Sonar User Guide Vaccination Service 2020/21

www.SonarHealth.Org

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1.The Sonar Website

www.SonarHealth.Org

Image 1: Sonar Health homepage

To access the Sonar system please visit www.sonarhealth.org *or* www.firstpct.org.

2. Registration & Login

2.1 Login access

Website: **www.SonarHealth.Org**
The Login link can be found in the top right corner of the SonarHealth or FirstPCT websites.
All users should have their own individual login accounts. If you already have login details from a previous year, please check ahead of time to ensure they work correctly, and you have access to your relevant pharmacy sites.

2.2 Multiple Store access

• If you need access to more than one store please email us ahead of time, so that we can add your new locations to your account. 2-3 working days ahead would be preferable. Please email us at info@sonarinformatics.com, Sonar will need your personal login details (username) as well as the Post code and street address of the store you wish to gain access to. From there we will email you back a form to fill in (it consists of 3 parts for you to fill in, one about yourself, the second about the location you wish to gain access to and the last about the authorising figure who is validating your request for access). Once this form is returned to us (per location you require access to) we will go ahead with some checks and then grant access.

 • When you are within the system, you can change (swap) between branches by selecting the "Change location" option at the top right corner of the screen under your displayed username (blue bar) where the current store name and post code is displayed.

• Always double check that you are in the right branch, visible at the top right corner in the system (the blue bar) the store name and post code is displayed.

2.3 Registration for a new account

If you do not have Sonar login details from a previous year or you are new to Sonar, you will have to apply for an account.

- Please select the 'New User? (Sign Up)' link on the top right corner of the webpage to take you to the Sign-Up page displayed below.
- From here you will be asked to fill in this form below first by entering your location/pharmacy postcode in the yellow address bar (where you can select from our database the store you need access to). Then continue to fill out the short form below and lastly press the 'Submit' button.
- This is a manual process and can take up to 2 working days. We will first send you a form (to the email you have provided) (it consists of 3 parts for you to fill in, one about yourself, the second about the location you wish to gain access to and the last about the authorising figure who is validating your request for access). Once this form is returned to us (per location you require assess to) we will go ahead with some checks and send an activation code to the pharmacies shared care email address.
- An authorising figure from the pharmacy can then give you the activation code for you to use and activate your account.

Image 2: Sonar registration page for new users

2.4 How to login to Sonar

Please visit **www.SonarHealth.Org**.
- Click on the 'Login' link on the top right-hand corner of the website homepage to take you to the 'Login' page.
- Once on the 'Login Homepage' please enter your Username, Password and PIN number.
  - Unless otherwise stated, **all details are lowercase with no spaces**
  - Login Method- make sure it is set at 'Pin Number' as you have been issued a PIN
  - PIN- you will be asked for a different set of 3 parts of your 6-digit PIN each time you log in
  - If you have 'Multi-Access' to multiple stores be sure to choose the relevant borough and specific store after you have entered your login details and are prompted to select the site access you require.
- If you have any questions or issues please reply giving details of your issue, your Sonar username & how to contact you (email & telephone /mobile).
- Sonar User Guides can be found on the bottom left corner of this page for help and reference.
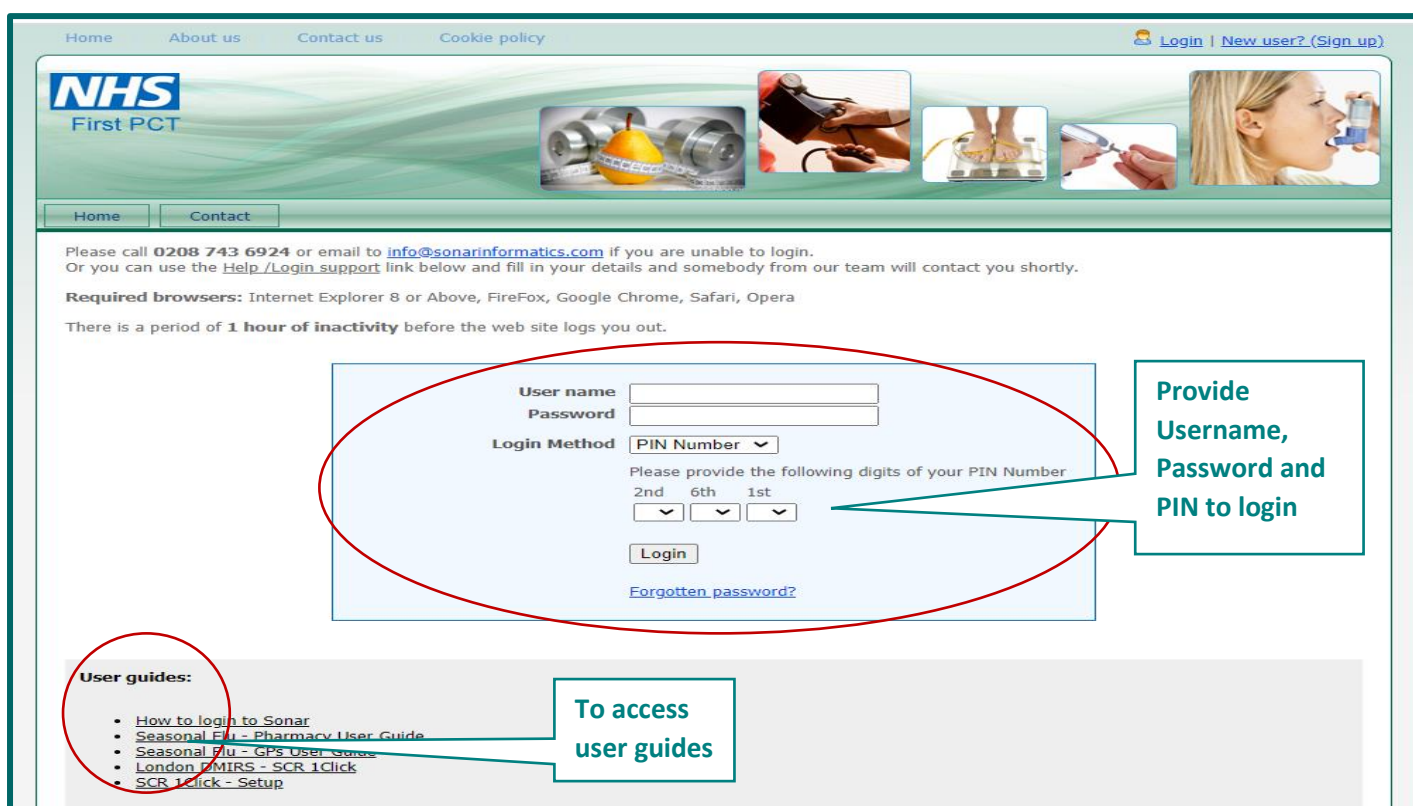

Image 3: Sonar login page

3. The National Vaccination Service 2020/21

Once you have sucessfully logged into the Sonar website (www.Sonarhealth.org) and are on your chosen pharmacies homepage (please see the image below), you will be able to select the 'Pharmacy Vaccination Service 2020/21' under the 'NHS Services' tab, to access the service.
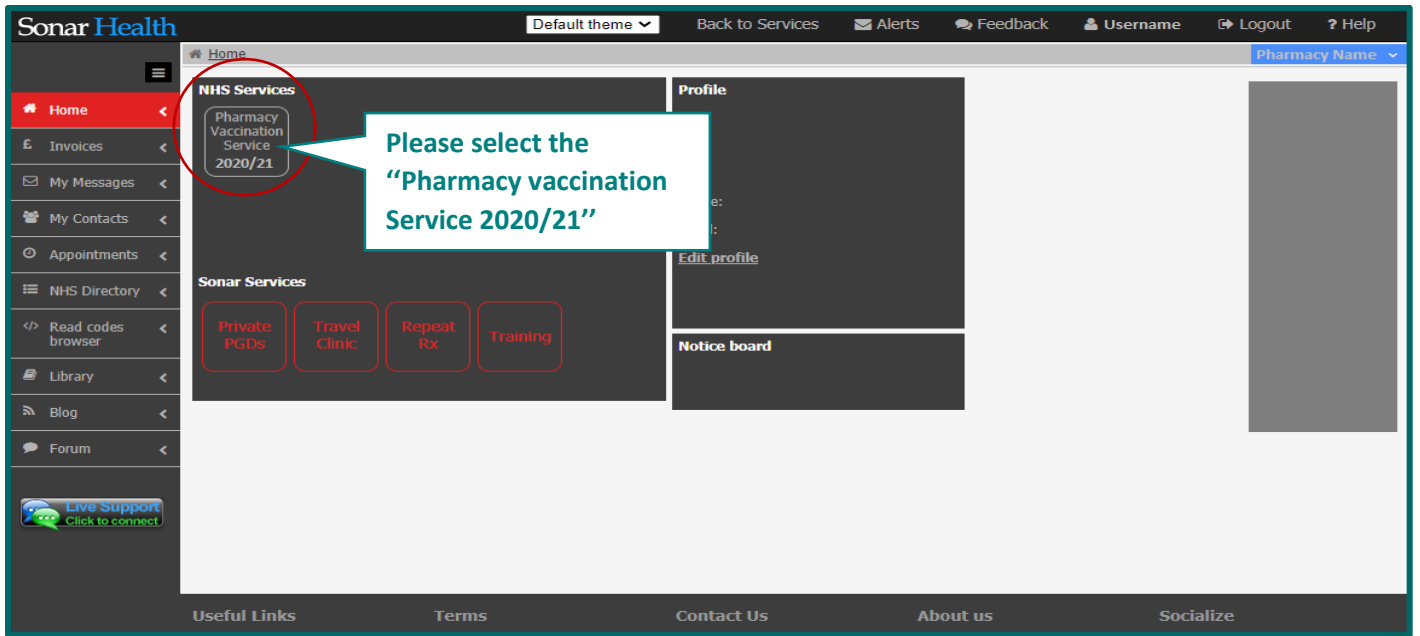

