



**All London pharmacies will be using the *SONAR Informatics* website to record patient consultations for DMIRS referrals.**

## Table of Contents

Accessing DMIRS .....	3
Creating a New Consultation using referral list .....	3
Select Patient for Consultation .....	4
Receiving Consent .....	5
Assessment and adding Presenting Complaints .....	6
Allergies .....	7
Red Flags .....	8
Outcomes .....	9
Sale of Medicine.....	9
Drug Picker.....	10
Clinical Narrative and Support Provided .....	11
Patient Satisfaction Survey .....	12
Time Taken to Complete Consultation.....	13
Summary of the Consultation .....	13
Pharmacy Feedback.....	14
Unable to Complete .....	15
Creating a DMIRS Manual Entry.....	16
Useful Links .....	18
Editing Patient Profile.....	18
Find and Select the Current Patient .....	19
Accessing the Sonar Informatics website .....	20
Logging into Sonar.....	21
Reference Links .....	22

## Access your DMIRS

Click the button DMIRS on your main Sonar homepage to access the service.

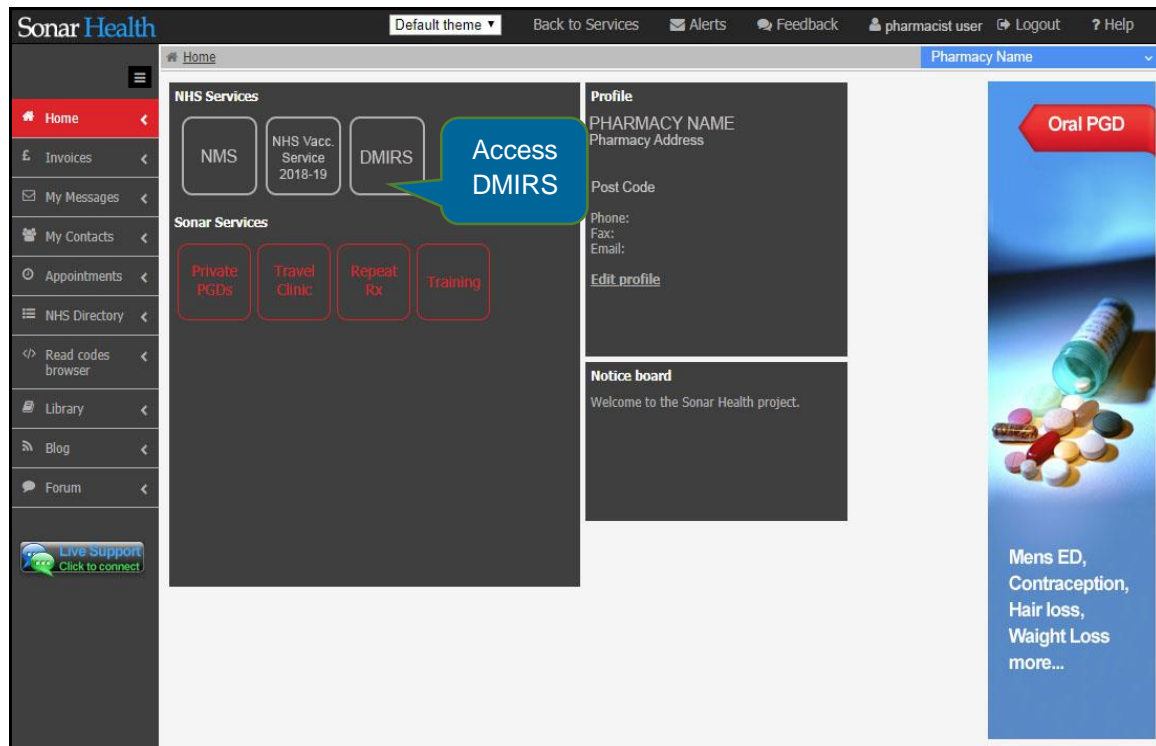


Image 1. Main Sonar user page.

## Creating a New Consultation using referral list

Go under NHS 111 Referrals and select the DMIRS Patient.

