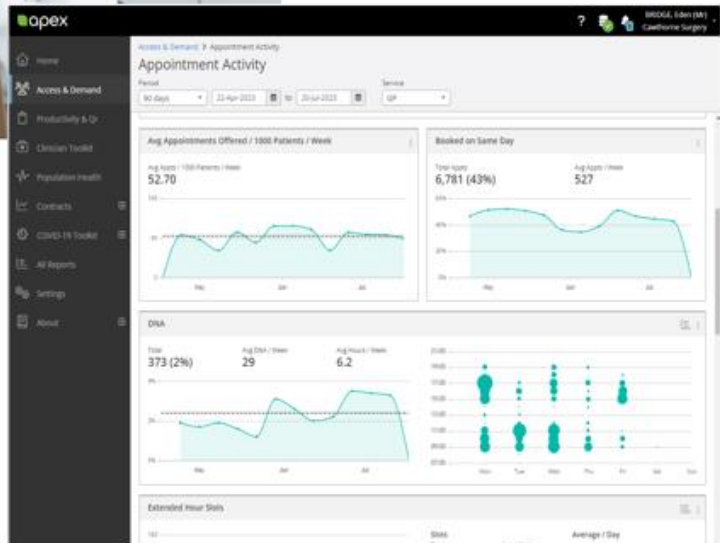
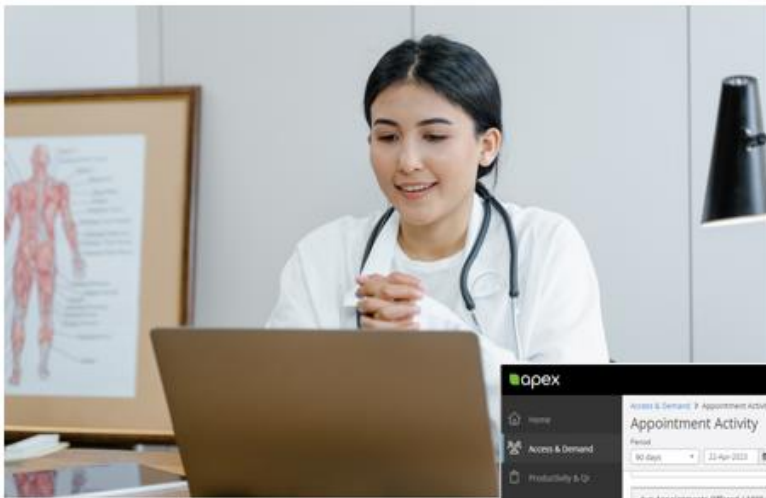


## Edenbridge “How to Guide”





## Edenbridge “How to Guide”

### Contents

Contents .....	2
Introduction .....	3
How Do I Get Access to Edenbridge Apex and Log In .....	4
For Practice .....	4
For Enterprise.....	6
How do I access data for my PCN through Edenbridge Enterprise .....	6
Logging in: .....	7
How Do I Add and Remove Users .....	8
Navigating the Landing Page:.....	12
Enterprise.....	12
Practice View (Apex).....	13
Glossary .....	14
Planned Care and Reactive Demand .....	14



## Introduction

This **How to Guide** is designed to assist PCNs, Practices, ICB and Federation users in troubleshooting immediate issues and addressing frequently asked questions related to Edenbridge

Please contact [nelondonicb.equip@nhs.net](mailto:nelondonicb.equip@nhs.net) or [support@edenbridgehealthcarelimited.zohodesk.eu](mailto:support@edenbridgehealthcarelimited.zohodesk.eu) for further enquiries

You can also visit <https://edenbridgeapexhelpcentre.zohodesk.eu/portal/en-gb/home> for more information on how to get the most out of Edenbridge.

