Completing tQuest Update Forms for Service Users

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# tQuest Update Forms

This form is used to update Synnovis for all changes to requesting staff (i.e., Drs and Nurses etc.) and surgery details for tQuest.

# Rejection of requests

1. Request must be on an electronic word version and sent to [tquest@synnovis.co.uk](mailto:tquest@synnovis.co.uk).
2. Scanned versions, forms handwritten, excel or pdf versions will be rejected.
3. Administrative/clerical staff, HCAs, Phlebotomists etc. are non-requesting staff and need to be added by the practice themselves. We do not process any Update Request from this staffing group.
4. Please do not it the surgery details on the template. If the details are incorrect, please advise us using the change section of the form.

# Adding Staff – Non requesting Staff

Non-requesting staff includes but is not limited to: - Administrative Staff, Health Care Assistants, Phlebotomist, Pharmacy Technicians etc.

These staff will not be able to raise tQuest orders in their own name. Instead, they can select a requesting staff from the drop down. This means that the requested test results will return to the inbox of the chosen requesting staff.

Practices need to undertake this task of adding non-requesting staff. EMIS Users can refer to section 4 of ‘EMIS Health’s tQuest Primary Care User Guidance’ also located on EMIS NOW.

# Adding New Staff – Requesting Staff

This section should be completed for **new** members of staff (who will request Pathology tests) and cannot be used to change details for existing staff. (Refer to section 5 and 6).

A separate form MUST be completed for each new staff member

## Mandatory Fields

The following fields must be completed by the surgery. Forms missing these details will be rejected and can delay the clinician receiving access to the system.

### Name

This must match the clinician’s name used when registering for their credentials.

### Registration Number

Based on the staff type the relevant registration must be provided, or the form will be rejected. Refer to the table below for guidance:

|  |  |
| --- | --- |
| Doctors, GPs | GMC Number |
| Nurses | NMC PIN |
| Pharmacists | GPhC |
| Paramedic | HCPC |
| Physician Associate | MVR / RCP Registration |

### Staff Type

Only the following staff can be added to tQuest.

1. GPs, Locum Drs, Registrars/Trainee GPs
2. Practice Nurses/Nurse Practitioners
3. Pharmacists
4. Paramedics
5. Physicians Associate

Administrative/clerical staff, HCAs, Aps, Phlebotomists etc. are non-requesting staff and needs to be added by the practice themselves

### PMS Login Mnemonic

This is the clinician’s login to the clinical system (this will allow access to be granted to electronic ordering).

# Deleting Existing Staff

To keep all our systems up to date by, the surgery/practice should inform Synnovis of any staff that have left the practice using the delete section of the form.

You can request several DELETEs on one form.

**N.B. Failure to notify us when requesters leave may lead to requests continuing to be made on our system under that requester’s name.**

# Change Staff Details

The CHANGES field should be used for all other scenarios, examples:

1. staff member has changed name,
2. informing us of correct Identifier number where none was given previously,
3. where a mistake has been made in setting up the staff member on the system,
4. Changes to surgery details- e.g., address, phone number etc.

# Turnaround Time

We endeavour to process requests quickly, however, please allow 2 weeks for these to be acted on. During busy times e.g., when Trainee GP’s move “en masse” this may take longer.

Please do not send duplicate requests because this causes duplicate entries for your staff which could in turn lead to problems with returning results to the correct requestor.

Please Note:

All the information on this form should be on one sheet. If you have more requests that does not fit on the 1 form, use multiple forms.