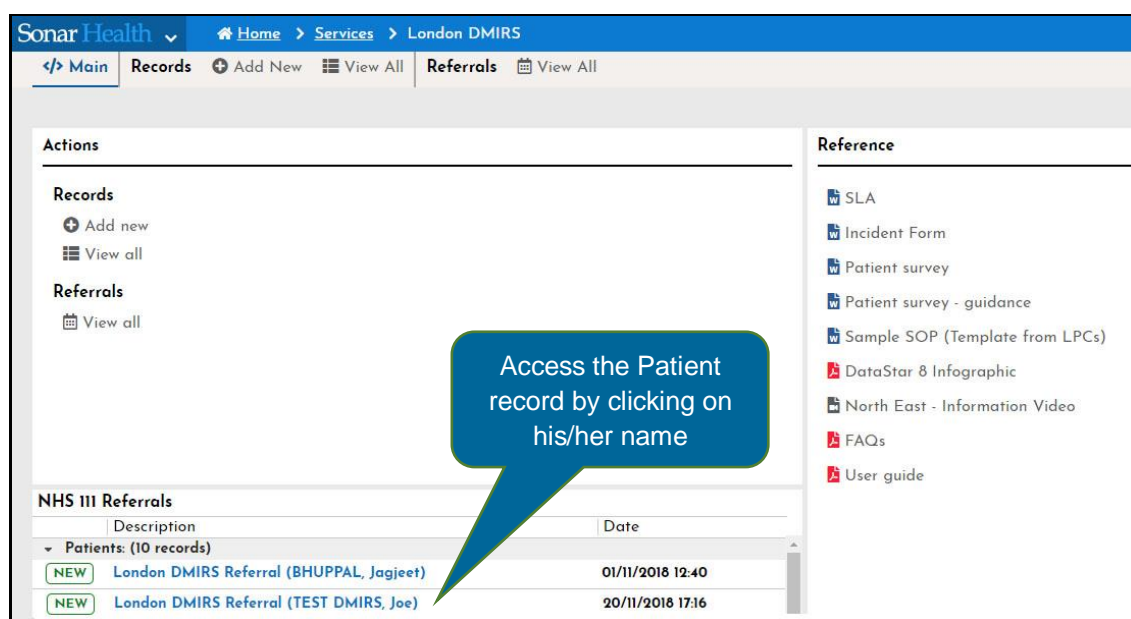


Image 2. Creating a new consultation using NHS 111 Referral.

## Select Patient for Consultation

Within your patient records, select the patient you wish to create a new consultation for.

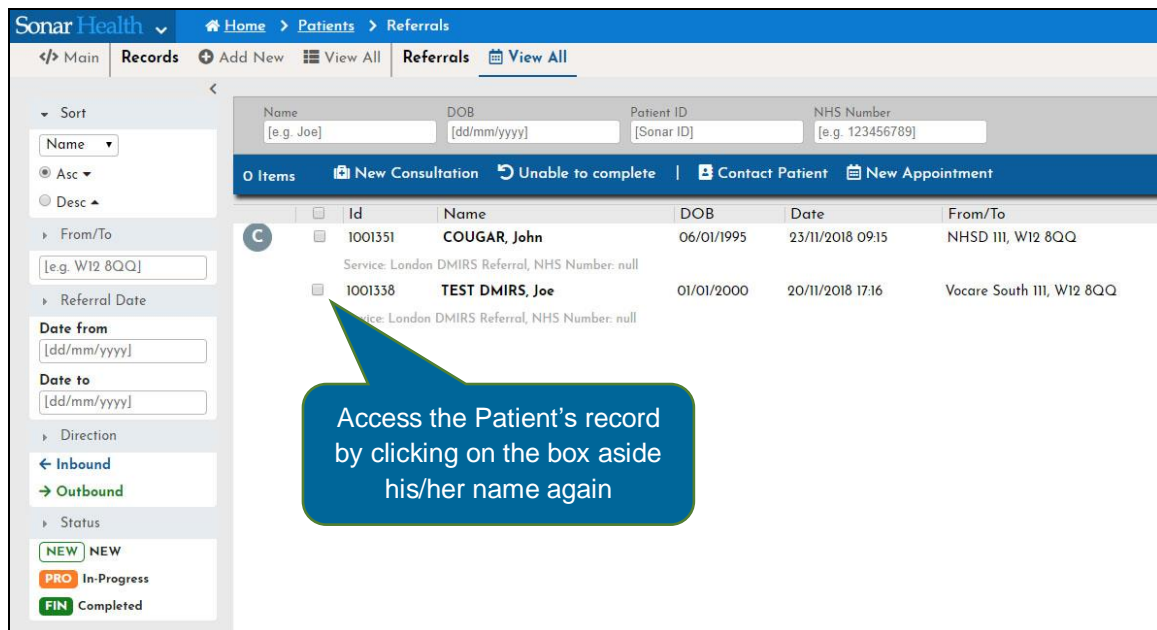


Image 3. Selecting a patient.

Click on the DMIRS Patient again and then you will also be able to start a new consultation by clicking “New Consultation” (1) at the blue bar on top of the list.

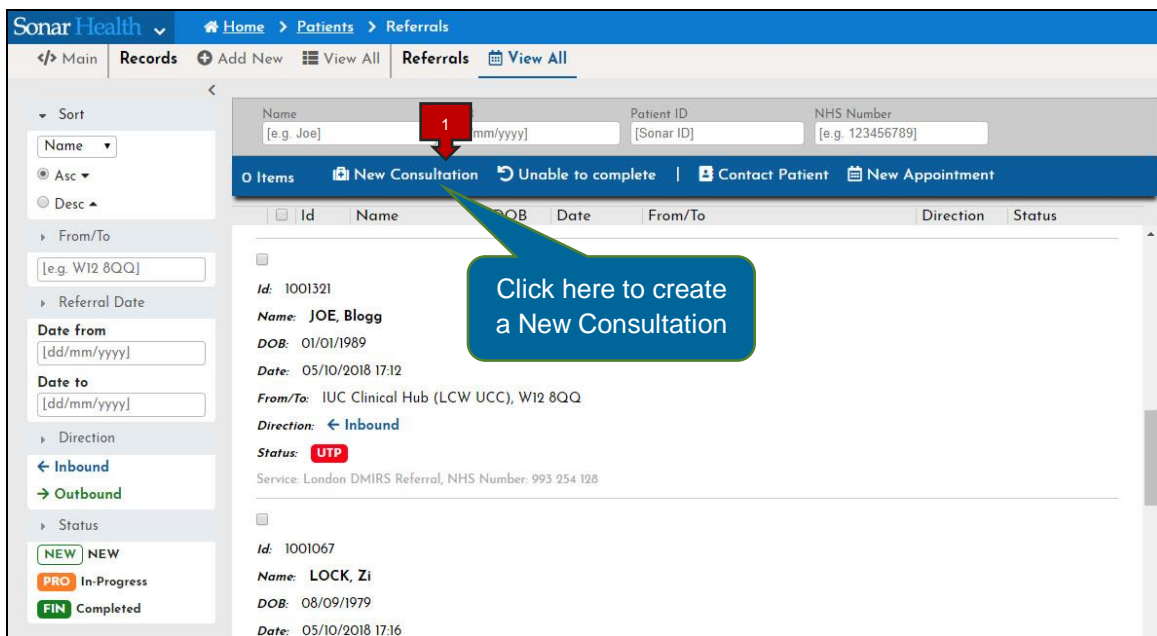


Image 4. Creating a new consultation.

