

SECOND
NATURE

SystemOne Setup and Referral Guide



Before you start

- ☐ Log in to SystmOne as an **administrator**.
- ☐ Download the Second Nature referral form for your ICB from tier3.secondnature.io/refer and save it where you can find it.

YOU NEED ADMINISTRATOR RIGHTS

Practice managers and system administrators normally have them. Without them the menu on the next slide will not appear, and your SystmOne administrator can add them in a minute.

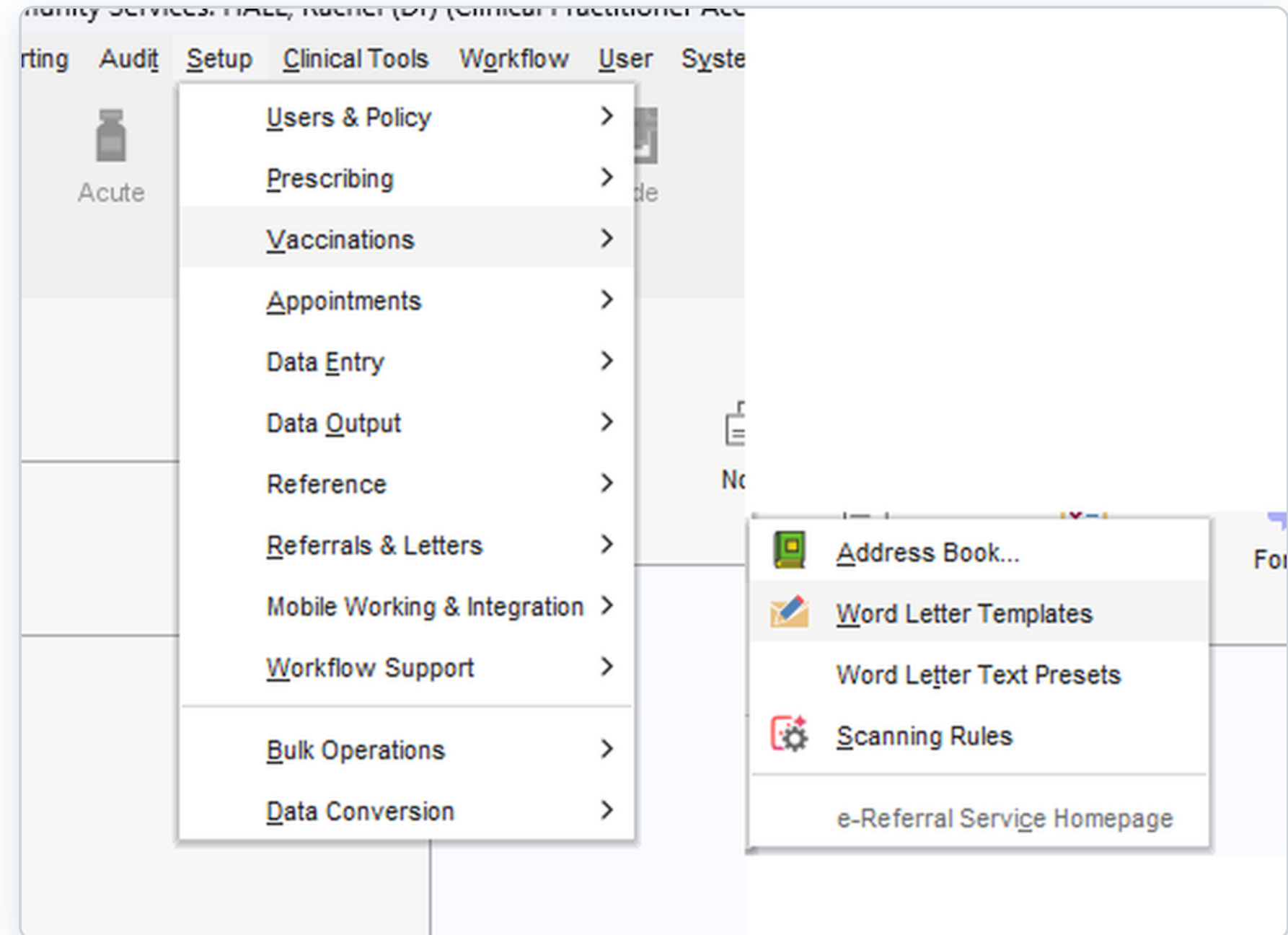
1

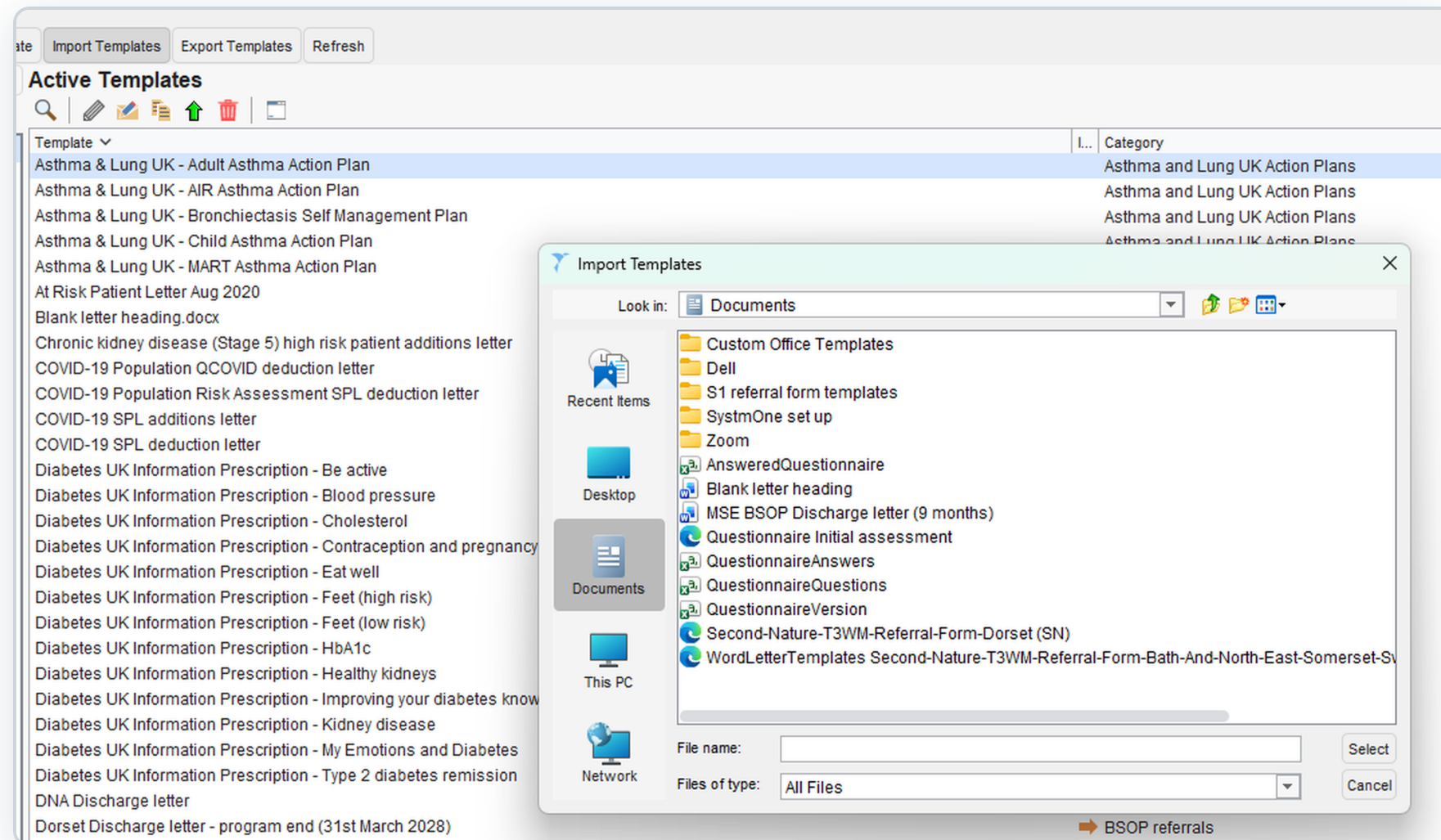
Open Word Letter Templates

- 1 Click **Setup** on the top menu.
- 2 Point to **Referrals & Letters**.
- 3 Click **Word Letter Templates**.

