



Primary Medical Services Web Tool Getting Started Guide

For Release Version 3.9

Introduction

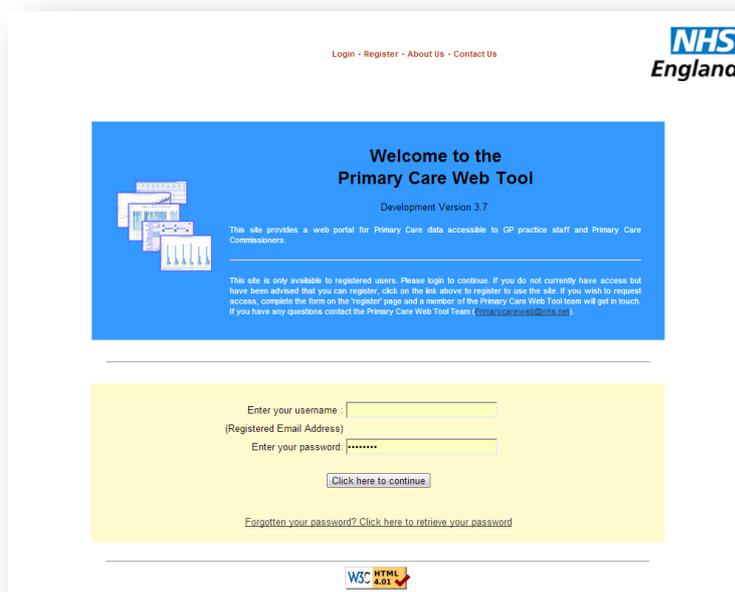


Figure 1 - Primary Care Web Tool Homepage

The Primary Medical Services Web Tool ('the Tool') has been developed as a collaboration between DOH, NHS England, NHS England London Regional Office, Londonwide LMCs and LAT CEOs to visualise a number of modules to support the delivery and monitoring of primary medical services.

The aim of the Tool throughout its constituent modules is to promote transparency of data without requiring individuals to extensively study the raw data set. The design aims to present data in formats which are both easy to understand and convey the significance of the underlying data.

The underlying datasets are, by necessity, complicated and sometimes these data do not fit well into single figures, tables or graphs. Therefore, where necessary, the Tool will prompt users to drill down through the dataset to reach the data required.

The complexity of the data has also allowed several different approaches to the dataset, i.e. from the perspective of the single practice looking for achievement data, of the statistician looking for trends in the data as a whole, or a commissioner looking to identify areas where improvements could be made.

This manual attempts to help users navigate through the Tool and simultaneously give an indication of the areas of the underlying dataset being displayed. Where necessary, we also go into detail about the methodology underlying the calculations being displayed.

First Impressions

The first time you log-in to the Tool, it can be difficult to know where to go first. The default starting page for the two modules are shown here, with a guide to key features. In GPOS, we recommend

starting in the 'Commissioner View'. For GPHLI, the default page is the England map, so start clicking to browse through the data.

The menu across the top will allow you to navigate through the site more easily. The menus correspond with the different modules within the site and the buttons in the Navigation Bar on the left. Use the 'Practice' menu to select a practice, click on 'Other Roles' to move between GPOS and GPHLI, and on 'Logout' to leave the Tool

The Home Page in GPOS has tiles representing different modules on it. Click on the module to go there, or use the navigation bar or menus. You can change your home page in the 'Preferences' section.

The help tab can be found on most pages. Clicking on this icon will show the 'In-line help' which is relevant to the page you are on. You can hide the tab by clicking a second time on the help icon

At the bottom right of most pages is the 'Return to Previous Page' button. This button allows you to go back to the last page, and is the same as using the 'Back' button on your browser

The left side of the tool is the Navigation Bar. This bar also keeps other useful areas of the Tool out of the way. In GPOS, the achievement of the Home Practice is shown by default. In GPHLI, the Navigation Bar is shown by default. In both, you can access the Resources section by clicking on the button at the bottom of the page.