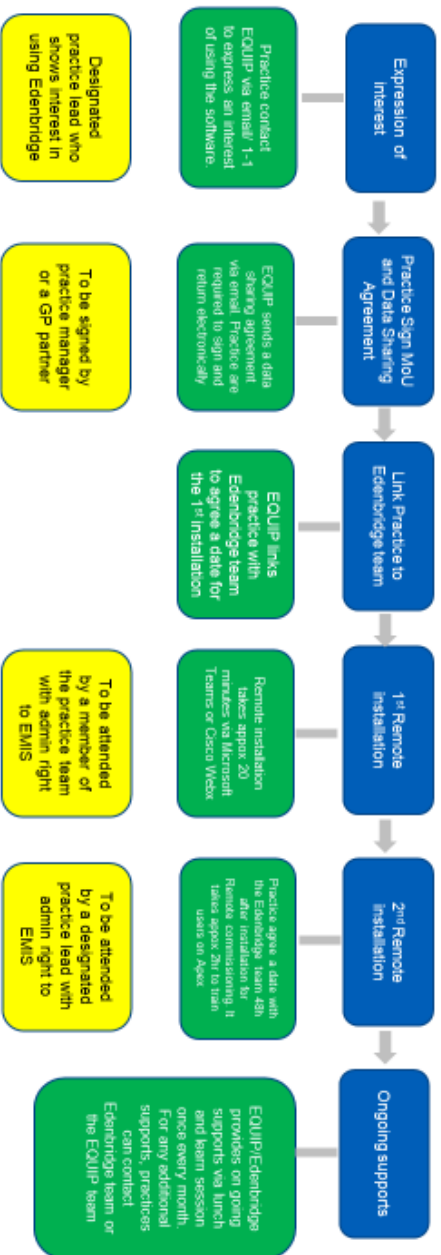


## How Do I Get Access to Edenbridge Apex and Log In? For Practice

Deploying APEX is initially a two-step process and the Edenbridge APEX team will work with practices to ensure completion around practice convenience

- i. A practice or an interested person sends an email to EQUIP (NHS NEL ICB) [nelondonicb.equip@nhs.net](mailto:nelondonicb.equip@nhs.net) expressing their interest to sign up to Edenbridge Apex.
- ii. EQUIP sends a Data Sharing Agreement (DSA) via email to the interested practice. Practices are required to sign and return the DSA electronically. This could be signed by the practice manager or a GP partner.
- iii. EQUIP then links practice with Edenbridge team via email to agree on a date for the first installation
- iv. The first installation of the APEX software typically takes place in a 20-minute remote call via MS team or Cisco Webx. During the call, Edenbridge team will need to access the practice clinical system to configure the data streaming. It is recommended that this session be attended by a member of staff with admin rights to EMIS.
- v. For the second installation, Practice agrees on another date with the Edenbridge team 48h after the first installation for the Remote commissioning. It takes approximately 2 hours to train users as well as tailor Apex to the practice requirements
- vi. Following the initial training session, a further 60-minute training session is offered to follow on and ensure all aspects of the system have been demonstrated.

## Edenbridge Apex Deployment Process

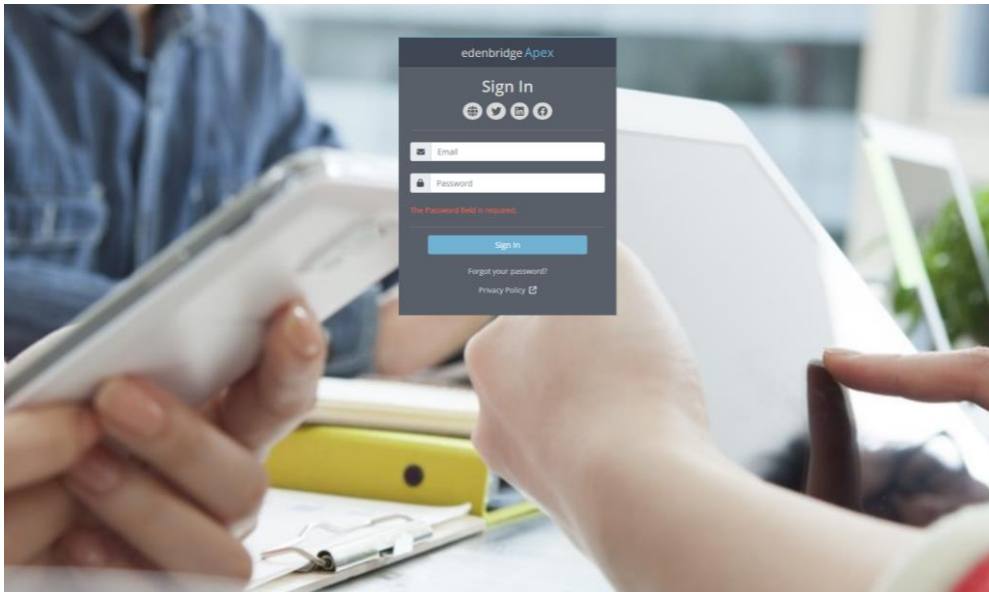


Please contact [dani.sauz@nhs.net](mailto:dani.sauz@nhs.net) / [louise.mclaughlan@edenbridgehealthcare.com](mailto:louise.mclaughlan@edenbridgehealthcare.com) for any enquiry

