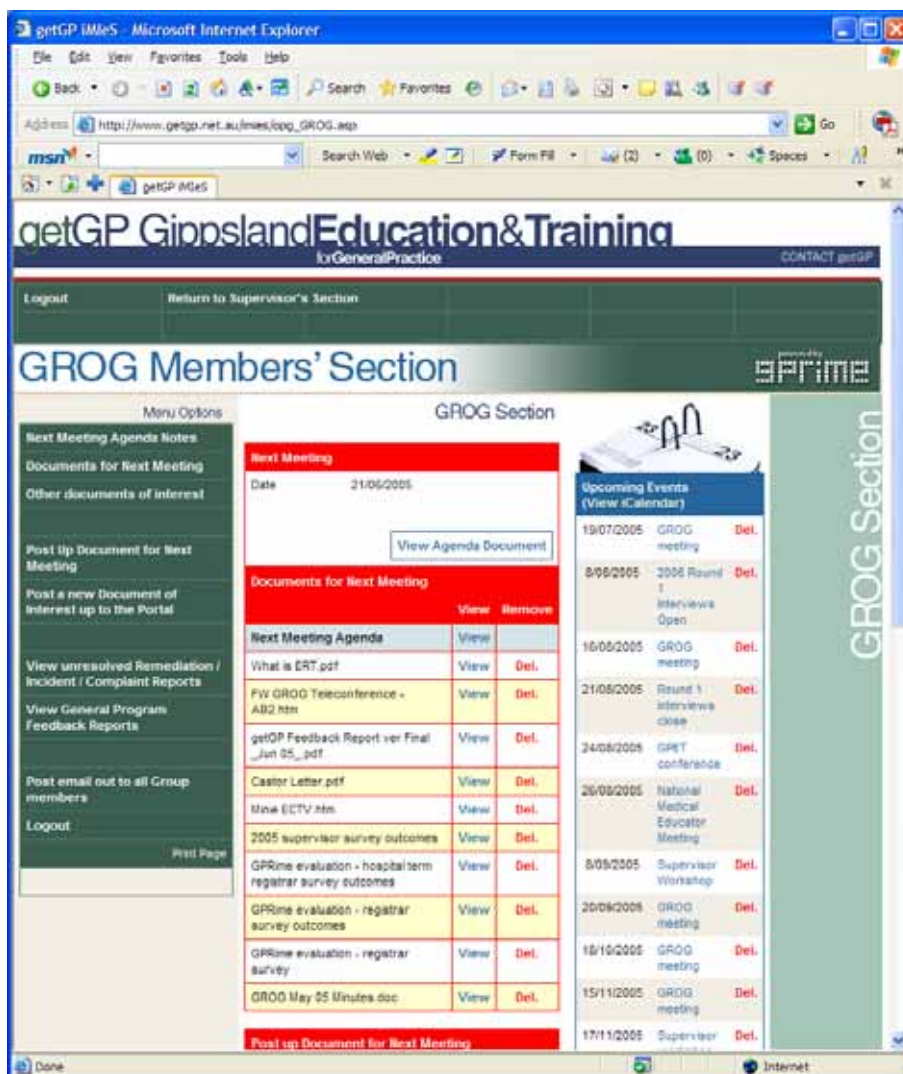
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# 1. Using the Operational Group Portal

## 1.1 Viewing Agenda Information

The Operational Group's Agenda is managed by the RTP's Administrative Users. As a member of the Operational Group, you may view the Agenda posted up by Administration. A summary of the Agenda (and the date of the Next Meeting) can be found at the top of the Portal page.

Also, there may be a link to download the Agenda document. This allows you to download the full Agenda document, usually either a Word file or a PDF document, as posted by Administration.

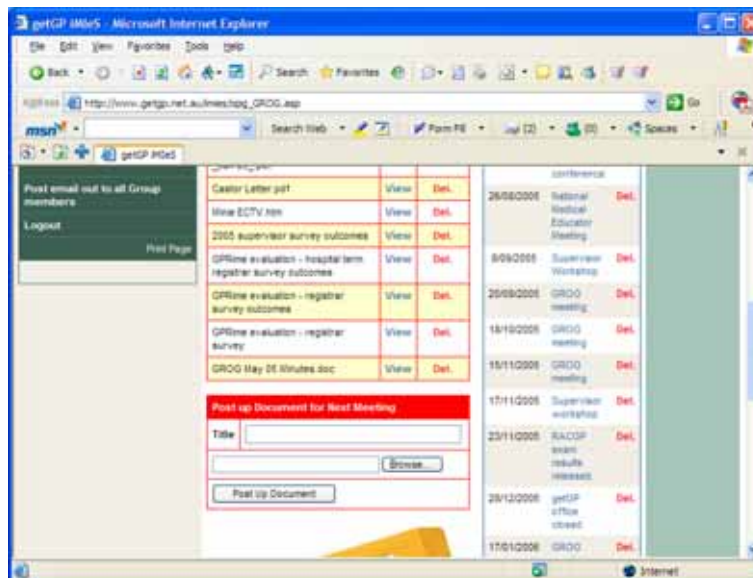


## 1.2 Working with Documents

Your Operation Group Portal works similarly to the other Group pages. You have access to Documents for the Next Meeting as well as other Documents of Interest. You can download these documents as well as Post Up new documents to the Portal.