The menus in GPHLI are different to those in GPOS to reflect the different modules. There are some familiar names for modules which have broadly similar functions, but you can always get to anywhere else in the site through these menus. Don't forget the 'Other Roles' and 'Logout' options on the top right.

The site divides modules into sections which flow naturally together. Within most views (e.g. Practice Achievement) there are tabs - similar to most browsers - where you can choose different views of the same or related data. Changing tab does not refresh the data, although navigating away from the module does.

There is also in-line help throughout the GPHLI module. If you're not sure what to do on a page, click on this to get help.

In GPHLI, the default view is the 'Browse Dataset on Map' option. This shows an overview of England divided into NCBs. Hover your mouse over the map to show data about the NCB in the box on the right. Click on the map to go to the NCB and view data by LAT level.

The Navigation Bar buttons function the same as they do in GPOS, allowing you to move around to a different module from anywhere in the site. This bar stays open wherever you go in the Tool.

The Resources section, like GPOS, contains details about the Tool, the Indicators and the methodology. This section is available at any time by clicking on the link in the bottom left hand corner.

Figure 2- Screen Orientation

Navigating through the Site

We have tried to make the site intuitive, but the complexity of the data means that sometimes not all information can be displayed at once. Hovering over icons on maps, or over indicator names will usually display a hover over offering more information.

Most data points can be clicked on to see the data in a different view. On all maps, clicking on a practice will take you to the Practice Achievement module, and clicking on a CCG boundary will take you to the CCG achievement section.

The menus are designed to help you move around the site. Hover the mouse over the menus and a dropdown will appear. Move the mouse cursor away from the title and the menu will disappear (see Figure 2).

Clicking on an option in the menu will take you to the module you have chosen. You can navigate in a similar way using the navigation bar on the left hand side.

The navigation bar has a link at the bottom left hand side marked 'Resources'. This is where you will find more detailed documentation.

The 'Practice' and 'CCG' menus have an extra feature, which is the ability to choose a new practice or CCG directly from the menu. Hover over 'Practice' and then 'Select A New Practice'. A box will appear which will allow you to enter your search term (See Figure 4). Search terms can be Practice Codes or names. When you have found the practice you are looking for, click on the description and then on the button 'Click Here to Continue'. You will be taken to the Practice Achievement Module.



Figure 3 - The 'Browse Dataset' Menu

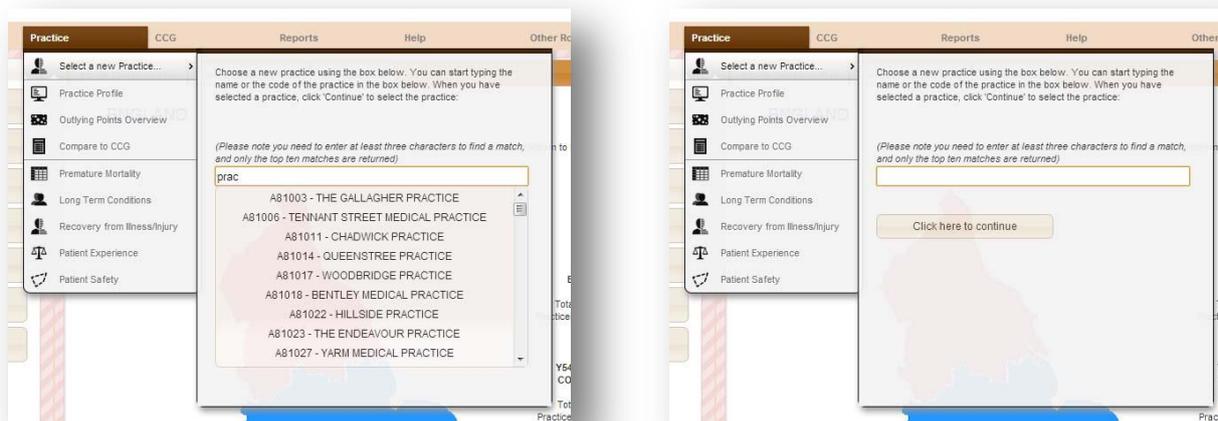


Figure 4 -Using the Practice Menu to Navigate to a new practice

Maps

Both the GPOS and GPHLI system use maps at National, Regional, Local Area Team and Clinical Commissioning Group level to help users visualise the dataset more easily.