## For Enterprise

### Logging in:

After completing installation and commissioning process, practice will be given a login detail to log into the Apex server <https://www.edenbridgeapex.com/> to gain access into their practice data.



### How do I access data for my PCN through Edenbridge Enterprise?

PCN Enterprise dashboard are available to all practices in a PCN as soon as all member practices have completed their remote commissioning session. The Data Sharing Agreement already signed by practices covers the PCN enterprise dashboard.

- i. A practice or an interested person sends an email to EQUIP (NHS NEL ICB) [nelondonicb.equip@nhs.net](mailto:nelondonicb.equip@nhs.net) expressing their interest to access their PCN Enterprise dashboard.
- ii. EQUIP sends an email to Edenbridge team requesting for the PCN dashboard on behalf of the practice. Edenbridge team set up a 1 hr call with the PCN Clinical director (CD) or the PCN Manager/Lead to create a user account. The CD or PCN leads becomes the master account user and is able to link the practices to the PCN and also configure the services.



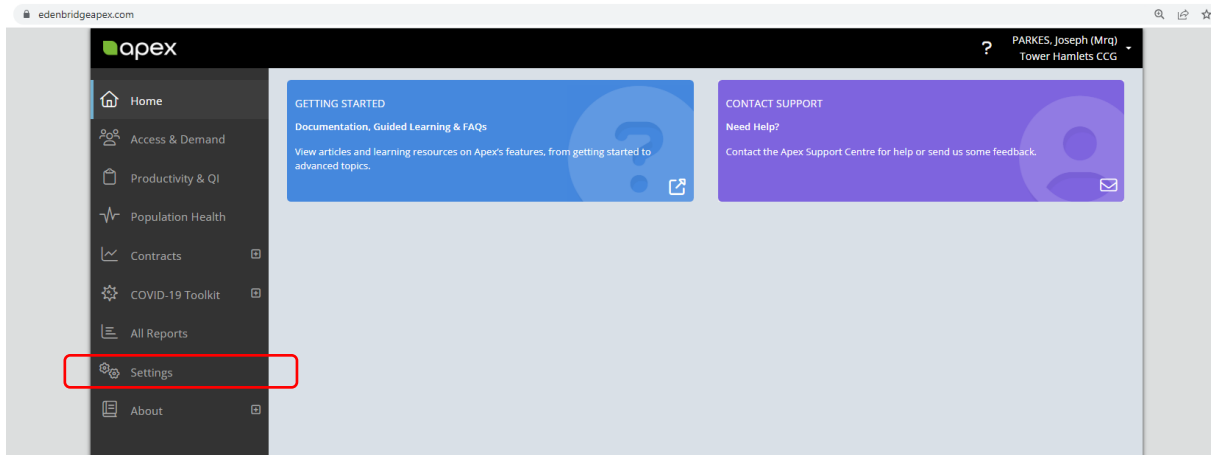
- iii. Once the above have been completed, the PCN will have access to the practices aggregated data but the individual practice DO NOT have access to the same data unless specific access is granted by the PCN Lead/CD.
- iv. As the data controller, practices have the power to choose what data they are comfortable sharing.