**1** ➔ **New Consultation:** Start a new consultation for an existing patient.

## Receiving Consent

The consultations progress can be seen to the left of the main content box. The first step of the consultation will be to gain consent (1) and note if the patient is accompanied (2). Additionally, the patient can sign (3) (via a tablet, stylus pen or computer mouse). Once complete, click submit.

The consultations progress can be seen to the left of the main content box.

**Consent for service delivery**

The pharmacist to read following statement to patient:  
\*Consent is required for the service provision and to share information about this consultation with your GP.\*

\* Consent given? Yes

\* Is the patient accompanied? No

Patient's signature (optional)

Jew

Clear

Click on <SUBMIT> to confirm details

SUBMIT Cancel

Image 5. Patient's consent to use service.

- 1 → **Consent Given:** The patient needs to give consent in order to proceed using the system.
- 2 → **Is the patient accompanied?:** Note if the patient is accompanied or not. If the answer is Yes, then fill in the details of the person accompanying them.
- 3 → **Patient's signature:** You can get the patient to sign electronically, but it is optional.

## Assessment and adding Presenting Complaints

Here you will be adding the specific details of the assessment. Fields such as the date, symptoms, duration and presenting complaints are required to proceed. “Presenting complaint” (1) can be added by selecting “Add presenting complaint(s)” (2).

Image 6. Assessment and complaints.

**1** → **Presenting Complaint:** To add a complaint, click the link below the text box “Add presenting complaint(s)”.

**2** → **Add presenting complaint(s):** Select the complaints by ticking the boxes from the complaint list or add other unlisted complaint by typing in the text box.

Tick the boxes from the complaint list (1) or add other unlisted complaint by typing it in the text box (2). Click “Submit” to add them to the Assessment.

Image 7. Complaints list.

**1** → **Adding Complaint:** To add a complaint, ticking the boxes aside the complaint list.

**2** → **Other complaints:** To add other unlisted complaint free type it in the text box.

## Allergies

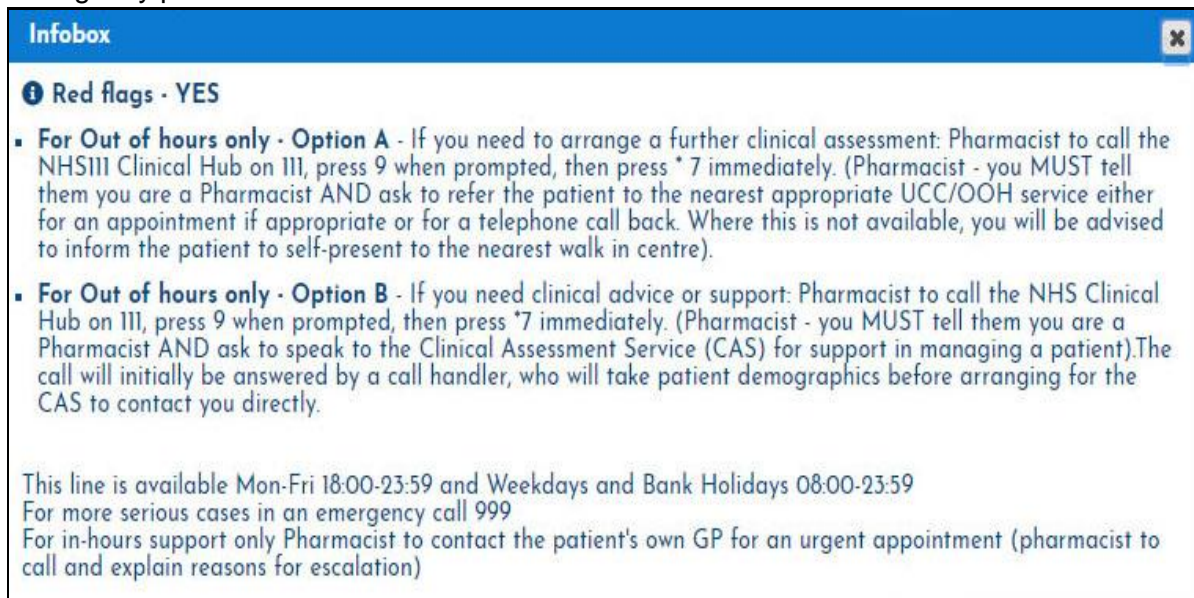
Type in the allergies declared by the patient on the “Allergies” field (1). If no allergies are declared, tick the box bellow (2).

The screenshot shows a web form for patient assessment. Fields filled in include: Pathways disposition (To contact a pharmacy service within 6 hours (Dx06)), Pathways selected (Cold or Flu(Declared)), Date & Time (14/11/2018, 10:37), Symptoms (Fever), How long had symptoms? (Less than 24 hours), Presenting Complaint (Lower Back Pain), Allergies (Nuts), Existing medical conditions (Asthma), Actions taken to date (not yet), Medication been taken (Paravict 500mg tablets), and Have any red flags been identified? (Yes). A blue callout box states: "If any red flags are presented you will be prompted with escalation options. In the case of an emergency please call 999."