Image 4: Sonar pharmacy homepage

Once you have selected the 'Pharmacy Vaccination Service 2020/21' under the 'NHS Services' tab, you will be taken to the service homepage. Please see the below image.
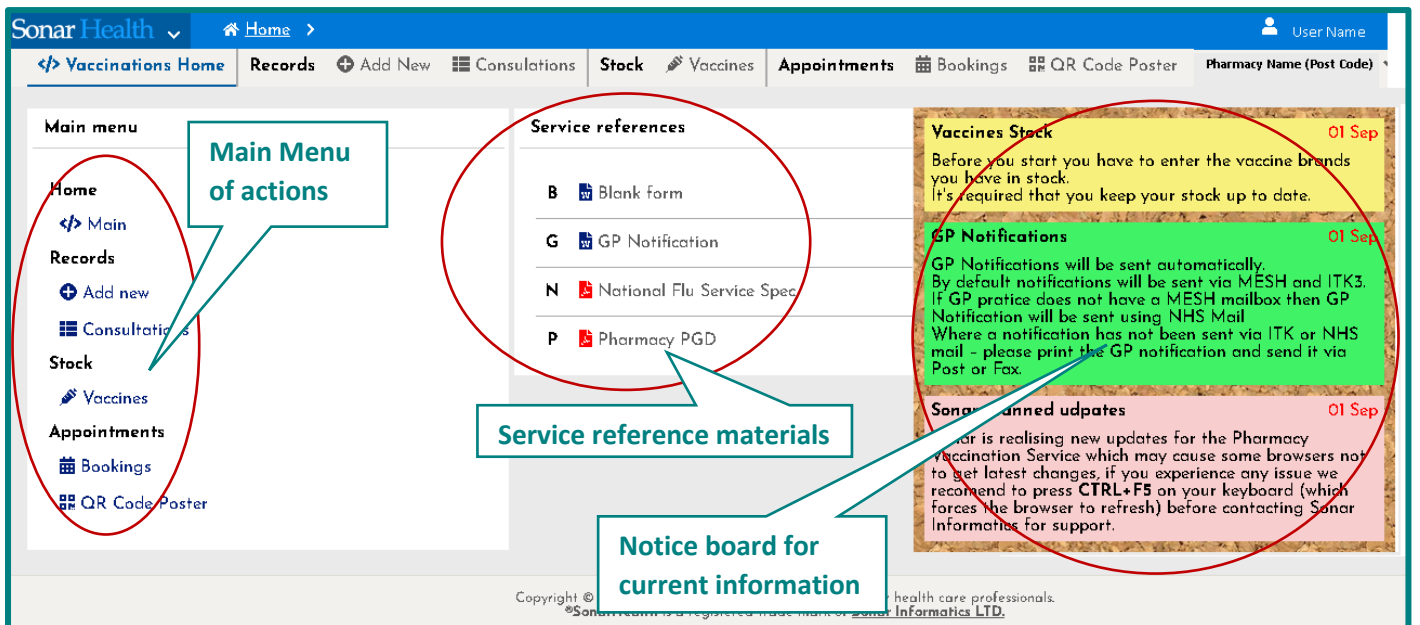

Image 5: National vaccination service homepage

4. Updating Your Pharmacies Stock Details

To update your pharmacies stock details please select the "Vaccines" button on the main menu (as shown in the below image).
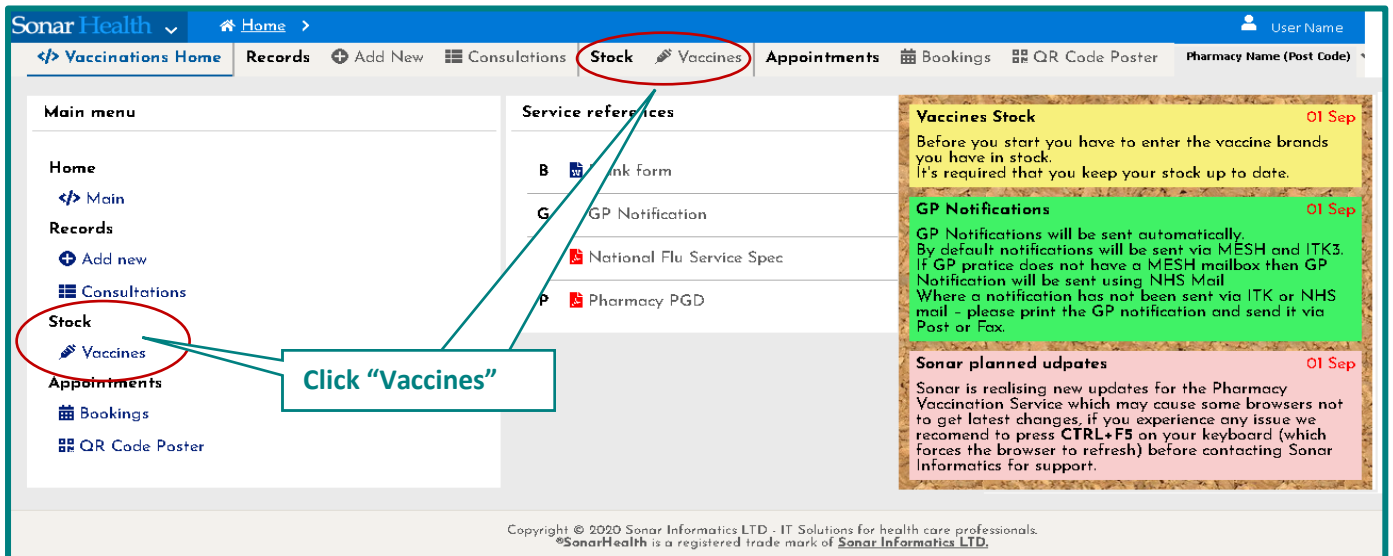

Image 6: Vaccines in National vaccination service homepage

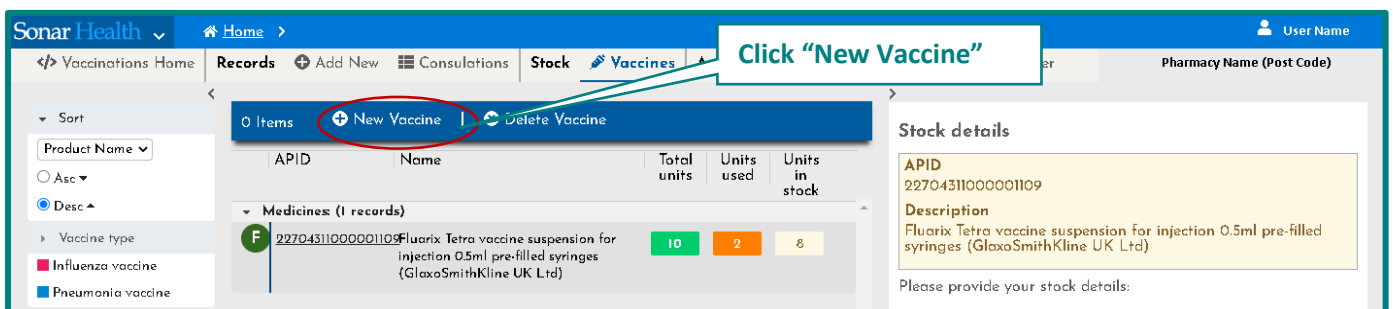Then select "New Vaccine" to add the vaccine details in the service.