SEEING 'NEW' IN FRONT OF IT?

Click that one. Some versions of SystmOne list it as 'New' Word Letter Templates.





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Import the file

- 1 Click **Import Templates**.
- 2 Find the Second Nature file and click **Select**.

THAT'S IT

There is nothing to switch on afterwards. The form is available to everyone at your practice as soon as it imports.

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Create a referral

- 1 Open the patient and start a new referral.
- 2 Click **Choose Template** and pick the Second Nature form.
- 3 Set the editor to **MS Word**.
- 4 Click **Write Now**. The form opens already filled in.

SET IT ONCE

Use **Save as Default** on this screen so you do not have to set the recipient and editor again on the next referral.

The screenshot shows a software interface for creating a new word referral. On the left is a sidebar with a tree view containing categories like 'Patient Home', 'Journal Communication and Letters', 'Major Active Problems', 'Minor Active Problems', 'Communications & Letters', 'Record Attachments', 'Referrals', 'Waiting Lists', 'SMS Messages', 'MED3 Statements', 'Online Services', and 'ADMIN'. The 'Referrals' category is selected. The main window is titled 'New Word Referral' and contains a form with the following fields and sections:

- Other Details...**: A dropdown menu set to 'Exact date & time', a date field showing 'Fri 05 Jun 2015', and a time field showing '17:08'.
- Referrer**: A dropdown menu showing 'Dr Florence Oraelosi'.
- Recipient**: Fields for Title, First Name, Middle Names, and Surname.
- Recipient ID**: A text field.
- Organisation**: A text field.
- GMC Number**: A dropdown menu.
- House name**: A text field.
- Road**: A text field.
- Locality**: A text field.
- Town**: A text field.
- County**: A text field.
- Postcode**: A text field with 'Find', 'Add', and 'Map' buttons.
- Telephone**: A text field.
- Fax**: A text field.
- Read code**: A field with a red 'R' icon and a dropdown menu.
- Type**: Radio buttons for 'Hospital' (selected), 'Secondary care', 'PCT triage', 'Community', 'DTC', 'GPSI', 'e-Consult', and 'Other'. There is also a 'Re-referral' checkbox and an 'Advanced' button.
- Reason for referral**: A dropdown menu.
- Service**: A dropdown menu.
- Urgency**: A dropdown menu.
- Referral summary**: A large text area.
- Letter template**: A dropdown menu set to 'None'.
- Buttons**: 'Write Now', 'Create Task to Write Later', and 'Cancel'.

Complete the clinical sections

Pulled from the record

Patient details

Automatic

Practice and GP

Automatic

Weight, height, BMI

Automatic

Bloods and BP

Automatic

Needs a clinician

Eligibility confirmation

Tick

Criteria and
comorbidities

Tick

Weight validated in
clinic

Tick

Retinopathy, if Type 2

Attach

WHAT GETS A REFERRAL RETURNED

Every field marked * is mandatory. Weight, BMI, HbA1c, eGFR, cholesterol and TSH must each be within the last 12 months, and the weight validated in person within 3 months. Attach the medical history and current medication list. Then choose **Save Final Version**.

Send the referral to Second Nature

OPTION ONE

secondnature.referrals@nhs.net

Right-click the referral and choose **Send**
via NHSmail

OPTION TWO

Attach it in e-RS

Full instructions available [here](#).

Troubleshooting

Word Letter Templates is not in the Setup menu

You need administrator rights on your smartcard. Ask your SystmOne administrator.

Clinicians cannot find the form

Search **Second Nature** in Choose Template. Check it was imported into a category everyone can see.

The file will not open when I double-click it

That is expected. It only opens inside SystmOne.

The form opens but the fields are blank

Check the editor is set to **MS Word**, and open the form from inside a patient record rather than from the template screen.

STILL STUCK?

Matthew Reid, Partnerships Associate · matthew.reid@secondnature.io – 07540235288