### 1.2.1 Documents for Next Meeting

To download a document from this section, click on the View link beside any document to open it for printing or to save it to your computer for viewing later.



To post a new Document up for the Next Meeting, simply enter the title of the document into the text box in the Post Up Document for Next Meeting section of the Portal and use the **Browse** button to locate the document on your computer. Once these two boxes are filled in, click once on the **Post Up Document** button directly beneath it to post up the document to the Next Meeting section.

### 1.2.2 Documents of Interest

Similarly to above, there is a section for other Documents of Interest. These documents form an ongoing online library that you can download and add to. The process is the same as the one noted above, but uses the lowermost section of the Portal page.

### 1.3 Working with Reports

Your Operational Group is responsible for the oversight of the Remediation/Incident/Complaint Reports and also the General Program Feedback Reports that are submitted by other RTP Users and/or GP Registrars. Both of these Reports can be accessed directly from the Operational Group Portal.

#### 1.3.1 Remediation/Incident/Complaint Reports

This link will open up the summary of Reports. You will see a window similar to the one below.

Report Date	Practice	Report Submitted / Resolved
24/06/2005	Mid Valley Family Medicine	<a href="#">Submitted (24/06/2005)</a>
22/06/2005	Test Practice	<a href="#">Submitted (22/06/2005)</a>
24/02/2005	Test Practice	<a href="#">Submitted (24/02/2005)</a>
1/02/2005	Breed Street Clinic	<a href="#">Submitted (1/02/2005)</a>

This window lists out the outstanding Remediation/Incident/Complaint (RIC) Reports, sorted by date submitted. To open up any of the Reports for review or actioning, click on the **Submitted** hyperlink to view the details of the Report.

http://www.getgp.net.au - Remediation/Incident/Complaint Reporting Form - Microsoft I...

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General Practice

**Remediation/Incident/Complaint Report**

This report relates to: an Incident

Where: Test Practice

Initiating person (raising the issue or complaint): Andrew Rigney [Other...]

**Above person's contact details**

Address: 1223/1 Queens Road Melbourne VIC 3004

Telephone: 9863 7533

Mobile: 0403 194 303

Email Address: Andrew.Rigney@jammedia.com.au

**Problem Description**

Summary Statement of Issue:

Initially Referred to: Naomi Farmer

To Be Actioned By:

Date: 22/06/2005

Details: Testing to make certain that MEs (and therefore other users) can submit Remediation/Incident/Complaints (RICs)...

Persons allocated to Action response: [Dropdown menu]

Actions: [Dropdown menu]

Outcome: [Dropdown menu]

Date of Satisfactory Resolution:

Allow Practice to view Report: No

Update Report | Sign Off on Report | Cancel

Close Window | Print Window

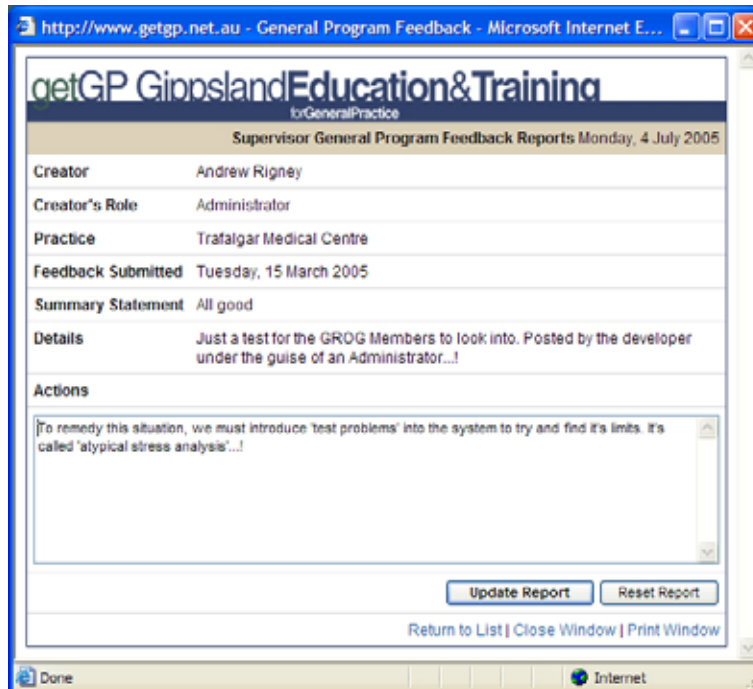
Done | Internet

Once a Report is open, you may elect as a Group to enter information into the Allocated Actions section of the Report (if needed). You may allocate Persons to make Actions to resolve this Report and also nominate what Actions need to be undertaken. The outcomes of these Actions can also be recorded for later review.