Image 7: Adding a Vaccine stocks for pharmacy Page

After selecting "New vaccine", the 'Add vaccine' pop-up box will be displayed. You will need to select the vaccine brand from the drop-down list and enter the date and quantity of the vaccines, then click the "Save" Button to complete this process, so that your vaccine stock for the pharmacy will be updated.
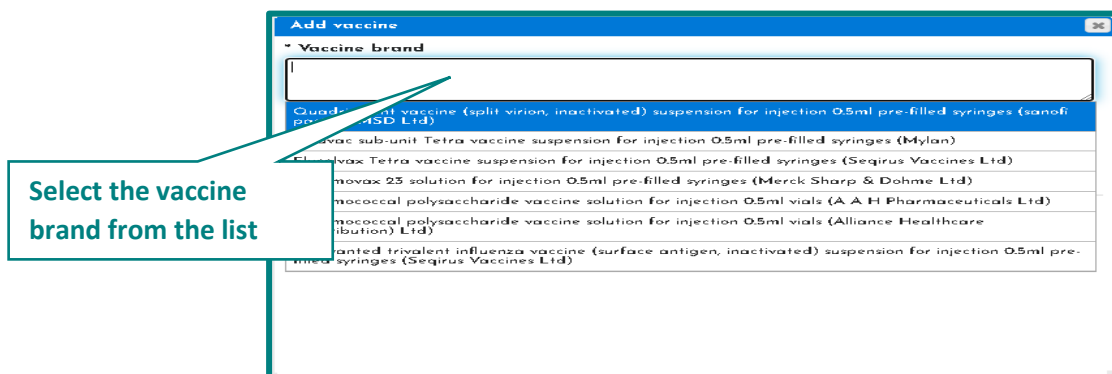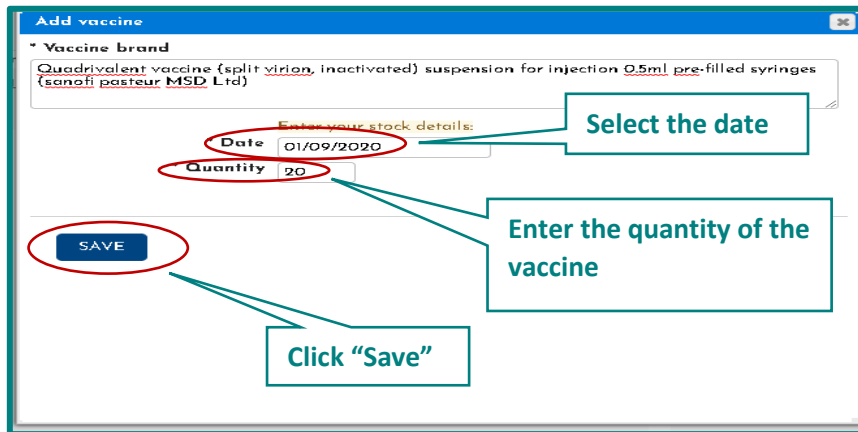

Image 8: Add vaccine stock

Image 9: Update vaccine stock details

5. Appointments

This year Sonar has developed a new appointment booking system to make appointment booking faster and easier for the pharmacy and the public. Members of the public can book an appointment at their chosen pharmacy by either visiting the website www.myvaccinations.co.uk or by scanning the specific QR code for your pharmacy. (please see section 5.2 for further details about your pharmacies personalised Sonar QR code and downloading an individualised poster to be displayed in your store).

5.1 Bookings

Once a member of the public has booked an appointment through either the website www.myvaccinations.co.uk or the QR code in your pharmacy, their details will be updated in the Bookings section (please see the below image), where you will be able to view your patients appointments under the Booking section.
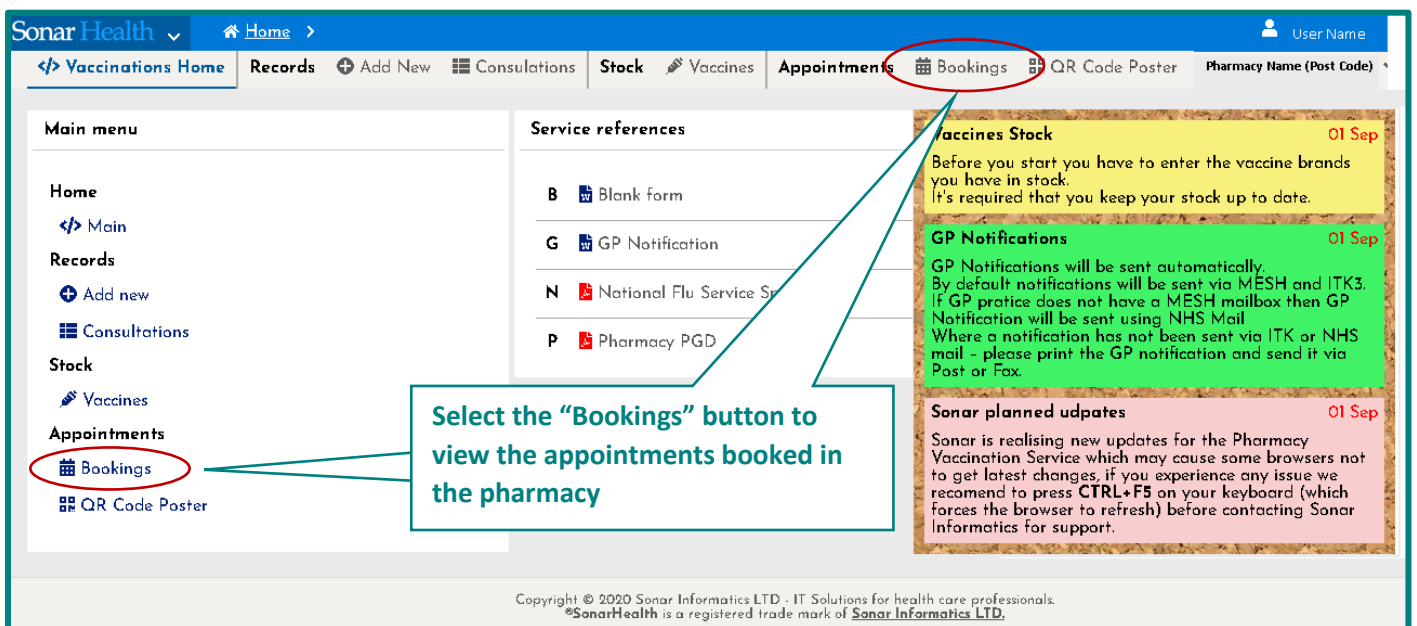

Image 10: Bookings on the vaccination service homepage

Once you have selected the "Bookings" button, you are able to view the patient appointments (those who have booked an appointment slot at your pharmacy).
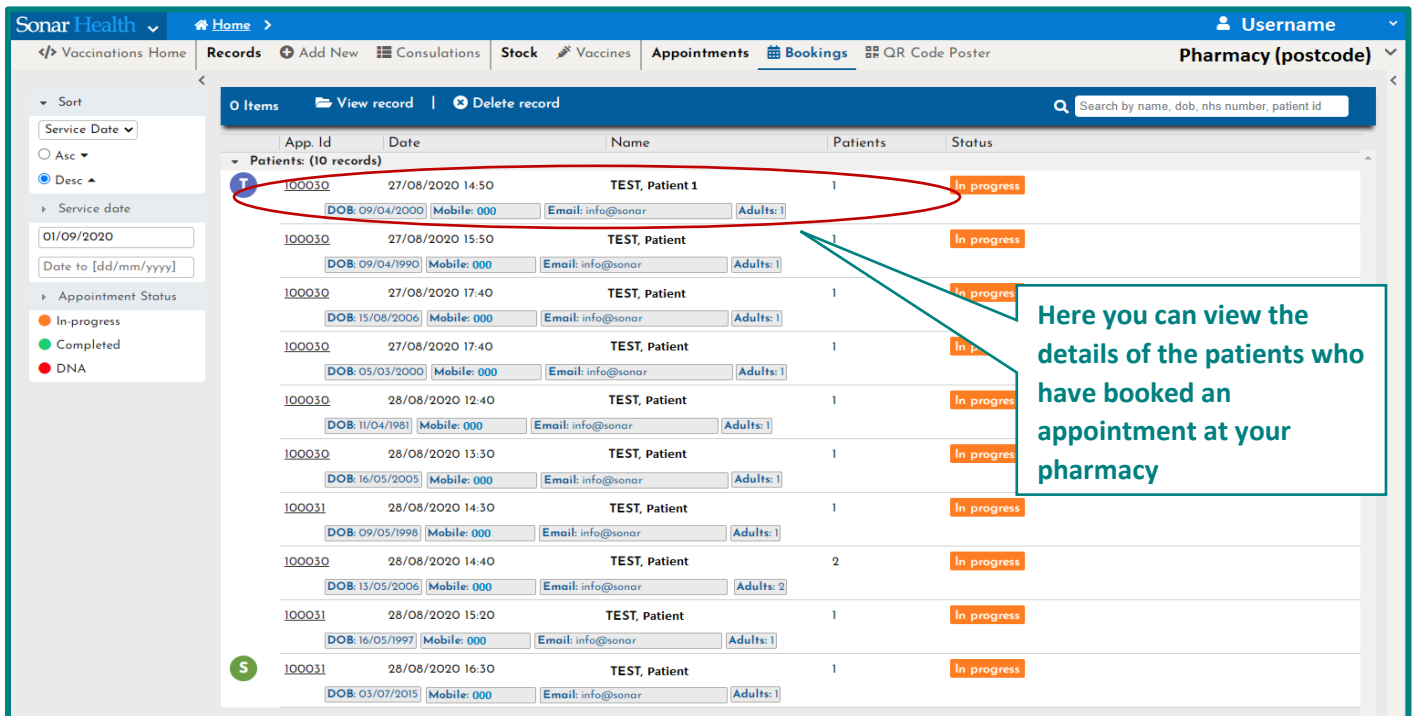