Image 8. Assessment and complaints with fields filled in.

- 1 ➔ **Allergies:** Type in the allergies declared by the patient on the “Allergies” field.
- 2 ➔ **No allergies declared:** If no allergies are declared, tick the check box bellow the “Allergies” text box.
- 3 ➔ **Have any red flags been identified? – YES:** If any red flags are presented you will be prompted with escalation options. In the case of an emergency please call 999.
- 4 ➔ **Have any red flags been identified? – NO:** If no red flags are presented, then move on with the form and once complete, click the ‘submit’ button.

If any red flags are presented you will be prompted with escalation options. In the case of an emergency please call 999.



The screenshot shows a blue header bar with the text 'Infobox' and a close button (X). Below the header, the title 'Red flags - YES' is displayed. The main content area contains two bullet points, each starting with a square icon. The first bullet point is 'For Out of hours only - Option A' and the second is 'For Out of hours only - Option B'. Both options provide instructions for pharmacists on how to handle a patient with red flags, including contacting the NHS Clinical Hub or the Clinical Assessment Service (CAS). At the bottom of the box, there is additional text about the service's availability and emergency procedures.

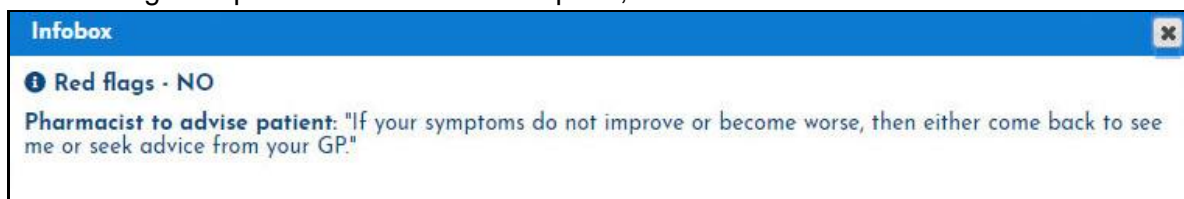
**Red flags - YES**

- **For Out of hours only - Option A** - If you need to arrange a further clinical assessment: Pharmacist to call the NHS111 Clinical Hub on 111, press 9 when prompted, then press \* 7 immediately. (Pharmacist - you MUST tell them you are a Pharmacist AND ask to refer the patient to the nearest appropriate UCC/OOH service either for an appointment if appropriate or for a telephone call back. Where this is not available, you will be advised to inform the patient to self-present to the nearest walk in centre).
- **For Out of hours only - Option B** - If you need clinical advice or support: Pharmacist to call the NHS Clinical Hub on 111, press 9 when prompted, then press \*7 immediately. (Pharmacist - you MUST tell them you are a Pharmacist AND ask to speak to the Clinical Assessment Service (CAS) for support in managing a patient).The call will initially be answered by a call handler, who will take patient demographics before arranging for the CAS to contact you directly.

This line is available Mon-Fri 18:00-23:59 and Weekdays and Bank Holidays 08:00-23:59  
For more serious cases in an emergency call 999  
For in-hours support only Pharmacist to contact the patient's own GP for an urgent appointment (pharmacist to call and explain reasons for escalation)

Image 9. Red flags - YES.

If no red flags are presented and once complete, click submit.



The screenshot shows a blue header bar with the text 'Infobox' and a close button (X). Below the header, the title 'Red flags - NO' is displayed. The main content area contains a single line of text: 'Pharmacist to advise patient: "If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP."'.

**Red flags - NO**

**Pharmacist to advise patient:** "If your symptoms do not improve or become worse, then either come back to see me or seek advice from your GP."

Image 10. Red flags - NO.

## Outcomes

Following the assessment, you'll be able to fill out details on the outcome of the consultation. This includes specifics through the outcome dropdown (1) such as "Advice only", to the types of support provided. **Ticking the first two boxes at the "Advice/Support provided" section is mandatory (2).**

Image 11. Outcomes, clinical narrative and consultation progress page.

- 1 → **Outcome:** Select details on the outcome of the consultation through the outcome dropdown.
- 2 → **Advice/Support provided:** Ticking the first two boxes at the "Advice/Support provided" section is mandatory. Additionally, you can select other options or type in to describe the advice/support provided.

## Sale of Medicine

In the case of needing to medicate the patient, select "Advice & sale of medicine".

Image 12. Outcome options from consultation.

A link to “Add medicine” (2) will appear. Click the link to add medicine if needed.

Clinical narrative: None

1 → \* Outcome: Advice & sale of medicine

Medicine(s) given: No medicines selected

2 → Add medicine

\* Advice/Support provided

- ☐ How to best manage their condition
- ☐ Advice on action to take if symptoms get worse
- ☐ Printed leaflets supplied
- ☐ Patient referred to electronic information resource
- ☐ Managing future minor illnesses (It is not always necessary to call NHS 111)

[Describe other advice/support provided]

Patient Satisfaction Survey

\* Has Patient agreed to participate?

\* Time taken to complete consultation

Patient facing time  (minutes)

Non-patient facing time  (minutes)

Click on <SUBMIT> to confirm details

Image 13. Adding medicine to the consultation progress page.

- 1 → **Outcome – Advice & sale of medicine:** When select “Advice & sale of medicine” on the outcome of the consultation through the outcome dropdown, a link to add medicine will appear.
- 2 → **Add medicine:** Click the link below the “Medicine(s) given” text box to add medicine.

## Drug Picker

Type the drug administered to the patient and select (1) it from the list.