All maps in the Tool are interactive. The maps are based on Google Maps, and you can zoom in, move around and hover over Practices and Areas for more information. Clicking on practices shown on a map will take you to the Practice Achievement Screen.

Some maps (like the Social Deprivation maps) have options which you can change (see Figure 4). The maps will usually update automatically if you change options, and on all pages where there is complex data represented you can get in-line help by clicking on the 'Help' tab.

The mapping data used throughout the Tool can be very complex (some polygons are over 20,000 data points) and sometimes users browsing over a slow internet connection or with older browsers can experience slow performance. You can change the default map detail in the 'Preferences' section which can be found using the Navigation Bar on the left of both GPHLI and GPOS modules.

The screenshot shows the 'SOCIAL DEPRIVATION FOR NHS Ealing CCG' interface. It includes a navigation bar on the left with 'My Achievement' and 'Higher Achieving Practice' sections. The main map area displays a map of Ealing with various colored regions and data points. A legend at the bottom identifies five deprivation levels: V Low Deprivation (VSD below Mean), Low Deprivation (LSD below Mean), Average Deprivation (Average Mean), High Deprivation (HSD above Mean), and V High Deprivation (VSD above Mean). Callout boxes provide additional information:

- Left Callout:** When there are complex maps, or maps for which there are multiple ways to view data, the Tool specific options are usually above or below the map, and maps will always update automatically if you change these options. As we use the Google Maps engine, there are also default options that appear on all maps such as zoom and the use of road / satellite maps.
- Top Right Callout:** The In-line help will contain an explanation of how to use the page - even the more complex features - and how to understand the data displayed.
- Bottom Callout:** At the bottom of most pages there are buttons to access commonly needed functions - like select a new CCG, return to Home Page, and where relevant, downloading reports. Navigation aids have been kept to the periphery so that the data can be displayed centrally.

Figure 5 -How to use Maps

Getting Started

Choosing a Browser

The first important step to getting started is choosing an appropriate browser. Due to the limitations of older technology and the implementation of faster graphics-rendering engines in new browsers, users will find that an up-to-date browser will give a better user experience.

The full compatibility list for the site is given on previous pages, but includes Internet Explorer 7+, Mozilla Firefox 3+, Google Chrome 9+ and all versions of Safari, including mobile browsers.

We recommend a 'WebKit' based browser such as *Google Chrome* or *Apple Safari*. The Webkit Engine is fully standards compliant and most of the graphical features are implemented directly by the browser. This makes for a very smooth user experience.

Those unable to install Google Chrome due to system restrictions may wish to consider *Google Chrome Frame* which runs inside Internet Explorer to allow native graphics intensive feature support.

The Public-facing Pages

The 'Public-facing' pages are those which are available to general internet users, and do not require a login. These pages are mostly concerned with contact information and pages to register for access or reset lost passwords. This area is reached just by entering the site address into your browser.

You will not find any information on the site that is not in the Manual, however the 'Contact Us' page does include useful email addresses.

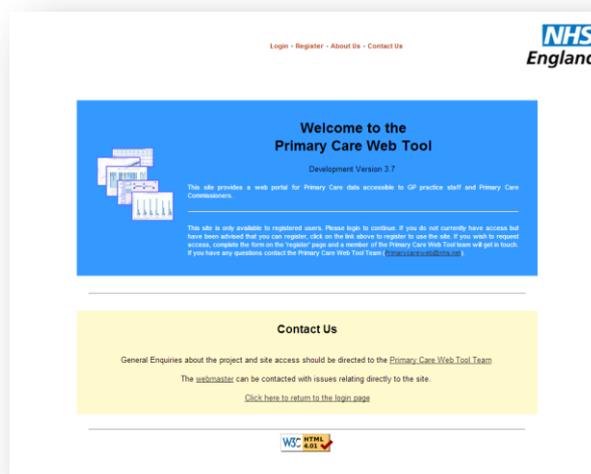


Figure 6 - Contact Us

You may need to use the forgotten password link. To use this, click on the link on the main page and then enter your email address. You will receive an email which contains a link. Clicking on the link will take you to a password reset page.