Image 11: Patient appointment bookings

5.2 Personalised QR Code Poster

Sonar has provided each London pharmacy with an individualised QR code that is specific to your pharmacy. You are able you display or distribute it and then patients can scan it and automatically book an appointment with your pharmacy with ease. You can download the QR code poster by selecting the "QR Code Poster" button.
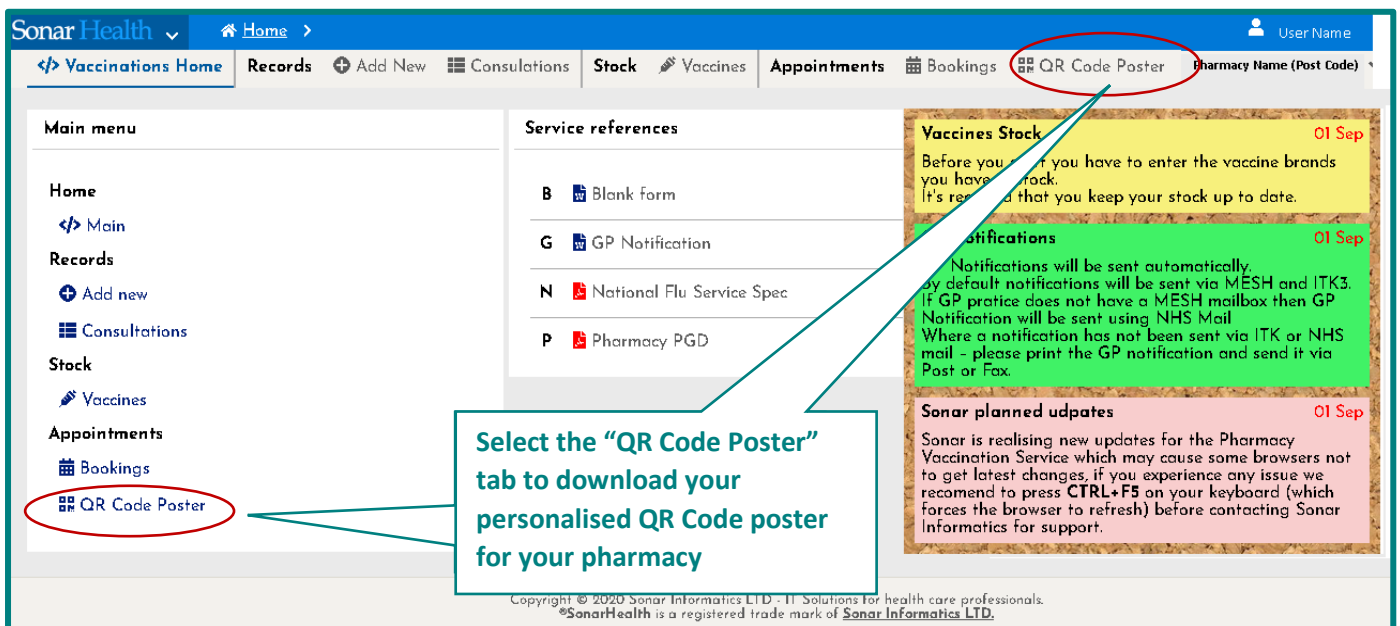

Image 12: QR Code Poster

To download your personalised QR code poster, you will need to select the ''QR Code Poster'' button on the service home page (Image 12) and then select the "Download" button (Image 13) to download and then print the poster.

Once displayed or distributed, members of the public can scan this personalised QR code (from the poster) and book a vaccination appointment at your pharmacy.

Image 13: QR Code Poster download page

6. Register for PDS Service

You will need to register for access to the PDS Service, so that you can get access to the patient details from the NHS database. Otherwise you will not be able to search for the patient. Please see Image 15 & 16 for further details on this.
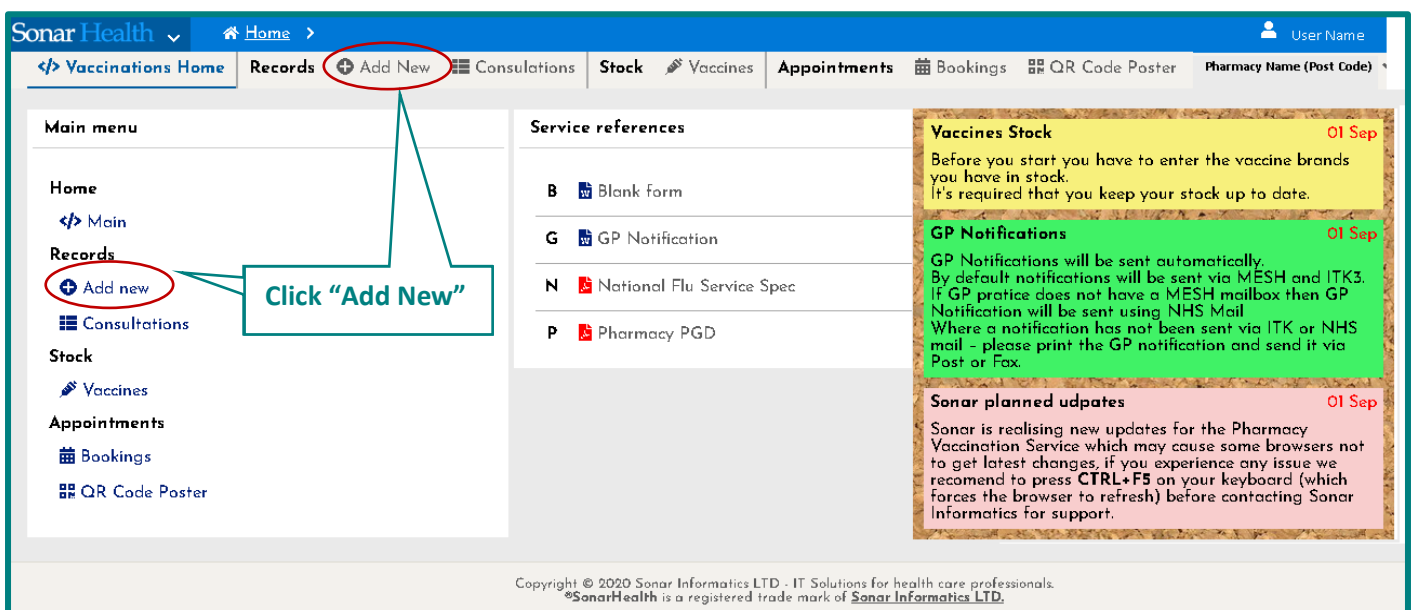

Image 14 – Add New in national vaccination service

Register by selecting the "Register Here" button and then filling in the form.
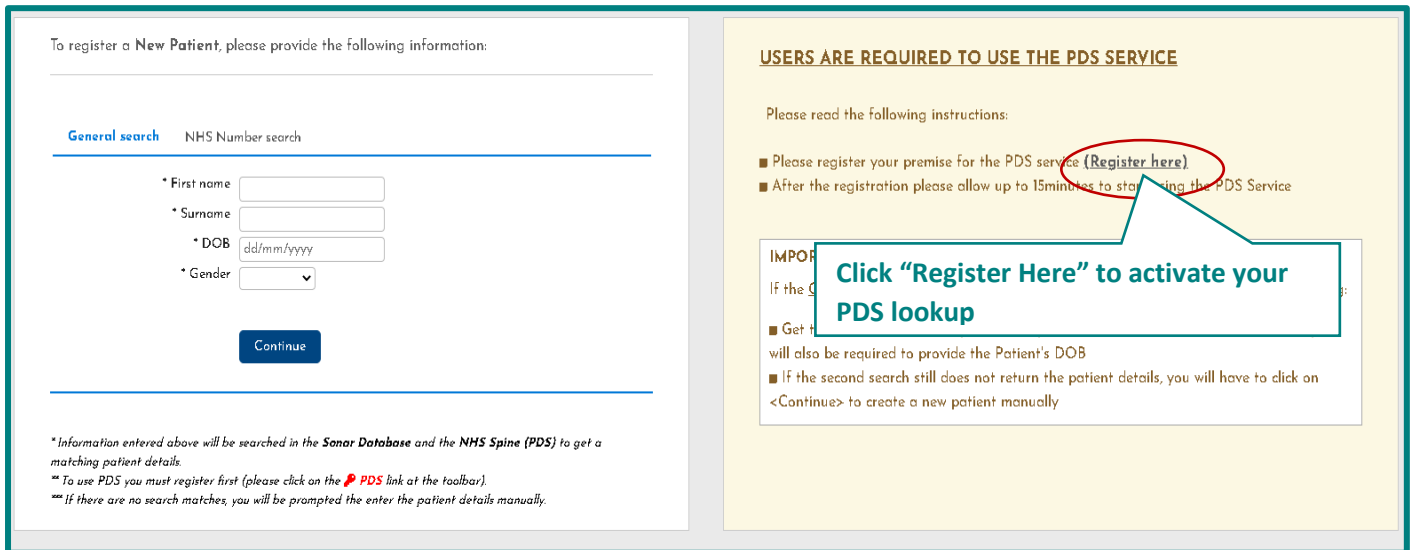

