

**Arden and GEM Clinical Systems Training Team**

**Our Team**

The Clinical Systems Training consists of subject matter experts; many have worked in previous roles within the NHS and Primary Care and have a passion for training and development and are able to adapt to individual needs.

We aim to provide ICB and Primary Care GP Practices with high quality training for new and existing members of staff, as well as day to day support and optimisation training, to help improve patient care through IT systems.

**Newsletter**

We have a monthly newsletter that will now be sent out to practices, each month we will include some of the latest updates from the Clinical Systems Suppliers along with Hints and Tips and details of training available from our team and how to access our courses.

**Training Prospectus**

Information about all the courses we offer as well as dates for the coming year are available in our Prospectus.  Many of our courses can be booked online via this link: [Book Online](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fe%2FswK2w386gH&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727049137%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=C8sV1ZCzEGZQOGNBzcCO1b8SscmNkRJTSOfqJnmf1sA%3D&reserved=0)

Practices can also book onto our **Introduction to Optimisation Course** for their respective clinical system, the course is aimed at system administrators and managers and provides tips and guidance on how to optimise organisation preferences and settings details of content and dates can be found in the prospectus.

If you require more advanced training, would like to book onto short sessions or have any general enquires about the services we offer please contact our training co-ordinator at this email address:  agcsu.gpsystemstraining@nhs.net

**Dates for your Diary:**

**User Groups**

We will be holding a SystmOne and EMIS User groups throughout the coming year that will give practices the opportunity to hear the latest updates, there will also be a trainer in attendance at each meeting from Ardens to provide short training sessions on Ardens resources.

The EMIS User Groups will have the EMIS Account Manager in attendance to answer any queries you may have.

If you have any items, you wish to be included on the agenda for discussion or you have any suggestions for topics you would like the Ardens Informatics trainers to cover then please contact **Lisa Whattam – Clinical Systems Training Manager** l.whattam@nhs.net

The next User Groups will be held on the following dates save the dates and the joining link to your calendar:

**SystmOne User Groups**

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| --- | --- |
| Date/Time | Joining Link |
| Thursday 25th April 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_MDkwYWJhNTEtYzQwYy00OGYyLWIxMTItZDFiMGRiYjM0MDFi%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727054774%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=vG0gz1TeY2OdeQtTXJFALuHO9x3yxSwIziD6To%2BY50c%3D&reserved=0)  |
| Thursday 18th July 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_MmUwOGJlNjQtOTMxNS00ZDg2LWI1NjUtYjg1YjMyMGYyYmZh%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727062344%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=GNZlvJeNh%2FUvdgCXDdEHj%2Bui5hrn9o6pnlLrGqNmf10%3D&reserved=0)  |
| Thursday 31st October 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_YjQ1OGNmNTMtODhkMy00Y2I2LTg1MmQtNmYyY2JjMzA2OGNk%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727070429%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Ba583DVuqe%2BKuHhNSNVgjXX1GF8RX6oeLx7SP%2BnrRxg%3D&reserved=0)  |
| Thursday 23rd January 2025 12noon – 1pm  | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_NzI2MWQ5MTgtMDk2OC00NWIwLWFjZjMtMzk5NTBiMGYxZjA4%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727078349%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=osqqsYsK1%2BkxAeEdUmrdNgDFSppOKXruoRS%2F7zuL1cE%3D&reserved=0)  |

**EMIS Web User Groups**

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| Date/Time | Joining Link |
| Tuesday 23rd April 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_OTA1M2ZhZjItYmU5Ni00MTRkLWE2NDctMzBiNzA1ZDA4N2Y5%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727086079%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=DS3zGPi1NZLXjrI%2FiIsxUuqE2MEBBHnzpszpGvytUm8%3D&reserved=0)  |
| Wednesday 24th July 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_YmY5NTNhYTUtOWY4ZS00ZDQzLWEwMzEtN2M2MDhhMGExM2M2%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727093591%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=OVjFr0WPeOY8XYxFktbtB6%2BFZihtTHUhf4a7id0Z%2BJY%3D&reserved=0)  |
| Thursday 17th October 2024 12noon – 1pm | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_OTA1NDUwYmEtMWRiMi00ZjlkLTk2NjQtNGU2ZmFkNTQxZDQz%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727100981%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=y%2Fz9lIvsOwNt0NDbR6MORgFSNsf53EQrc7gf98uZkEc%3D&reserved=0)  |
| Thursday 16th January 2025 12noon – 1pm  | [Click here to join the meeting](https://gbr01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2Fl%2Fmeetup-join%2F19%253ameeting_OTE5NjQ1OWEtZGY2Zi00YmE2LTk1MWMtMjQzNzEzODdkNGEy%2540thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252237c354b2-85b0-47f5-b222-07b48d774ee3%2522%252c%2522Oid%2522%253a%252258425392-8a40-4646-bb82-f59efd28a060%2522%257d&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727108313%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=QdmczuYAnnoq5qLHoi4D7UB0MD9plYTISXzR%2BawpkL0%3D&reserved=0)  |

**Help and Support**

If you require any clinical systems support for EMIS or SystmOne you can contact the TTP helpdesk to log a call for our training team [trusted-technology.co.uk/support](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftrusted-technology.co.uk%2Fsupport&data=05%7C02%7Cfreya.kennedy%40nhs.net%7C02bd73b10a6c41c7973608dc4f3df1fd%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638472374727115657%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=x3dxdJBjWR%2BXqtG8XvSTXiqYChGVktZMoM4STGITQRU%3D&reserved=0), our Clinical Systems Trainers provide daily helpdesk support between 9am and 5pm.