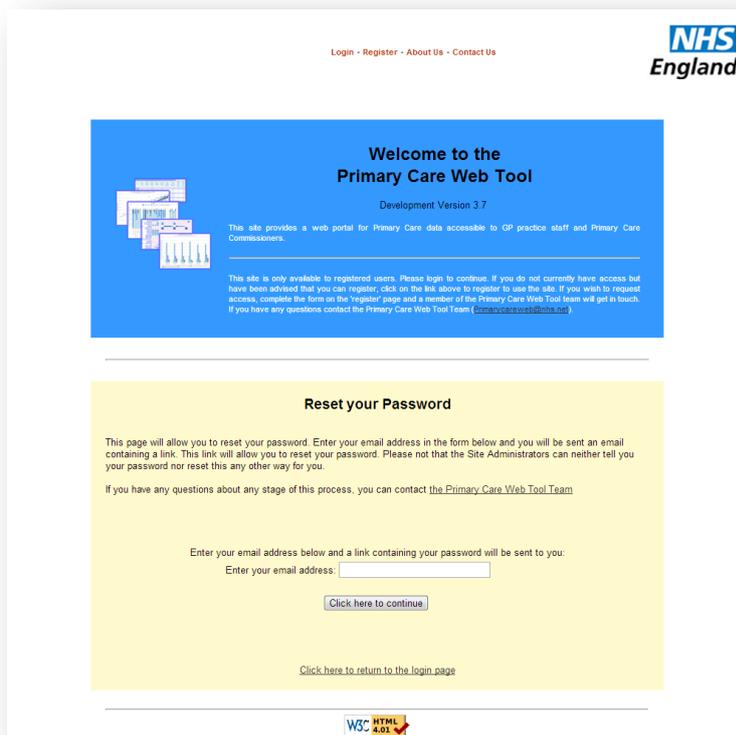


Figure 7 - Password reset form

Please note that we will *never* tell you or email you your current password. The administration team have no access to your current password, although they can request a password reset for you.

Getting Access

Getting User-level Access to the Tool is very simple. You must register on the public facing pages of the site (available at <http://www.primarycare.nhs.uk>) by clicking on the link in the top centre of the page marked 'Register'.



[Login](#) - [Register](#) - [About Us](#) - [Contact Us](#)



Welcome to the Primary Care Web Tool

Development Version 3.7

This site provides a web portal for Primary Care data accessible to GP practice staff and Primary Care Commissioners.

This site is only available to registered users. Please login to continue. If you do not currently have access, but have been advised that you can register, click on the link above to register to use the site. If you wish to request access, complete the form on the 'register' page and a member of the Primary Care Web Tool team will get in touch. If you have any questions contact the [Primary Care Web Tool team](#).

Register to Use the site

To Register for access to the site, you will need to enter a valid NHS.net or .nhs.uk email address. Most registrations will be instantly authorised, but in some cases it can take up to 24 hours to verify your email address. In the 'Enter your home organisation' box, start typing a name or Organisation Code (for either practice or group level organisations). Select your organisation from the list displayed. This is optional, and only affects which data is presented to you when you first login.

After your email address has been approved, you will receive an email containing a link. This link will take you to a page where you can enter a password. This stage will allow you access as soon as you have entered a password.

To use the site, we recommend a modern browser (Internet Explorer 9, Firefox 10+, Chrome 13+, Safari 4+ or Opera 10.63+). These browsers support native W3C/CSS3/HTML5 standards and the user experience is noticeably better compared with older browsers. The site has been checked to be compatible with Internet Explorer version 7+, Firefox 4+ and Chrome 8+. Native support for iPad and Android Honeycomb (tablet) is included.