Drug picker

☐ Show discontinued/withdrawn ☒ Show brand names

1 → para 500

Type the drug provided to the patient and select it from the dropdown list.

- Paracetamol 500mg tablets
- Paracetamol 500mg soluble tablets
- Paracetamol 500mg suppositories
- Paracetamol 500mg capsules
- Paracetamol 500mg / Dihydrocodeine 20mg tablets
- Paracetamol 500mg / Dihydrocodeine 30mg tablets
- Paracetamol 500mg / Diphenhydramine 25mg tablets
- Paracetamol 500mg / Domperidone 10mg tablets
- Paracetamol 500mg / Metoclopramide 5mg tablets
- Paracetamol 500mg / Metoclopramide 5mg effervescent powder sachets sugar free
- Paracetamol 500mg / Caffeine 65mg tablets

Image 14. Drug picker list.

- 1 → **Selecting medicine:** Type the drug provided to the patient and select it from the list.

Fill out the form regarding quantity, doses and suggested administration of the medicine then click “Submit”.

Image 15. Drug picker fill in form.

## Clinical Narrative and Support Provided

After completing the list of medicine(s) given you must specify the advice or support provided (1). Add results of any examination, tests and relevant notes including any actions as a consequence of checking the SCR or other resource. If you don't have any clinical narrative regarding this outcome just type “none”.

Image 16. Consultation progresses filled in.

**1 → Advice/Support provided:** Once completed the form on the medicine given, specify the advice or support provided.

## Patient Satisfaction Survey

You can ask the patient to consider having a “Patient Satisfaction Survey” done. If the patient decided to participate in the satisfaction survey, you’ll be given the additional option on the delivery method of the survey. You can either send the link by SMS or having the link printed when you download the assessment at the end of the consultation.

Clinical narrative: None

\* Outcome: Advice & sale of medicine

Medicine(s) given: Paracetamol 500mg tablets (Two every four hours) (24) Remove

\* Advice/Support provided:
 

- ☒ How to best manage their condition
- ☒ Advice on action to take if symptoms get worse
- ☐ Printed leaflets supplied
- ☐ Patient referred to electronic information resource
- ☐ Managing future minor illnesses (It is not always necessary to call NHS 111)

 Patient treated for cold and flu.

\* Has Patient agreed to participate? Yes

\* Survey delivery method: Send Link by SMS [Enter mobile]

\* Time taken to complete consultation:
 

- Patient facing time: 5 (minutes)
- Non-patient facing time: 3 (minutes)
- Total time taken: 8 (minutes)

Click on <SUBMIT> to confirm details SUBMIT Cancel

Image 17. Patient Satisfaction Survey.

**1** → **Survey delivery method:** You can either send the link by SMS or having the link printed when you download the assessment at the end of the consultation.

## Time Taken to Complete Consultation

Record the time spent on your consultation between time spent talking with patient **(1)** and time spent getting the medicine or other activities related **(2)**.

Clinical narrative: None

\* Outcome: Advice & sale of medicine

Medicine(s) given: Paracetamol 500mg tablets (Two every four hours) (24) Remove

\* Advice/Support provided:
 

- ☒ How to best manage their condition
- ☒ Advice on action to take if symptoms get worse
- ☐ Printed leaflets supplied
- ☐ Patient referred to electronic information resource
- ☐ Managing future minor illnesses (It is not always necessary to call NHS 111)

 Patient treated for cold and flu.

Has Patient agreed to participate? Yes

\* Survey delivery method: Send Link by SMS [Enter mobile]

\* Time taken to complete consultation:
 

- 1 Patient facing time: 5 (minutes)
- 2 Non-patient facing time: 3 (minutes)
- Total time taken: 8 (minutes)

Click on <SUBMIT> to confirm details SUBMIT Cancel

Image 18. Time taken to complete consultation.

- 1 Patient facing time:** Depict the time spent on your consultation between time spent talking with patient.
- 2 Non-patient facing time:** Depict the time spent getting the medicine or other activities related to the consultation.

## Summary of the Consultation

At the end of the outcome you will get a summary page with the notes and actions taken at the consultation of which it can be printed and handed to the patient.

Consultation Date: 21/11/2018 10:27

Symptoms: Fever

How long has the person had these symptoms: Less than 24 hours

Presenting complaints: Lower Back Pain

Allergies: Nuts

Existing medical conditions: Asthma

Actions taken: None yet

Medication been taken: -

Red flags identified? No

Outcome: Advice & sale of medicine

Medicines given: Paracetamol 500mg tablets

GP Notification is required for DMIRS

Comments/Message to GP: [Please advise the GP if the patient needs to be followed up or if this is for information only. Please also include any other comments that have not already been captured]

Click on <SUBMIT> to complete consultation SUBMIT

Image 19. Consultation summary page.

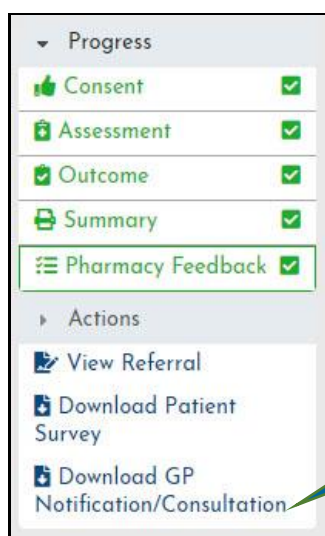


Image 20. Progress list.

At the left of the screen there is a progress list of steps you have been gone through. At the end of the consultation you will be able to download and print the summary of the consultation and hand it to the patient.