The last option available is to make the Report visible to the Practice it involves. The Operational Group can release the Report to the Practice at any time, but it would usually occur after it is resolved satisfactorily and signed off by the Operational Group or RTP Administration.

### 1.3.2 General Program Feedback Reports

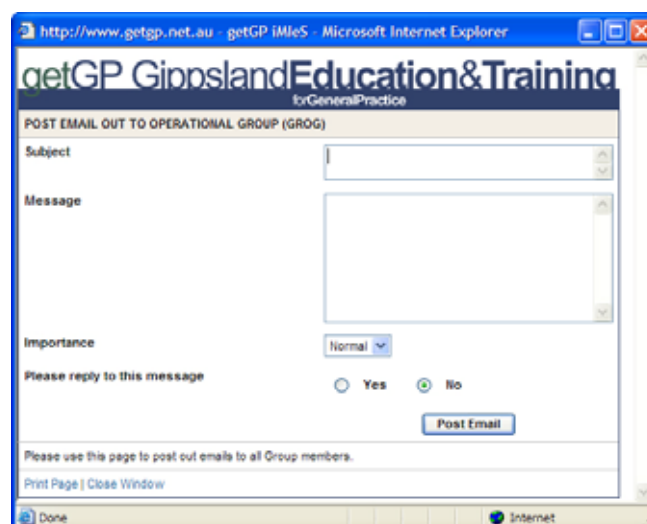
These are managed in the same manner as the RIC Reports above. The link opens up the summary window, where you may click on the View link to open the Report up for review and/or actioning.



Once the Report is open, you can enter or edit the Actions section of the Report. Once you are satisfied with the Report, you may click on **Update Report** to save your changes.

### 1.4 Group Communications – Email

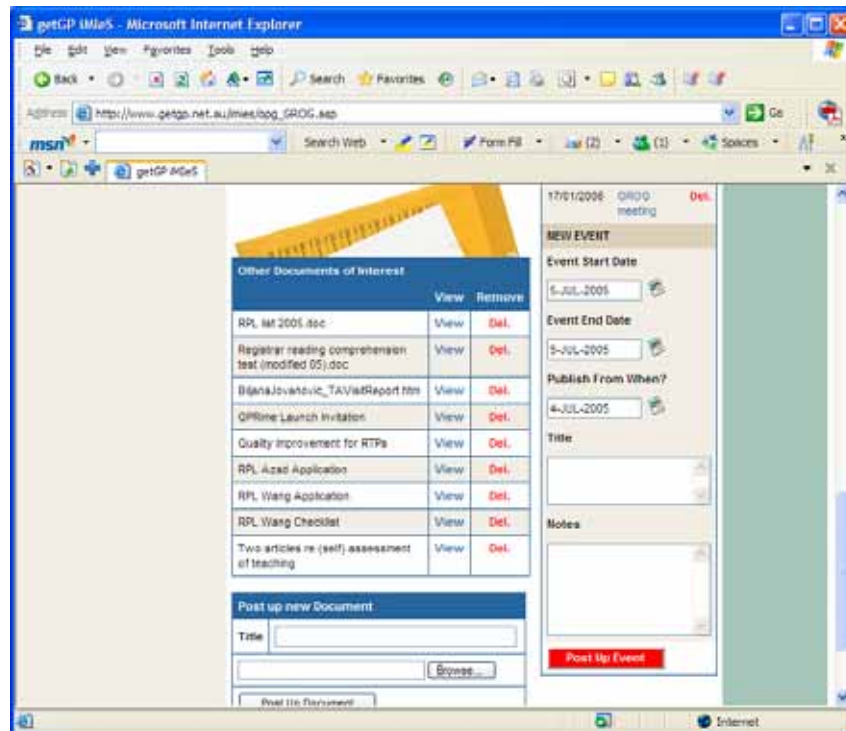
Like the other Groups, you can send out an email to all Group members by opening up this link and filling in the email form.



Once all your information has been entered, click on the Post Email button to send the email out to all Operational Group members automatically.

## 1.5 Managing the Calendar

Each Group also has an independent Calendar that you can add events to. On the right of the Group page is the Calendar. Below any existing events is an area where you can enter dates and text to create a new event.



An event is made up of six (6) items – a start date, an end date, a publish date, a title, notes and the applicable group(s). The start date and end date are the dates the event starts and ends, whilst the publish date is the date the event becomes visible on the calendar. This way, events can be created long into the future but not appear until closer to the start date. The publish date gives you a window to ‘advertise’ the event before it starts.

- **An event can occur over multiple consecutive days if the start and end dates are different (end date must be greater than the start date).**

You can also enter text for the title of the event and add in notes about it that appear in the calendar. The last option is to specify which Group or Groups this event applies to. Pick an option from the drop-down menu and then click on the **Post Up Event** button to post the event to the Calendar.

## 1.6 Returning to your Home Page

Once you have finished working with the Operational Group section and you wish to return to your own Home Page, simply click on the menu link at the top of the screen to return to your Home Page.