If you have any questions about any stage of this process, you can contact [the Primary Care Web Tool Team](#)

Fill in the form below and click on 'Register' to request access:

Enter your forename:

Enter your surname:

Enter your NHS.net/nhs.uk email address:

Enter your Home Organisation code:

[Click here to return to the login page](#)



Figure 8 - Self Registration

On this registration page, simply enter a valid NHS email address (you must have access to this account) and a password.

A link will be automatically sent to the NHS email account you specify, and when you click on this link you will be prompted to choose preferences and link the Tool to a Home Practice (see below for details of this). If you require Administrator level access to features in the site, you should contact the helpdesk (Primarycareweb@nhs.net) who can direct you further.

After your First Login

When you first login to the Tool, you will see 4 domains: Medical, Dental, Pharmacy, Optometry. Currently only "Medical" is live.

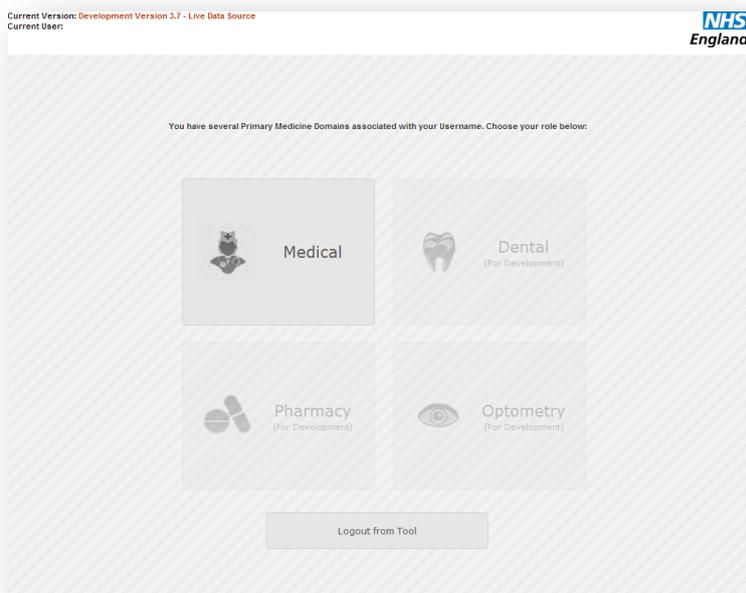


Figure 9 - Domain Selection

Once a Domain is selected a number of modules will be available depending on permissions assigned to your user role.

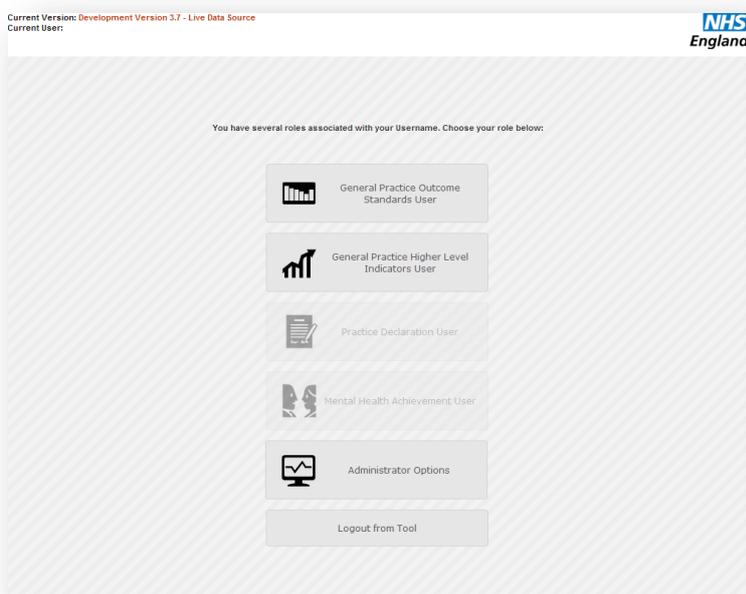


Figure 10 - Module Selection

You may need to enable JavaScript in Internet Explorer (especially in IE Version 7, or in versions running on Server Operating Systems where Enhanced Security Conditions are enabled).