**Logging in:**

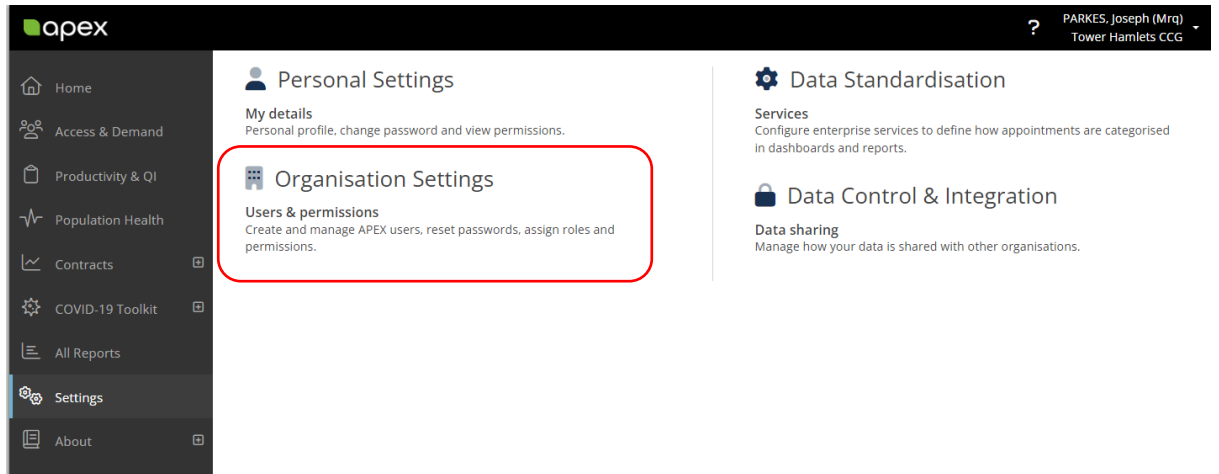
User can login to the Apex server <https://www.edenbridgeapex.com/> to gain access into Apex dashboard.

## How Do I Add and Remove Users?

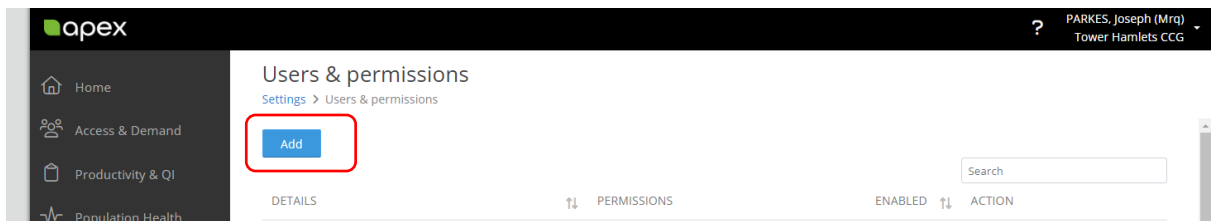
### 1. Select Settings:



### 2. Select Users and Permissions:



### 3. Select 'Add'



### 4. Enter the details for new user:



### New User: Name and Email Address ×

Title

Given Name

Family Name

Email Address

5. Select the desired access level: You can also add a 'session holder'

Is System Administrator (create users, full permissions)

Is Organisation Contact

Access to Activity Analysis (appointment and clinical analysis)

- Is Administrator (edit slot filters etc.)
- Can view other user details

Access to Avoidable Contact

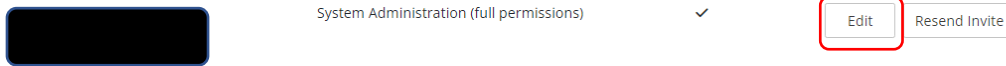
- Is Administrator (make submissions, edit configuration etc.)
- Can enter data for all users