Image 15 – Patient Search page in national vaccination service

Please fill in the below form, displayed here in Image 16.
Select all the checkboxes in the declaration and click "Submit", once this is done the check boxes will turn green.
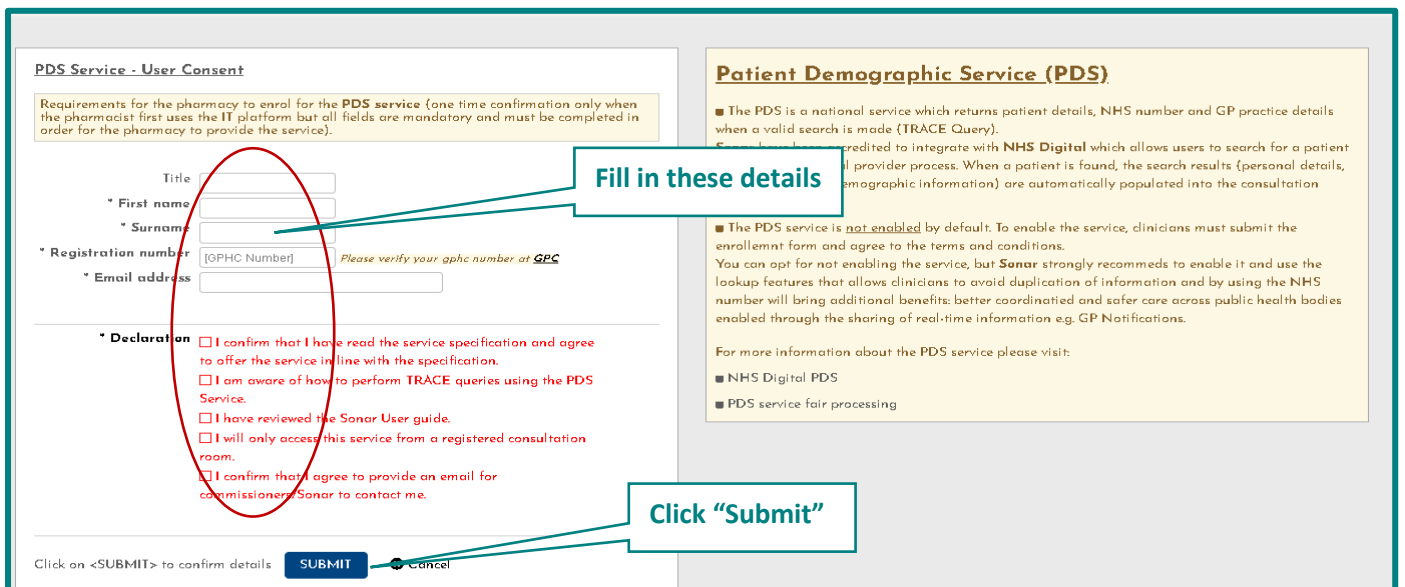(once submitted this process may take up to 2 hours to fully activate).

Image 16 – Register for PDS Service

7. Selecting a patient

There are two ways to start a new consultation.
- 1) Through the search function (similar to the 2019/20 vaccination season). Please see section 7.1
- 2) Through your patient bookings system (a new feature for this year, where patients book an appointment at your pharmacy). Please see section 5.1 & section 7.2.

7.1 General Search or NHS number search

1) The first is to search for the patient through the General Search or NHS number search.
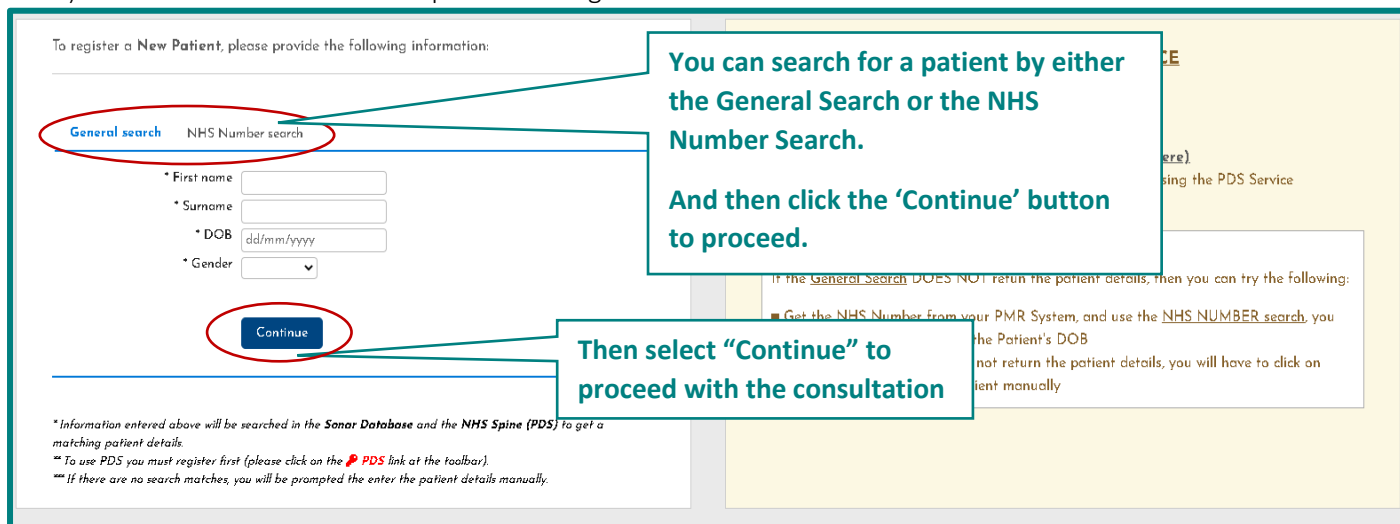

Image 17 – General Search or NHS Number Search

You can search for a patient by either the General Search or the NHS Number Search. And then click the 'Continue' button to proceed.
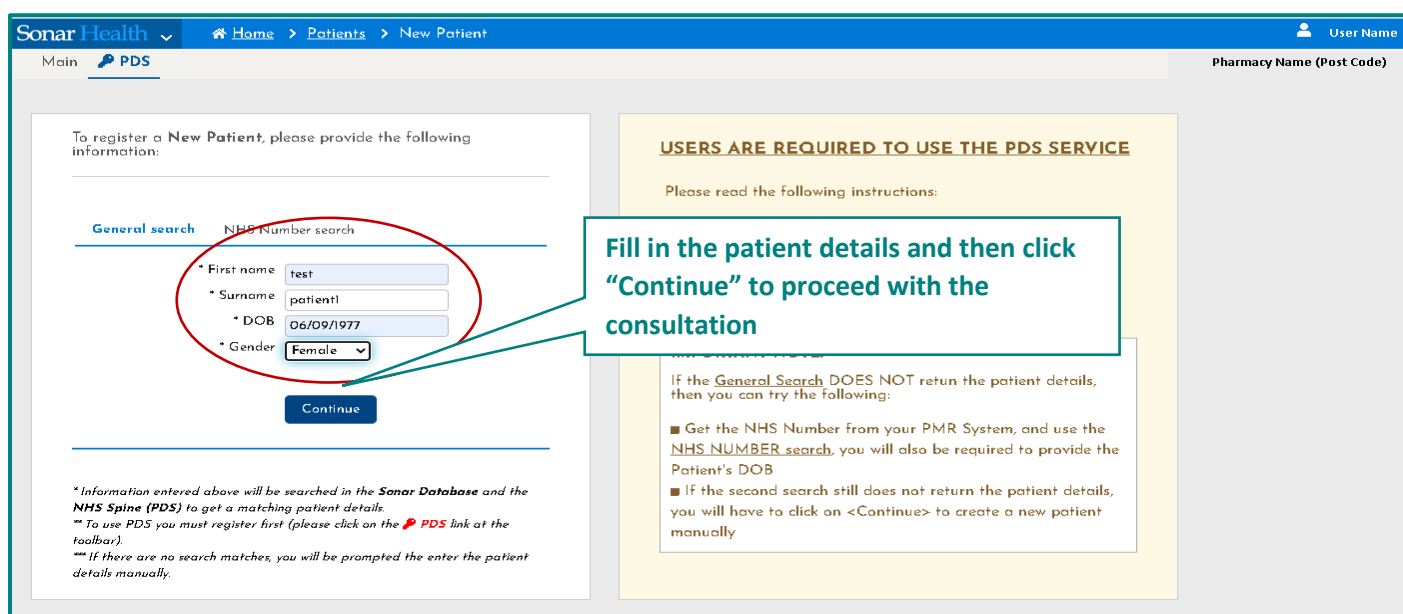

Image 18 – Filling in the patient details on the General Search

7.2 Appointment Booking Search

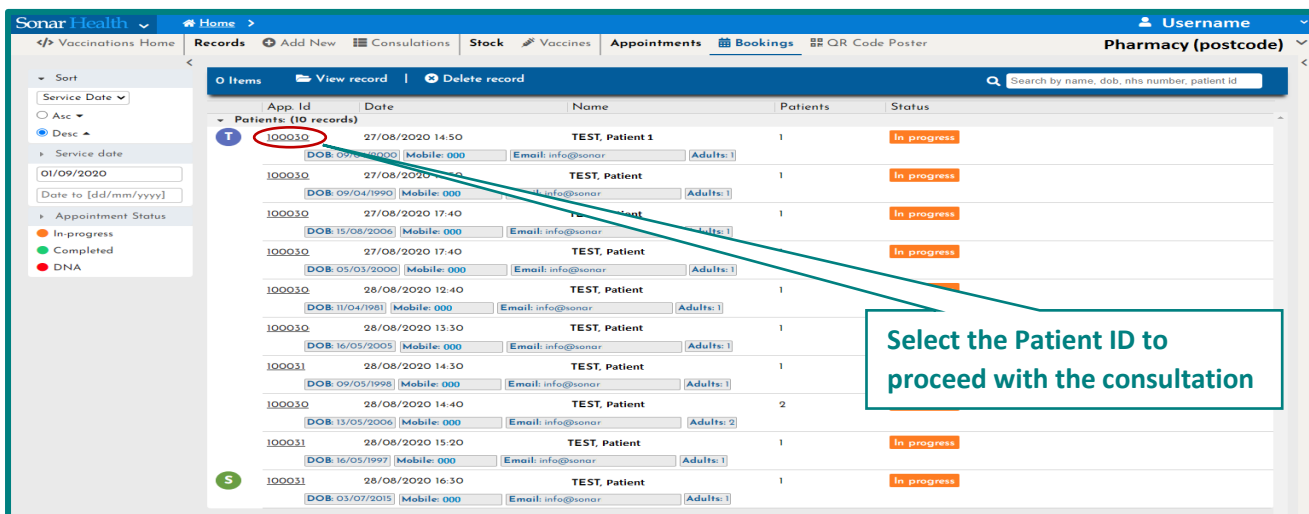The second method is through the "Bookings" where you search for the patient. Please see 5.1.