General Help about Features of the Tool

This section outlines the features of the Tool found throughout the different modules. An overview of each section is found in the following Chapters, however throughout there are some useful features which users will find enhances their overall experience.

Menu Bar

The menu bar region of each module runs across the top of all module pages. Drop down menus are displayed by hovering over each section and/or subsection. Each module has a menu bar which allows quick access to all function as browsing data or graphs, selecting a new organisation or displaying help documentation or manuals.



Figure 11 - Menu Bars

All modules have “Other Roles” and “Log Out” on the far right. Use “Other roles” to move from one module to another depending on your user role. Click on logout to logout of the tool.

Help

Most pages in the Tool feature in-line help. This is to help Users navigate around and get the most out of the Tool without needing to study the manual in depth. The in-line help can be found on the right hand side of the page, with an icon marked 'Help' with a plus sign (see figure 3). Clicking on this icon will show a help section which is relevant to the current page. The icon will change to contain a red cross sign when displayed, and clicking again on the icon will close the help section. Your page and any work on it will not be affected by the in-line help page.



Figure 12 - Inline help

Navigation Bar

The bar on the left hand side of the screen contains several pages to keep useful information and navigation close by throughout the site. The two sections of the bar 'Navigation' and 'Resource Centre' are available in every module. A third section 'My Achievement' is available in the GPOS module. Each can be scrolled through by clicking on the title at any time. Clicking on the title does not affect the work on the main page.



Figure 13 - Navigation Bars

'Navigation' contains icons linking to the sections of the currently selected module. This is useful to keep open as it will allow you to move from section to section to collate information. As you navigate through a module, your searches or selections will be saved when you navigate away from pages during that session.

'Resources' contains links to documents such as this Manual and other supporting documents for the selected module. These were included to allow users to examine data on the centre page and be able to read into the methodology behind derivation of these data without navigating away from the page. Clicking on the links in this section will open a new window containing the document.

'My Achievement' is only available within the GPOS module. It is a brief overview of the Users Home Practices' achievement. This lists the current status, and the number of Level 1 and Level 2 Triggers.

Predictive Text Entry

On most text-entry boxes in the site when selecting a practice or group, we use a predictive text algorithm to match your entry to the available options. This works on the organisation code, name or description (for groups). If you type a few letters and pause, a drop down menu will appear. You can then choose your desired entry from the list.

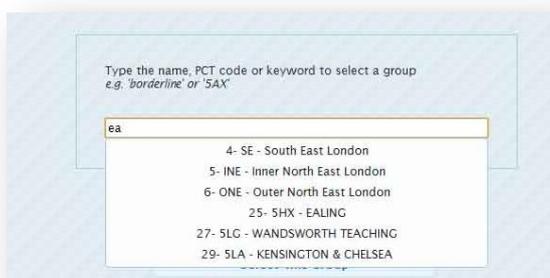


Figure 14 - Predictive text entry

Graphs

Most of the graphs within the Tool are interactive. There are several features which can be found on the graphs within the Tool.

Hover - If you hover over the data points, more details such as the practice and the value of the data point will be displayed. This is particularly helpful in identifying outlying data points and which practices these belong to.

Click - If you click on a data point, in most cases this will take you to a more detailed view (such as in 'Commissioner View') or to the practice overview for the practice related to that data point. From the overview page you can look in more detail at the practice or you can click on 'Return to Previous Page' to go back to the graph.

Zoom - Most graphs containing multiple data points (note this does not include the Commissioner View) can be zoomed and panned. By clicking and dragging a selection over the graph the graph will zoom in on the selected data points. For bar graphs this can be panned left and right by clicking on the large icons on the left and right hand side of the graphs. On the right hand side of the graph is a link marked 'Reset Zoom' to reset the graph to the original view. If you export a zoomed graph the Tool will export the graph as you see it.