Access to EMIS Client installation

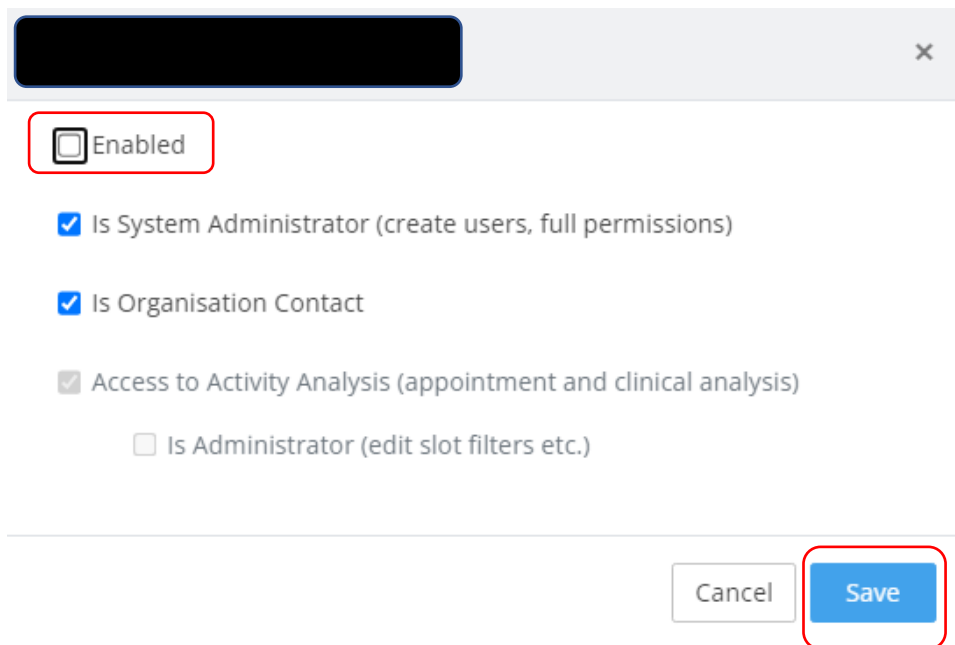
Linked session holder

This will send an email inviting the user to the system

6. To Remove a User, select the user and click 'Edit'



7. Here you can edit various settings, to remove the user un-check 'Enabled' and click 'Save':



8. You can change the ordering of Users by clicking the arrows:  
a. The arrow on the left will order Alphabetically by first name, the arrow on the right will show users are Enabled/Disabled. For example, the screen shot below shows disabled users first.

## Users & permissions

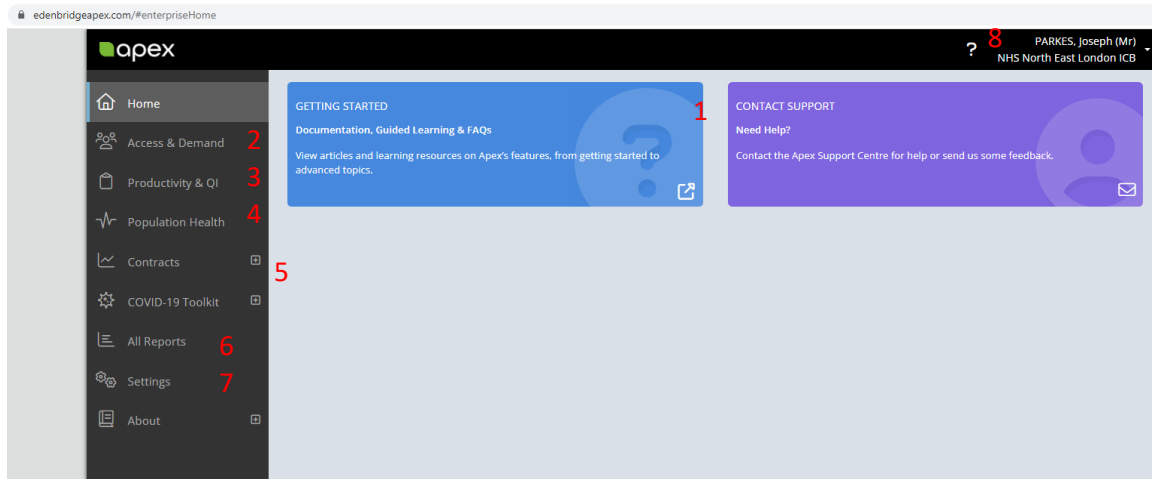
Settings > Users & permissions

Add

DETAILS	PERMISSIONS	ENABLED	ACTION
	Activity Analysis		<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis		<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	System Administration (full permissions)	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>
	Activity Analysis	✓	<input type="button" value="Edit"/> <input type="button" value="Resend Invite"/>