Image 19: Selecting a patient from their appointment booking

With this second method you would have to select the patient record and click the patient record ID for the patient details to be displayed. Select "Add Consultation" to proceed to the consultation.
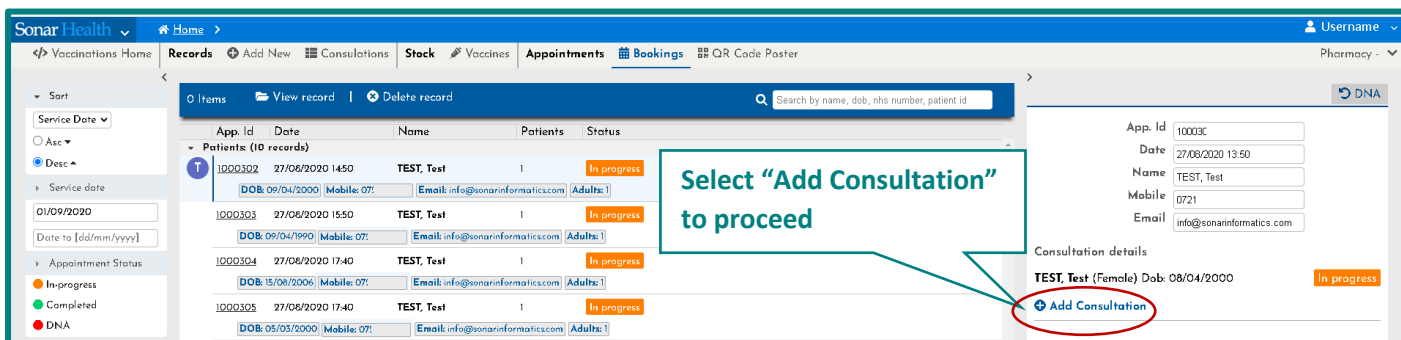

Image 20: Viewing their details & starting a consultation

From the patient booking (via the appointment system on either myvaccinations.co.uk or the QR code) the patient details will be displayed on the PDS Screen. You will then need to select "Continue" to proceed with the consultation.
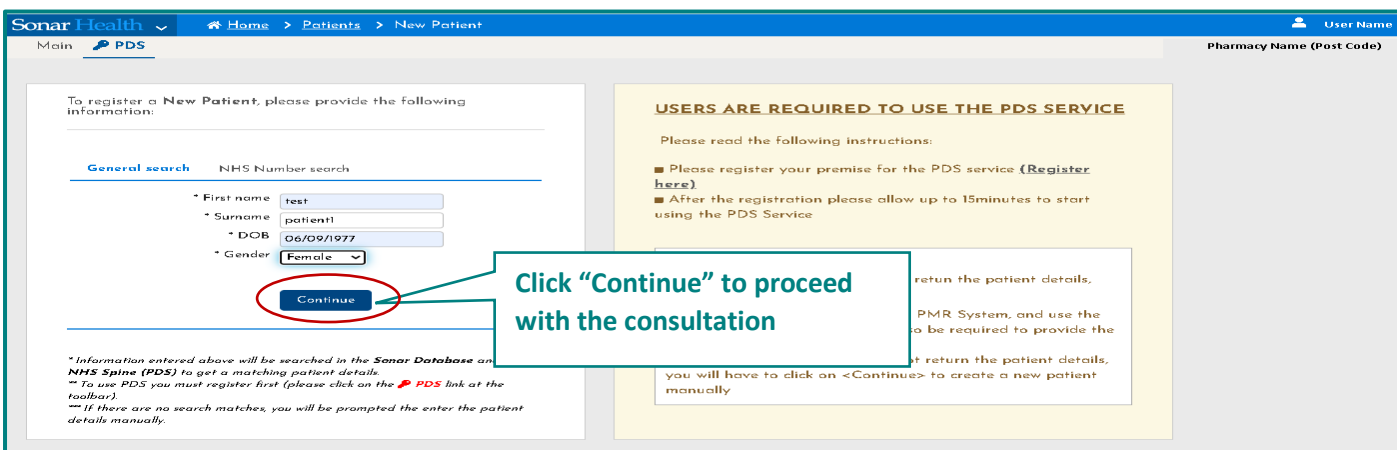

Image 21: PDS Screen to search the patient record

8 Starting a New Consultation

Please refer to section 7 (7.1 & 7.2) to recap how you select a patient.

- 1) Through the search function (similar to the 2019/20 vaccination season). Please see section 7.1
- 2) Through your patient bookings system (a new feature for this year, where patients book an appointment at your pharmacy). Please see section 5.1 & section 7.2.

Once you have selected the patient, you will be taken to the consultation area where you will have to go through each step of the process to complete the consultation. Starting with Consent and moving down each stage to Criteria, Assessment and finally Administration.
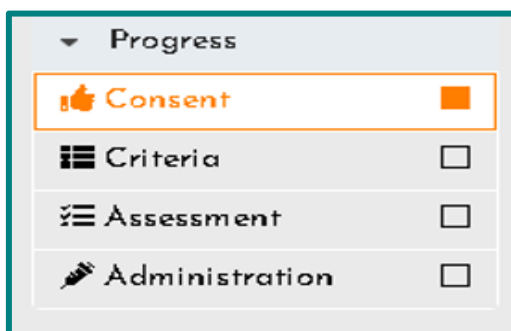

Image 22: Stages within the consultation process

8.1 Add Consent Details

Within the consent stage you will be asked to enter the required details and click "save & Continue" to proceed to the criteria section.
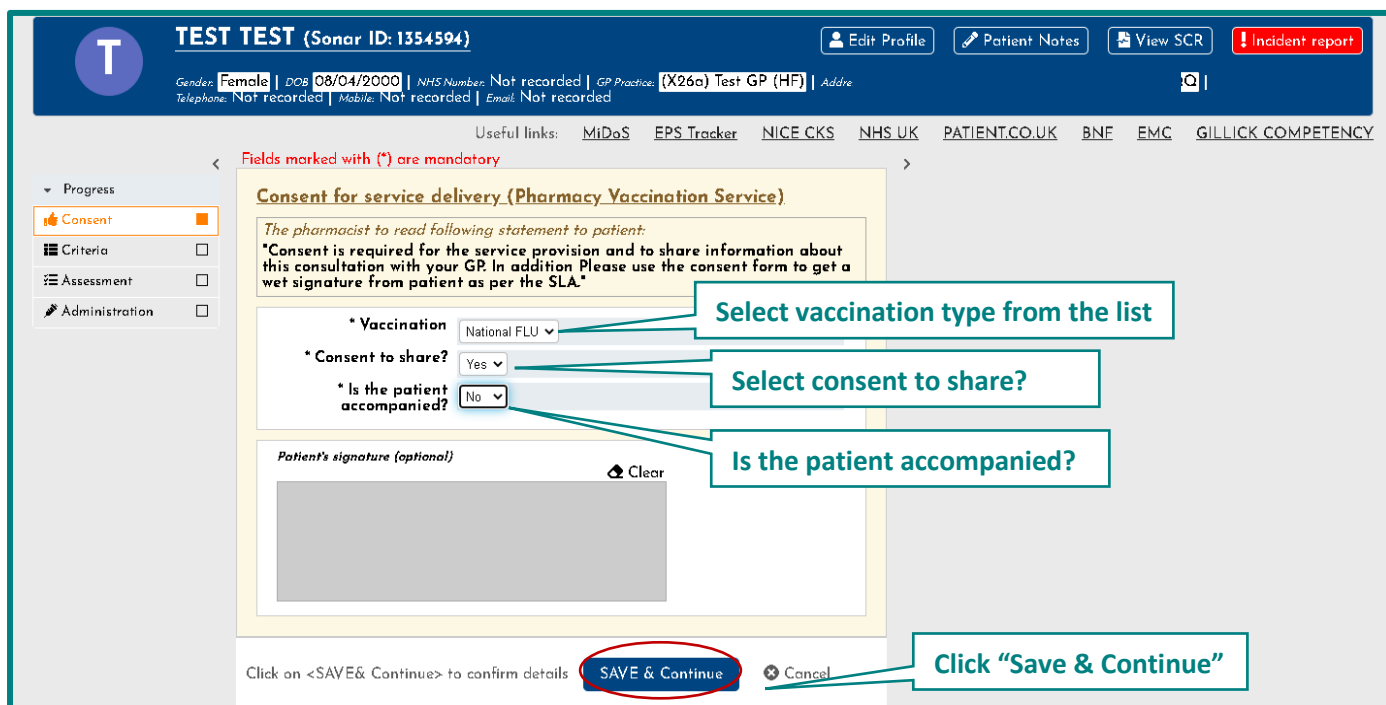