Hide Data series - In the legend a list of data series is shown with the corresponding colour. It is sometimes desirable to hide data series. This can be accomplished without reloading the graph by clicking on the series in the legend. When hidden, the series remains in the legend and can be shown by clicking again on the series name. When exporting, printing or saving to the graph basket hidden series remain hidden.

Save to Graph Basket - Most graphs have a link allowing them to be linked to the Graph Basket. This is a feature designed to allow users to construct reports or groups of graphs without needing to stop to export them all at the same time. More can be found by reading about this in the sections below. When you add a graph to the Graph Basket it does not affect your current view and will export the graph as it is shown (with hidden series remaining hidden and zooming applied).



Figure 15 - The Print and Export icons

Print - A printer icon on the right hand side of the graph is shown on all graphs. This will print the graph to a locally installed printer. All the features usually found on your printer such as scale-to-fit, print in colour/black and white are available.

Export - Next to the printer icon is the export icon. This allows the user to export the graph as a PDF, JPEG, PNG or SVG file. These files are saved to the user's computer and can then be used in other projects or reports. Exported and printed graphs are representative of the data currently displayed. If the user drills down to other data by clicking on the graph or zooms in, the current view is exported.

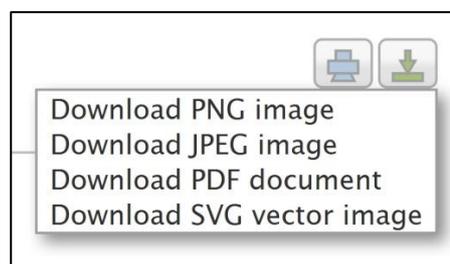


Figure 16 - The export graph menu

The choice of file format will depend upon the final use of the graph and the importing capabilities of the finishing/editing software. A PDF (Portable Document Format) file will be mainly for redistribution or printing without further editing. The Adobe PDF reader is freely available on the internet (visit www.adobe.com to download), however is not readily editable.

A JPEG (Joint Pictures Expert Group) is a widely compatible image format which combines the benefits of low picture size with high picture quality. The image will be compatible with most mainstream software (including word processing, presentation and spreadsheet software). Editing the image may be difficult.

The PNG (Portable Network Graphics) file is mainly for web browsers and image editing software and is an extremely small file. This file may not be easily opened in word processing or spreadsheet software.

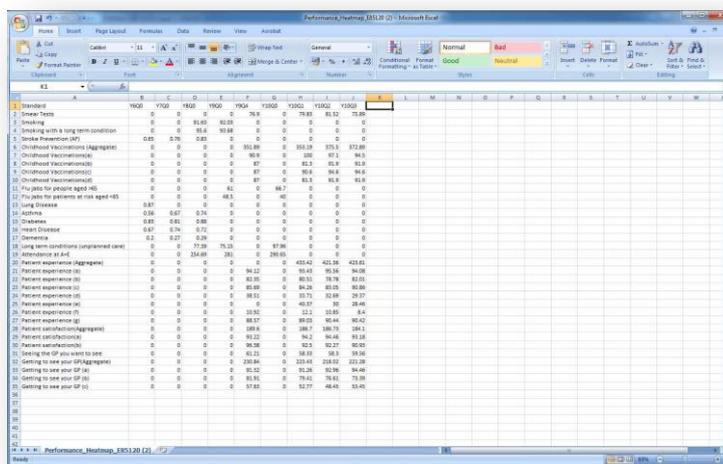
The SVG (Scaleable Vector Graphics) format is a vector-based format (it contains instructions to draw shapes and lines rather than an actual image) and is ideal for reproducing large format versions of the graphs. If you scale an SVG file to a large size, it keeps sharp lines and smooth text as the editing software draws these from the information in the file. This format will also be easy to edit in a vector-based graphics program (such as Adobe Illustrator).