Print a summary of the consultation and hand it to the patient.

## Pharmacy Feedback

Once submitted, please give us your feedback on how the system performed on the day of the assessment so we can improve your experience within the application.

### Pharmacy Feedback

It's important that you send the **DMIRS Team** your feedback and comments. Please let the DMIRS Team know how the system performed today or if you have any comments or suggestions to improve the DMIRS service.

**Information submitted on this form will be treated confidentially!**

☐ I don't wish to send feedback on this occasion

**How satisfied are you with the service?**

☐ Very satisfied  
☒ Satisfied  
☐ OK  
☐ Disatisfied  
☐ Very disatisfied

**Please enter any feedback in the box below so that DMIRS can continue to be improved**

[Provide details here]

Click on <SUBMIT> to complete the consultation **SUBMIT**

Give us feedback so we can improve the service.

Image 21. Feedback page.

## Unable to Complete

If the patient did not attend or for any other circumstances you were unable to process the consultation, select the reason under the “Unable to Complete” tab at the top of the menu.

The screenshot shows the Sonar Health Referrals interface. The 'Referrals' tab is active, and the 'Unable to complete' sub-tab is selected. A red box with the number 1 points to the 'Unable to complete' tab. A blue callout box says 'Report any issues that prevented the consultation from continuing.'

Form fields at the top include:

- Name: [e.g. Joe]
- DOB: [dd/mm/yyyy]
- Patient ID: [Sonar ID]
- NHS Number: [e.g. 123456789]

Buttons at the top include: 1 Items, New Consultation, Contact Patient, Unable to complete (selected), New Appointment.

Table headers: Id, Name, DOB, Date, From/To, Direction, Status.

Table content (Patients: 6 records):

Id	Name	DOB	Date	From/To	Direction	Status
1001070	ADLINGTON, Pip	01/01/1975	01/11/2018 12:40	IUC Clinical Hub (East of London) - IUC	Inbound	UTP

Service: London DMIRS Referral, NHS Number: 9449 001 758

Image 22. Unable to complete.

**1 → Unable to complete:** Report any issues that prevented the consultation from continuing.

The screenshot shows the 'Unable to Process' dialog box. It contains a list of reasons for why a consultation was not completed. The reason 'Did Not Attend (DNA)' is selected. The reasons are:

- Uncontactable after 3 times
- Did Not Attend (DNA)
- Technical issue with system or service (duplicate, old, etc)
- Gone elsewhere (self-referral to other service, did not want to be seen by pharmacist, etc)
- Better now (no need for consultation)
- Appropriate advice (no need for consultation)
- Other (Provide details)

Buttons at the bottom: Click on <SUBMIT> to confirm details, SUBMIT, Cancel.

Image 23. Unable to Process.

## Creating a DMIRS Manual Entry

Where No ITK message has been received instead a backup an email is send with a PDF document to the Shared NHS email. At the top main menu click “Add New”.

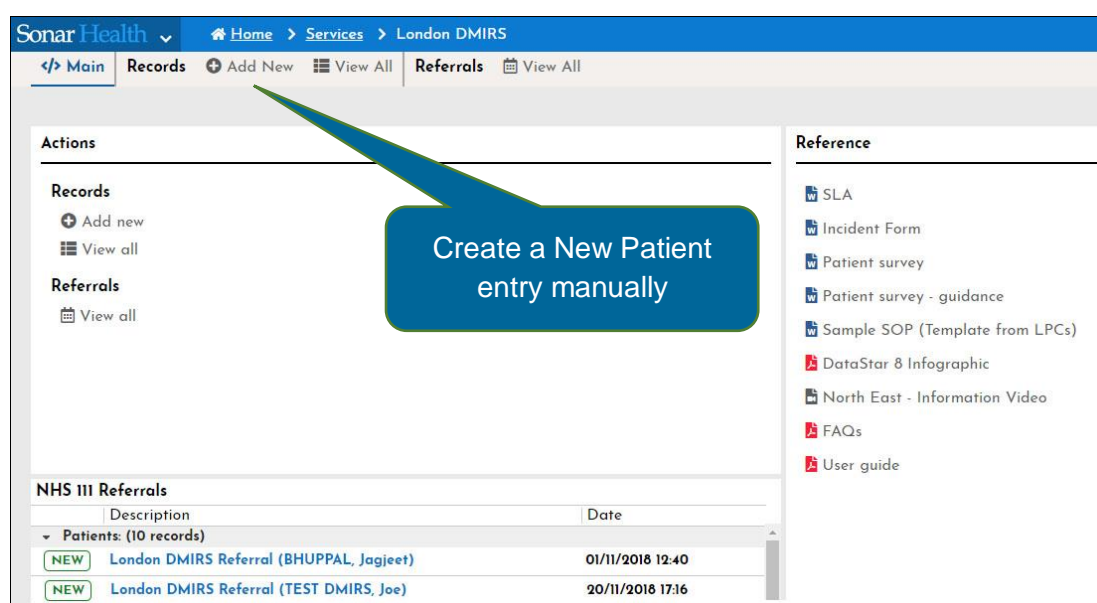


Image 24. Creating a DMIRS manual entry

To register a New Patient, please provide all the information required and click continue. Information entered will be searched against the Sonar Database and the NHS Spine to get the matching patient detail.