Image 23: Consents page in national vaccination service

8.2 Select the Criteria

Within the criteria section you will be asked to select the inclusion and exclusion for the patient and then Click "Save & Continue" to proceed to the assessment section.
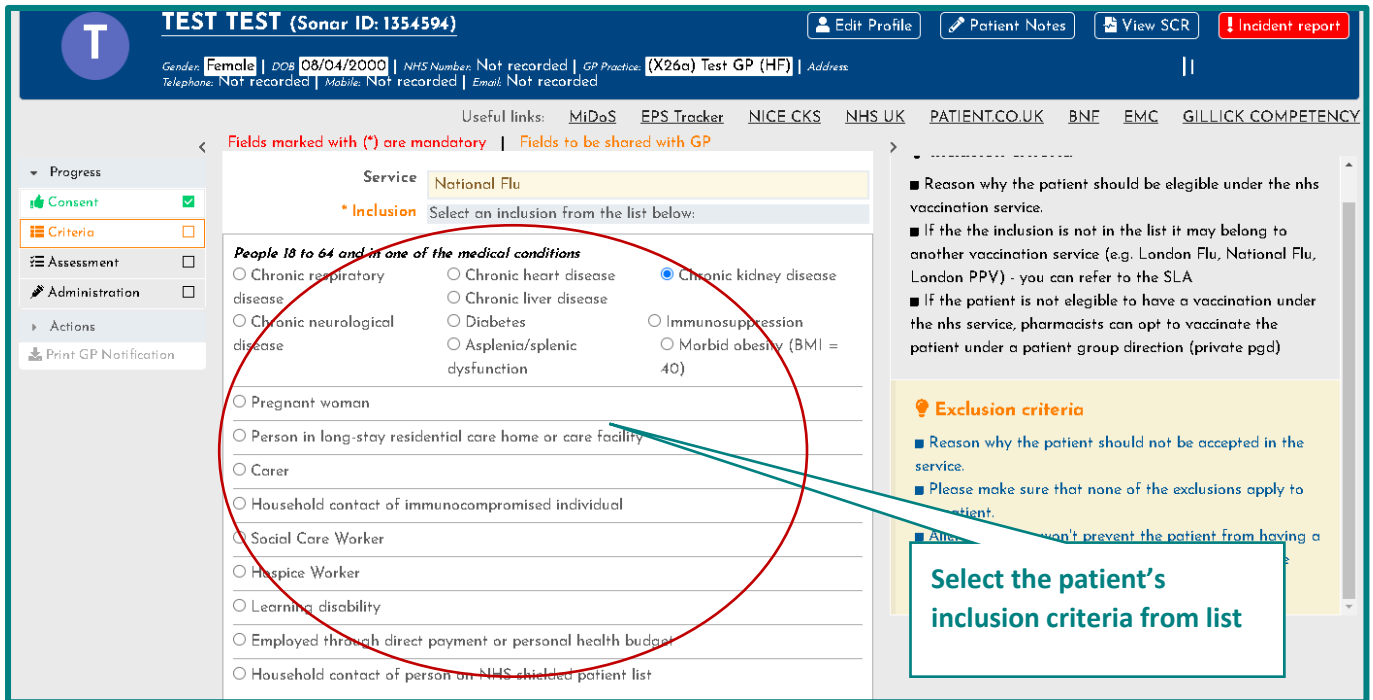

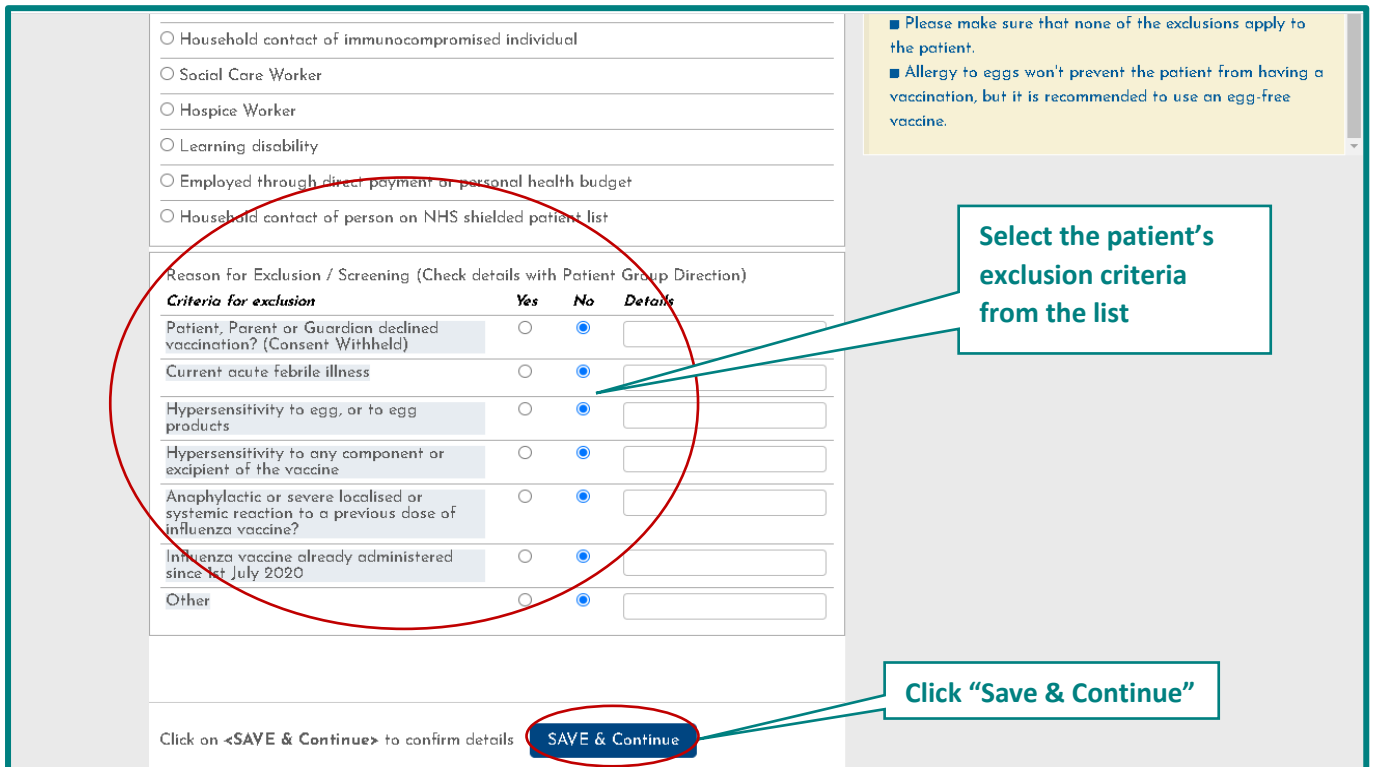Image 24: Inclusion criteria page in national vaccination service

Image 25: Exclusion criteria page in national vaccination service

8.3 Assessment Details

Within the Assessment section you will be asked to fill in details such as for allergies, existing medical conditions, referrer as well as the premise for vaccination. Once this is completed you will need to select the "Save & continue" button to proceed to the administration section.
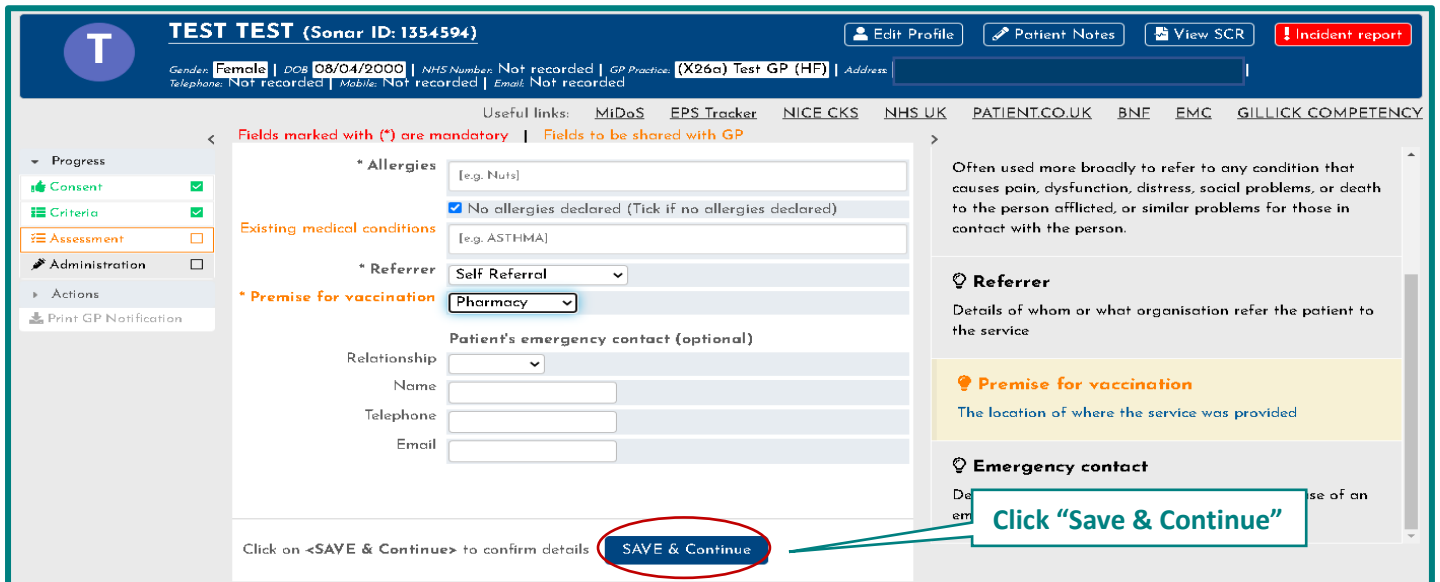