Export as CSV

Throughout the Tool most pages containing tables or graphs will have a link at the bottom marked 'Export as CSV'. Clicking on this button will ask the Tool to generate a flat file (Comma Separated Values or CSV) dump of the data currently being shown. This can be read by all mainstream spreadsheet packages, database applications and word processors. The data will be outputted as a default file name containing the title and a description of the data.

These files will contain the data *after* any manipulation requested before the generation of the graph such as data standardisation. It is important therefore to be aware of the data which is being requested, and ensuring if the raw data is required that data standardisation is turned off. To read more about the methods used for data standardisation see the chapter below.

If you drill-down or zoom in on a graph the dataset exported as CSV will generally be the entire data set. Equally as the data within the Tabular Data section is manipulated client side for sorting or searching, these changes will not be applied to the exported CSV file but can easily be reproduced in any mainstream spreadsheet package.



	1900	1905	1910	1915	1920	1925	1930	1935	1940
1. Smear Tests	0	0	0	76.9	0	75.83	81.52	75.89	
2. Smoking with a long term condition	0	0	93.83	92.29	0	0	0	0	
3. Smoking cessation (HT)	0	0	95.6	99.89	0	0	0	0	
4. Childhood Vaccinations (Aggregated)	0	0	0	0	911.89	0	393.29	373.3	372.89
5. Childhood Vaccinations (M)	0	0	0	0	90.9	0	109	101.3	94.3
6. Childhood Vaccinations (F)	0	0	0	0	87	0	85.3	81.9	81.9
7. Childhood Vaccinations (M)	0	0	0	0	87	0	90.6	86.4	86.4
8. Childhood Vaccinations (F)	0	0	0	0	87	0	85.3	81.9	81.9
9. Flu jabs for anyone aged 65+	0	0	0	62.1	0	68.7	0	0	0
10. Flu jabs for patients at risk aged 65+	0	0	0	48.5	0	40	0	0	0
11. Lung Disease	0.87	0	0	0	0	0	0	0	0
12. Asthma	0.56	0.67	0.76	0	0	0	0	0	0
13. Diabetes	0.67	0.62	0.69	0	0	0	0	0	0
14. Heart Disease	0.67	0.76	0.72	0	0	0	0	0	0
15. Osteoporosis	0.51	0.27	0.39	0	0	0	0	0	0
16. Long term conditions (unplanned care)	0	0	77.39	75.23	0	97.96	0	0	0
17. Medication of A&E	0	0	292.69	281	0	290.69	0	0	0
18. Patient experience (Aggregated)	0	0	0	0	0	432.42	422.96	422.61	
19. Patient experience (M)	0	0	0	0	0	161.22	161.29	161.56	
20. Patient experience (F)	0	0	0	0	0	82.39	85.53	79.79	82.01
21. Patient experience (M)	0	0	0	0	0	80.89	84.26	80.05	80.89
22. Patient experience (F)	0	0	0	0	0	88.51	101.71	102.89	101.37
23. Patient experience (M)	0	0	0	0	0	40.29	36	38.44	
24. Patient experience (F)	0	0	0	0	0	10.92	12.11	12.85	11.4
25. Patient experience (M)	0	0	0	0	0	88.07	89.23	92.44	92.42
26. Patient experience (F)	0	0	0	0	0	108.18	108.73	109.11	
27. Patient participation	0	0	0	0	0	91.22	94.1	94.46	93.18
28. Patient participation (Aggregated)	0	0	0	0	0	90.26	92.51	92.27	92.92
29. Patient participation (M)	0	0	0	0	0	40.26	42.51	42.27	42.92
30. Patient participation (F)	0	0	0	0	0	48.21	50.01	50.01	50.01
31. Getting to see your GP (M)	0	0	0	0	0	208.84	213.61	212.28	
32. Getting to see your GP (F)	0	0	0	0	0	11.52	12.26	12.96	14.46
33. Getting to see your GP (M)	0	0	0	0	0	61.91	74.61	73.61	73.89
34. Getting to see your GP (F)	0	0	0	0	0	37.63	52.77	48.49	53.45

Figure 17 - Viewing an Exported Data File in Excel