

Accurx Product Demonstration – Q&A Summary

1. Can reception staff submit online consultation requests on behalf of patients (e.g. for total triage)?

Answer:

Yes. Accurx supports a **Reception Flow**, allowing reception staff to complete the same triage form on behalf of patients (e.g. walk-ins or phone callers). These requests can then be **assigned directly** to a duty doctor, team, or folder, and are clearly marked as staff-submitted rather than patient-submitted.

2. Does Accurx replace e-RS for Advice & Guidance?

Answer:

No. **AccuMail is not intended to replace e-RS** or established referral pathways. It is designed for **professional messaging where no formal pathway exists**, such as informal advice, pharmacy queries, or inter-service communication that would otherwise sit in NHSmail.

3. Is there a way to track or prioritise Advice & Guidance replies for duty doctors?

Answer:

Currently, prioritisation relies on **manual urgency flags** and folder structures (e.g. urgent folders). Accurx confirmed that **AI Topics** are being introduced, which will automatically summarise and highlight key themes in messages to support prioritisation. Additionally, patient inbox and AccuMail inbox are planned to **converge into a single view**.

4. How is Accurx charged – per message or via a contract?

Answer:

- **AccuMail (professional messaging):** No per-message charge.
 - **SMS messages:** Charged per **fragment** (approx. 2.25p per fragment; average SMS ≈ 2.2 fragments).
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5. Can messages default to email instead of SMS to reduce costs?

Answer:

No automatic default. SMS remains the default because it is more reliable and immediate. However:

- Users can **manually switch to email** for individual messages.
 - In **batch messaging**, email takes priority if included.
 - Patient email preferences are now captured during triage and flagged if they differ from the record.
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6. Is Accurx integrated with the NHS App?

Answer: Yes.

- Patients can **submit online consultation requests via the NHS App**.
 - **Batch messages** are first delivered via the NHS App (if installed and notifications enabled), then fall back to SMS if unread.
 - Messages read in the NHS App **do not incur SMS costs**.
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7. Can patients upload videos as part of their consultation?

Answer:

No. Accurx currently supports **photo uploads only (up to 5 images)**. Video uploads are not supported due to file size, clinical utility, and record-keeping constraints.

8. Are turnaround-time messages (e.g. “reviewed same day”) mandatory?

Answer:

No. All patient-facing messages shown during triage (including turnaround times) are **fully customisable at practice level** and should reflect local capacity and processes.

9. What does an online consultation look like once saved into EMIS or SystmOne?

Answer:

Saved records include:

- Structured consultation text
- Attachments (e.g. photos)
- Audit trail of messages and actions

The layout is similar in **EMIS and SystmOne**, with content saved directly into the patient record.

10. How can Accurx support QOF and long-term condition management?

Answer:

Accurx supports QOF by:

- Sending **batch invitations** (SMS/email/NHS App)
 - Collecting structured data (e.g. home BP readings)
 - Automatically **coding responses using QOF-compliant SNOMED codes**
 - Supporting condition-specific questionnaires (e.g. asthma ACT, diabetes pre-review) Practices can also create and share **custom questionnaires** with mapped codes.
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11. What happens if a patient doesn't verify their identity?

Answer:

If automatic matching fails:

- Accurx suggests likely matches
 - Staff can **manually match** the request to the correct patient record
 - Requests can be **unmatched and rematched** if needed
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12. Can requests be redirected to Pharmacy First?

Answer:

Yes, in several ways:

- **Navigator** prompts patients during triage when conditions align with Pharmacy First
- Clinicians can send **templates or signposting messages** with local pharmacy details

- Patients are never blocked from contacting the GP if Pharmacy First is not suitable
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13. Is Accurx Scribe included in the core package?

Answer:

No. **Accurx Scribe is a separate, optional module.** It appears in the toolbar but is **not included** in the ICB-funded “gold bundle” and requires separate funding.

14. Will AccuRx Gold Bundle be offered to all NW London practices and funded by the ICB?

Answer

Yes. Practices in North West London will have the option to use AccuRx for both online consultations and messaging, fully funded by the ICB, from **1 July**. This allows practices to move providers

15. Can practices personalise the core triage form by adding their own specific questions (e.g. for student practices)?

Answer

No. The core patient triage form questions are **standardised** and cannot currently be customised at practice level. However, practices can send **follow-up questionnaires** after the initial triage to collect additional or bespoke information.

Q17. Translation functionality – does patient text get translated back into English for practices?

Answer: No. The translation feature translates the form **into another language for the patient only**, using machine translation. The patient’s response is **not translated back into English** for the practice. Because of this, Accurx only enables translation where the practice has a **native speaker** who can safely read and triage responses. Translation back into English is on the roadmap but not currently available.

Q18 Does Accurx messaging use SMS, and does it affect SMS caps?

Answer: Yes, SMS messages sent via Accurx incur an SMS fragment cost and count toward the practice’s SMS allocation. However, messages **do not have to be sent via SMS**—they can be sent via **email** (no cost) or via the **NHS App** (also no cost). Batch messages and appointment reminders will first try the NHS App and only fall back to SMS if needed.

Q19. Can SNOMED codes be attached to messages and questionnaires?

Answer: Yes. SNOMED codes can be associated with **both individual and batch messages**, as well as **questionnaires**. The SNOMED code can also be saved to the patient record along with the patient’s response. .

Q20. Are appointment reminders set individually or automatically?

Answer: Appointment reminders are **linked to appointment slot types**, not set individually. Once a reminder is configured for a slot type, **every patient booked into that slot** will automatically receive the reminder.

Q21. How does a GP ask reception to book an appointment instead of sending a booking link to the patient?

Answer: The GP can **assign the triage request to a reception folder or receptionist**, adding an internal note with booking instructions (e.g. clinician, urgency). The request then appears in the reception inbox, where staff can book the appointment on the patient's behalf.

Q22. How do online consultation messages appear in SystemOne records?

Answer Messages and consultation content save into the patient record in a similar way to existing messaging (e.g. journal entries).

Q23. Does Accurx integrate with Medicus?

Answer: No, Accurx does **not currently integrate with Medicus**. It is on their radar for the future but is not supported at this time.

Q24. How quickly can a practice switch to Accurx online consultations?

Answer: Technically, Accurx can be enabled very quickly. However, Accurx recommends allowing **around four weeks for onboarding and training** to ensure practices are fully supported. Faster go-live is possible if a practice prefers.

Q25. Is two-way messaging with patients supported (like Ask My GP)?

Answer: Yes. Accurx supports **two-way messaging** with patients. Messages can be sent via SMS, email, or NHS App, and patients can reply, including attaching photos or completing questionnaires.