Image 26: Assessment page in national vaccination service

8.4 Administration Details

Within the Administration details section, you will be asked to enter details such as the vaccine brand (select from the list), batch number, expiry date, route of administration and the site of administration. Once this is completed you will need to select the "Submit" button. It is at this stage that you have completed the consultation.
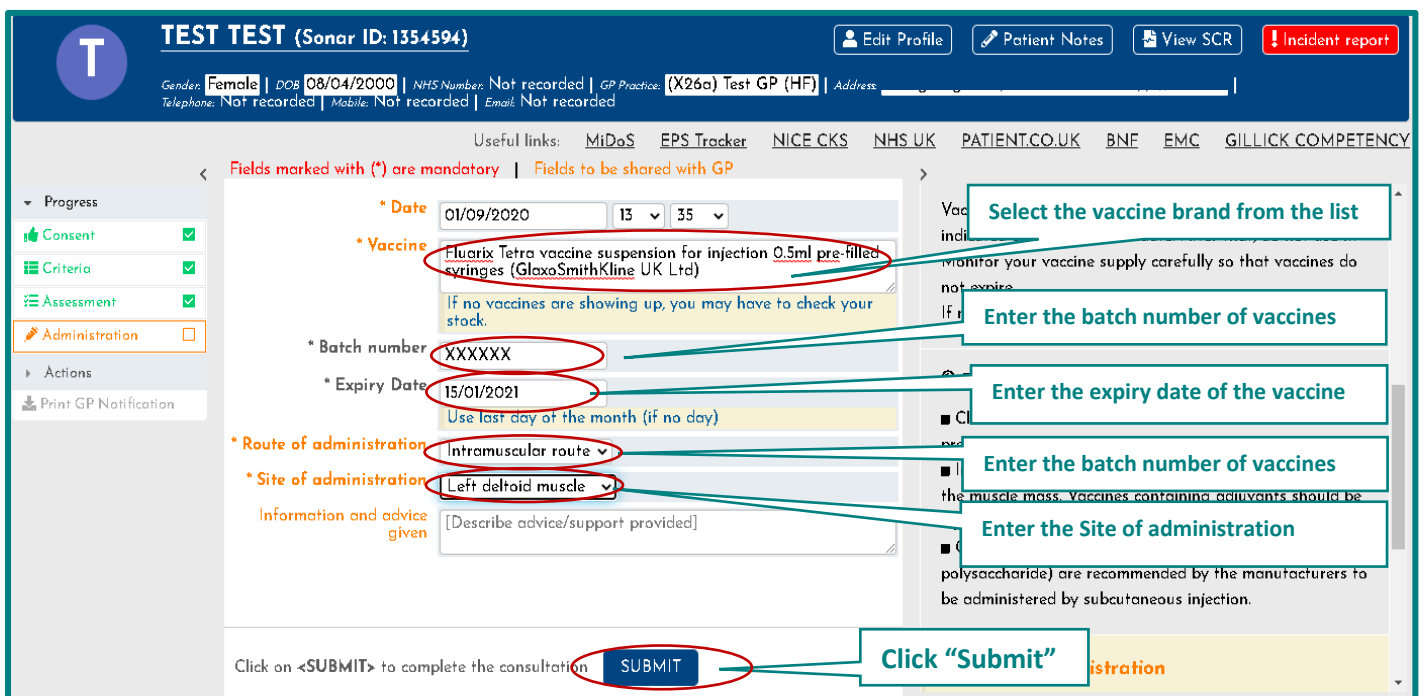

Image 27: Administration page in national vaccination service

8.5 Completed Consultations

Once the consultation is completed, the record status will also display as completed and view as a green dot, and the GP notifications will be automatically sent to the patient's respective GP (this sending process can take up to 4 hours from the initial time of consultation completion).

Within the GP Notifications column, you will be able to see a green or red dot to indicate if the notification has been successfully sent (green) or has not yet been sent (red).
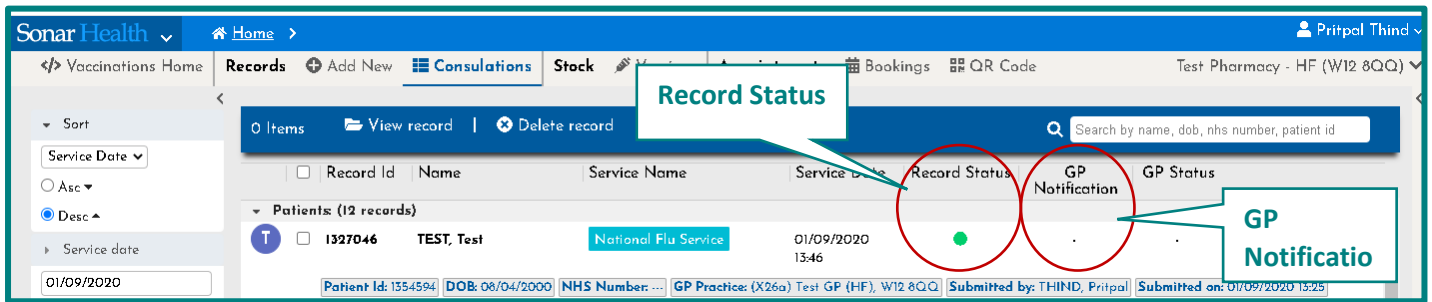

Image 28: Completed Consultation Record

To view your consultations please select the 'Consultations' tab on the service homepage.
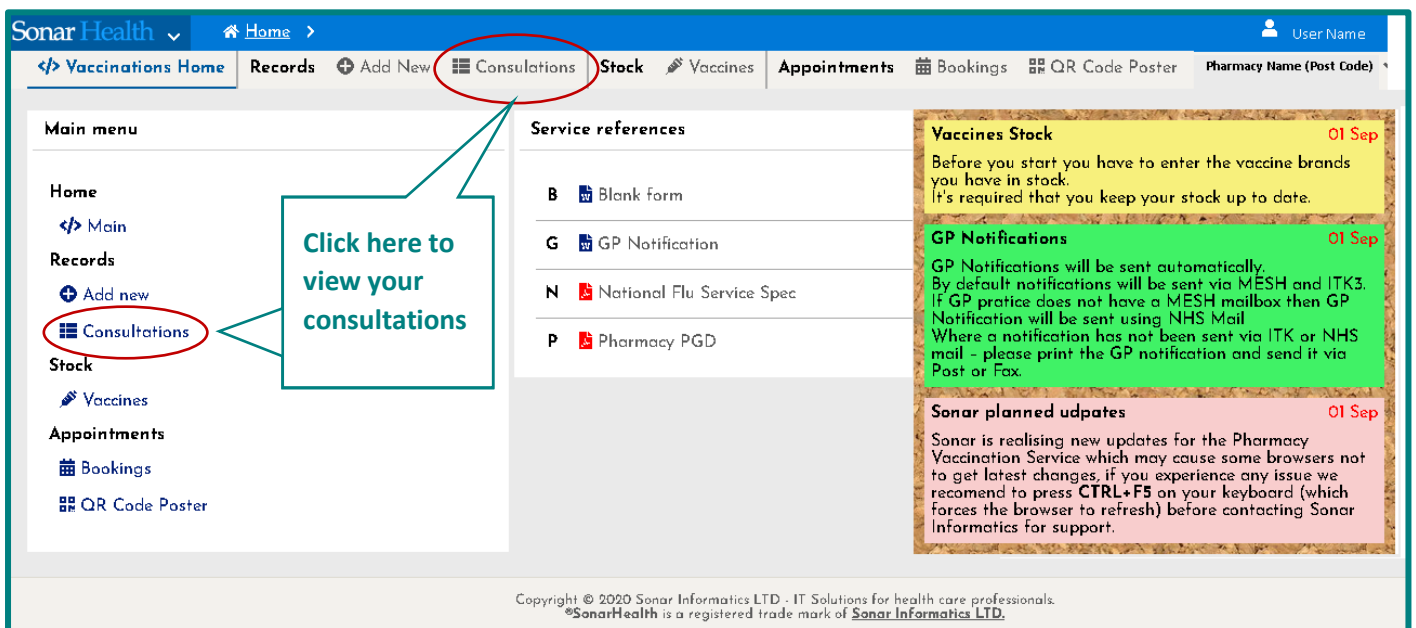

Image 29: View your completed consultation records

9. Contact Us

If you have any queries or need further assistance, please contact Sonar on email at info@sonarinformatics.com.

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