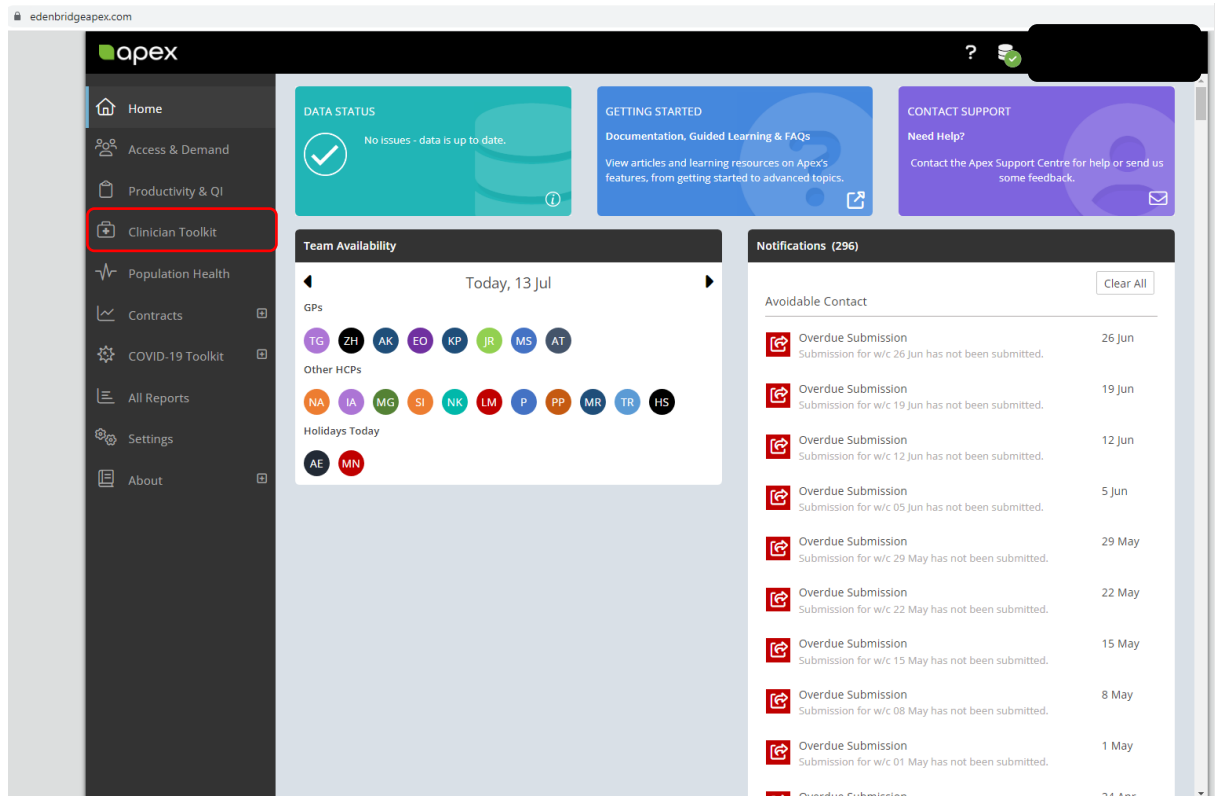
## Navigating the Landing Page:

### Enterprise



1. **Getting Started:** This takes you to the documentation for Edenbridge APEX. This includes FAQs, Guides and definitions for Long-Term Conditions.
2. **Access and Demand:** This links to 4 dashboards to understand the utilisation of the practice's services. Use this for data related to:
  - Population trends
  - Appointment data
  - DNAs
  - Access and Mode of Contact
  - Patient Activity
  - Comparisons at Borough and PCN level
3. **Productivity and QI:** Identify trends in DNAs, Service Design
  - Activity related to SNOMED Codes
  - Appointment Dashboards
4. **Population Health:** Understand population profile: Demographics, LTCs
5. **Contracts and Covid-19 Toolkit:** Flu Manager, Covid 19 Tracker and Vaccinations
6. **All Reports:** This has a links to all Dashboards which are included in the links above
7. **Settings:** Click here to toggle settings for users, data sharing and.
8. **Personal Settings Help:** Click here for help re: users' personal settings.

## Practice View (Apex)



The practice view has an additional '*Clinician Toolkit*' - this view gives you an overview of a Clinician's Appointment Activity and Patient Activity

## Glossary

### Planned Care and Reactive Demand

**Planned Care** - Patient-facing clinical activity which is initiated and managed by the practice. Activity which takes place is known in advance. Specific and structured clinical activity for a patient with defined problems, healthcare issues or care pathway.

**Reactive demand** - Demand where original request came from outside the practice i.e. from patient, carer, other health service. The activity which takes place may or may not be known in advance. May include patients with undifferentiated problems, those for ongoing general routine care or follow-up review