The screenshot shows the Sonar Health 'New Patient' registration form. The top navigation bar includes 'Home', 'Patients', and 'New Patient'. Below this, there are tabs for 'Main', 'New Patient', and 'Referrals'. The 'New Patient' tab is highlighted. The main content area has a heading 'To register a New Patient, please provide the following information:'. Below this, there are four input fields: 'First name', 'Surname', 'DOB' (with a date format 'dd/mm/yyyy'), and 'Gender' (a dropdown menu). A blue callout box with a green border points to the 'DOB' field, containing the text 'Fill in the information about the new patient'. Below the input fields is a blue 'Continue' button. At the bottom, there is a disclaimer: '\* Information entered above will be searched against the Sonar Database and the NHS Spine to get a matching patient details. \*\* If there are no search matches, you will be prompted the enter the patient details manually.'

Image 25. Adding new patient.

If there are no search matches, you will be prompted to enter the patient details manually.

Sonar Health

Home > Patients > New Patient

Main New Patient Referrals

Search result for: **SMITH, John** (DOB: 01/02/1995, Gender: Male)

[Ammend Search](#)

Name	DOB	NHS Number	Post Code	Line 1
Search did not produce any results!				

\* Please click on <Continue> to create a new patient, or ammend search criteria above

[Continue](#)

If the patient is not registered, click continue to fill in the information manually

Image 26. Enter details.

You must fill in each section then click “Submit” in order to progress to the next section.

Sonar Health

Home >

Main New Patient Referrals

Personal details Address Telecom Care providers

Title

\* First Name

\* Surname

Middle name(s)

\* Gender

NHS Number

DOB

Language

Preferred name *Not recorded*

Alias *Not recorded*

Bachelor Name *Not recorded*

Birth Name *Not recorded*

Maiden Name *Not recorded*

Other Previous Name *Not recorded*

Click on <SUBMIT> to confirm details

[SUBMIT](#) [Cancel](#)

Fill in the information and click “Submit” until complete all sections

Image 27. Fill in patient details.

After completing the registration click the green button “Continue with service”.

Image 28. Finishing new patient and starting New Consultation.

Once you are finished, proceed with consultation- As per Page 5 ( image 5 and continue)

## Useful Links

At the top right corner of the page when you create a new consultation, useful links can be accessed for more information regarding health care.

Image 29. Useful links.

## Editing Patient Profile

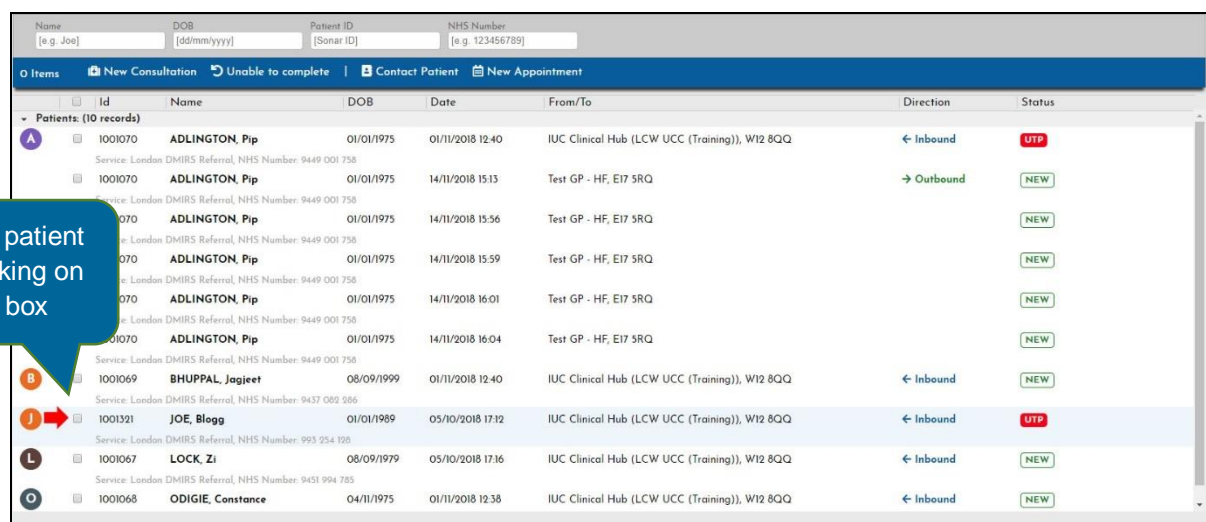
On the top right corner of the page there is a link to edit the patient's profile. There will also be displayed at the top of the page the main information about the patient.

Image 30. Patient heading profile.

Change patient  
basic information.

## Find and Select the Current Patient

Within your patient records, select the patient you wish to create a new consultation for.



Select patient by clicking on tick box

Name	DOB	Patient ID	NHS Number
[e.g. Joe]	[dd/mm/yyyy]	[Sonar ID]	[e.g. 123456789]

Id	Name	DOB	Date	From/To	Direction	Status
1001070	ADLINGTON, Pip	01/01/1975	01/11/2018 12:40	IUC Clinical Hub (LCW UCC (Training)), W12 8QQ	← Inbound	UTP
1001070	ADLINGTON, Pip	01/01/1975	14/11/2018 15:13	Test GP - HF, E17 5RQ	→ Outbound	NEW
1001070	ADLINGTON, Pip	01/01/1975	14/11/2018 15:56	Test GP - HF, E17 5RQ		NEW
1001070	ADLINGTON, Pip	01/01/1975	14/11/2018 15:59	Test GP - HF, E17 5RQ		NEW
1001070	ADLINGTON, Pip	01/01/1975	14/11/2018 16:01	Test GP - HF, E17 5RQ		NEW
1001070	ADLINGTON, Pip	01/01/1975	14/11/2018 16:04	Test GP - HF, E17 5RQ		NEW
1001069	BHUPPAL, Jagjeet	08/09/1999	01/11/2018 12:40	IUC Clinical Hub (LCW UCC (Training)), W12 8QQ	← Inbound	NEW
1001321	JOE, Blogg	01/01/1989	05/10/2018 17:12	IUC Clinical Hub (LCW UCC (Training)), W12 8QQ	← Inbound	UTP
1001067	LOCK, Zi	08/09/1979	05/10/2018 17:16	IUC Clinical Hub (LCW UCC (Training)), W12 8QQ	← Inbound	NEW
1001068	ODIGIE, Constance	04/11/1975	01/11/2018 12:38	IUC Clinical Hub (LCW UCC (Training)), W12 8QQ	← Inbound	NEW

Image 31. List of patients.

