iGPR™

Electronic Medical Reports

Practices across the UK are being enabled for electronic GP reporting via iGPR™
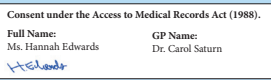
Paperless Reporting

Aiding the drive for a paperless NHS and paperless Insurance industry, iGPR enables GP practices to securely receive and respond to requests for medical evidence **electronically**.

The New Electronic Process

Using iGPR, here's how the new process for requesting and receiving reports for medical evidence works:

1.

> **iGPR notification**
> A patient insurance report from Aviva has arrived
> Click to open ✕

Requests are delivered into your iGPR inbox with an **appropriate AMRA patient consent** for you to review.

2.

> Consent under the Access to Medical Records Act (1988).
> Full Name: GP Name:
> Ms. Hannah Edwards   Dr. Carol Saturn
> H.Edwards
> Accept consent?
> **Accept** ✓   **Reject**

When the consent is accepted, you can create a report catered to the request requirements in just one click.

3.

> Termination of pregnancy NEC
> Husband alcoholic
> FH: Aortic aneurysm
> Patient's uncle affected

The report will be displayed on screen.

iGPR will highlight any **non-permitted information** and redact it for you. These redactions can be reviewed and, if necessary, **additional redactions** can be made.

4.

> Payment ref:
> Aviva-Bloggs12
> Confirm ✓

When you are satisfied with the report content and ready to send, one click will prompt you to enter a reference so that you can track the **automatic, electronic payment.**

On confirming, the report is sent securely to the requester.

Not yet using iGPR™ ?

No problem, iGPR is very easy to set-up and is available at **no cost to GP Practices**. The software is being deployed nationally across the UK and your Practice may already have received installation.

If you do not yet have iGPR, or for any other queries about the software, please contact the iGPR Support team on 01527 570 005. Or you can find us online at www.igpr.uk where you can view our **walk-through video**.

Information Governance & Security

The software provider, Niche Health, has over 25 years experience of delivering market-leading solutions to Primary Care, and meeting NHS IG security standards is of paramount importance. The software has been designed from inception to be fully compliant with best business and NHS security standards for the management of patient data.

As an IG Toolkit Level 3 accredited supplier (organisation code 8J046) Niche Health is a trusted partner to the NHS for the provision of our products and services. For more information, please visit www.nichehealth.co.uk/about where you can find full details of all accreditation.

Feedback About iGPR

I found the iGPR system very easy to use and it will save me so much time in the long run of preparing reports. I support this system 100%.

Knowing that the insurance companies get the report directly is also a relief as in the past I have had companies calling to say that they have never received the medical reports which I had sent via post!

I think all insurance companies should use this system as it will save us both time and incurs no waste of paper.

Louise Ellis, Camberwell Green Surgery

Training was excellent and on two occasions where I have had to call back when forgetting something I received friendly and helpful support. On all occasions I was aided very promptly and was talked through the whole process.

This is a very good system saving lots of administrative time at the GP surgery, especially not having to photocopy a paper file and download the computer record before sending by recorded delivery. It is fast and has so far been very effective.

Gillian Reeves, Medical Secretary, Nork Clinic

This is an invaluable piece of software, it ticks all the Caldicott Guardian boxes.

Tracie Craddock, Stirchley Medical Centre

FAQs

Q. How many Insurers are signed up to this new process?
Niche Health is engaged with all major Insurers as the industry transitions fully to an electronic process.

Q. How much will it cost practices to install and use iGPR?
iGPR is provided at no cost to practices and the NHS.

Q. Will I still have to send any paper by post?
Not at all. Reports sent electronically through iGPR will require absolutely no paper administration.

Q. Can the practice control what information to remove from a report?
Practices as the Data Controller remain in full control of what information is in a report. iGPR provides a set of tools for removing any information practice staff deem inappropriate to include.

Q. How do I know if the patient has given their consent?
When you receive a report request in the iGPR inbox, the request will **always** contain a copy of the patient's explicit consent which you may choose to accept or reject. Reports cannot be created without consent being accepted.

Q. Is training provided? What training material is available?
We have created an online support centre for iGPR with many training resources, including a full video walk-through of the software, available at www.igpr.uk/support.
We also run free, weekly online training and have a support centre available Mon - Fri, 9am - 5.30pm on 01527 570 005.

Q. How will practices be paid for producing reports?
Fees remain as before with the fee agreed between the requesting party and the Practice.

Q. Can iGPR be used to complete all insurance reports?
Yes, the software will support full electronic processing where the Insurer is enabled.

Q. Will it work with my clinical system?
Yes, iGPR works with all clinical systems.

Q. How secure is iGPR?
iGPR has been developed over a period of 3 years, during which time the system has undergone rigorous technical and IG testing from organisations such as Clinical System Providers, Insurers and GP Practices.