You can select the patient by clicking on the tick box by their name.

<input checked="" type="checkbox"/>	1001127 BLOOGS, Joe	03/03/1980	14/09/2018 11:24	null	-	-
NHS Number: null						

Image 32. Patient link.

---

**Accessing the Sonar Informatics website**

---

To access the system, please go to:

**[www.sonarhealth.org](http://www.sonarhealth.org)** or **[www.firstpct.org](http://www.firstpct.org)**

**Login access**

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.

**Requesting login details for the first time**

To register for new account details for the first time: visit [www.sonarhealth.org](http://www.sonarhealth.org) or [www.firstpct.org](http://www.firstpct.org). Click the '[New-User? \(Sign Up\)](#)' link on the top right corner on the page. You will be then taken to the registration page. On the registration page fill in the pharmacy/GP postcode in the yellow long bar to search the Sonar database for the site and complete the rest of the form before clicking on the '[Submit](#)' button at the bottom of the page. You will receive an email with your account login details within 2 working days.

**Forgotten login details**

Please email us at [info@sonarinformatics.com](mailto:info@sonarinformatics.com) to request a login reminder. We would need your full name, pharmacy address & postcode and contact telephone/mobile number.

**Multiple Store access**

- If you need access to more stores please email us ahead of time, so that we can add your new locations to your account. 2-3 days ahead would be preferable. Contact us via email on [info@sonarinformatics.com](mailto:info@sonarinformatics.com).
- When you are in the system, you can change (swap) between branches by selecting the "[Change location](#)" option at the top right corner (blue bar) where the current store name and post code is displayed.
- Always double check that they are in the right branch at the top right corner in the system (blue bar) the store name and post code is displayed.

## Logging into Sonar

The 'Login' link can be found in the top right corner of the website.

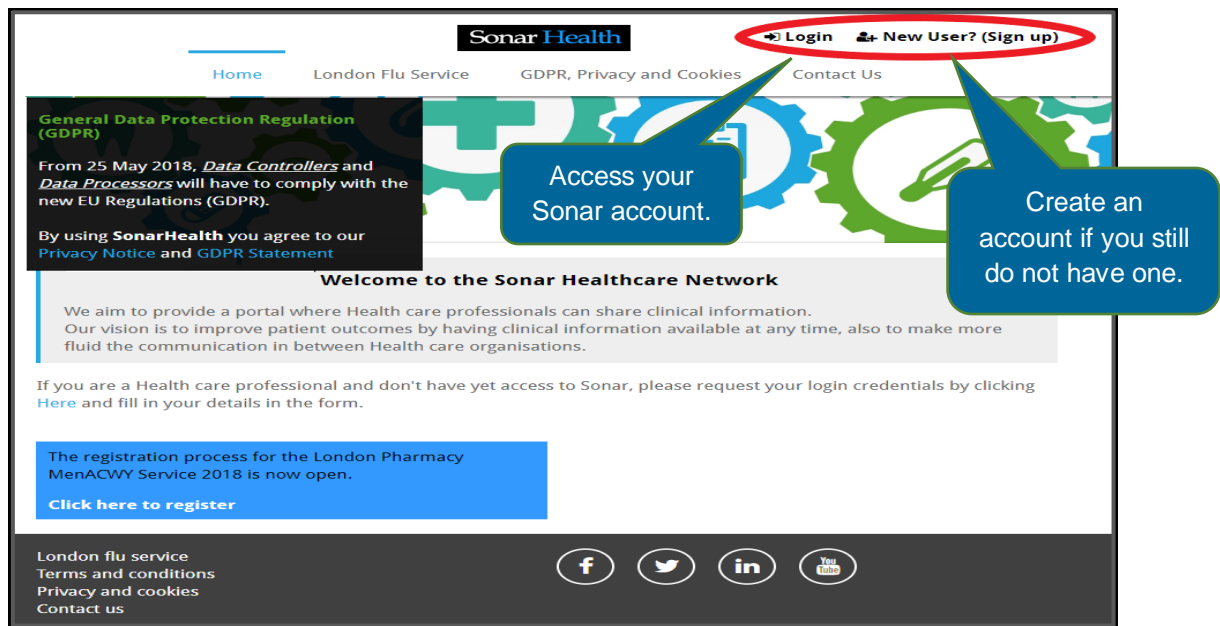


Image 33. Login into your account on the Sonar Website.

Once on the login page, 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
- 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.

Image 34. Login page.

---

**Reference Links:**

---

DMIRS – Digital Minor Illness Referral Service

NHS Acronym Buster - [www.nhsconfed.org/acronym-buster](http://www.nhsconfed.org/acronym-buster)

Sonar - [www.FirstPCT.Org](http://www.FirstPCT.Org)

Sonar - [www.SonarHealth.org](http://www.SonarHealth.org)