**EHub FAQ Document – last updated 11 Oct 23**

[How do we set up a shared mailbox for pathology and shared appointment systems? 1](#_Toc123182794)

[What shared procedures do PCNs need in order to make eHub working effective? 1](#_Toc1867860353)

[What funding is available for PCN eHub working? 1](#_Toc1748291874)

[What support is available for PCN eHub working? 1](#_Toc336912607)

[What is the difference between EMIS PCN Hub and EMIS Enterprise? 2](#_Toc540392117)

[What do practices need to do to ensure they protect sensitive information and comply with Data Protection requirements? 2](#_Toc59029756)

[How does EMIS PCN Hub integrate with other systems such as JOY, tQuest, X-on Connect? 2](#_Toc14241772)

[How can an eHub be setup if some practices within the PCN use SystemOne? 2](#_Toc444523420)

## **How do we set up a shared mailbox for pathology and shared appointment systems?**

The [EMIS Now](https://www.emisnow.com/csm?id=pcn_hubs) website has information on:

* Setting up a brand new EMIS hub
* Enabling EPS at PCN hubs
* Enabling Consultation Write Back at PCN Hubs
* Activating GP Connect at PCN Hubs
* Enabling Pathology at PCN Hubs

## **What shared procedures do PCNs need in order to make eHub working effective?**

1. PCN Collaboration Agreement
2. Data Sharing Agreement - EMIS will set this up for you
3. Write Back functionality activated – EMIS will complete this as part of the setup

## **What funding is available for PCN eHub working?**

PCNs are funded for full EMIS interoperability. The elements of work that the funding covers is itemised below.

|  |
| --- |
| * Concurrent Licences x 5 |
| * Clinical Service Deployment |
| * Clinical Training (2 days) |
| * Pathology Set up |
| * EPS Set up |
| * EPS Training |
| * Data Dump |
| * Project Management (2 days) |
| * Consultation Right Back |
| * MESH |

It is important to note that this funding covers the set-up cost and implementation of EMIS interoperability in the first year. The PCNs will be required to cover the cost of licence from the second year as well as pathology and EPS connectivity.

## **What support is available for PCN eHub working?**

PCNs will receive initial technical support from the EMIS team to get the eHub initially configured. Ongoing technical support will be provided by the Digital Facilitator team. For support please contact the following:

[anuwar.hussain1@nhs.net](mailto:anuwar.hussain1@nhs.net?subject=eHub%20Support) (Barking & Dagenham, Havering & Redbridge)  
[sharon.jackson42@nhs.net](mailto:sharon.jackson42@nhs.net) (Waltham Forest, City & Hackney, Tower Hamlets & Newham)

In addition, Dr Asad Ashraf from the eHub team is available for a monthly check in/ trouble shooting call.

## **What is the difference between EMIS PCN Hub and EMIS Enterprise?**

EMIS Hub is the clinical operating system that GP practices use, but at a collaborative level eg. it allows you to put on clinics and run services

EMIS Enterprise is a data analytic, search and report tool. It allows you to run searches across large patches eg Tower Hamlets and Waltham Forest have this tool at Federation level, to search for data for vaccines and imms etc

## **What do practices need to do to ensure they protect sensitive information and comply with Data Protection requirements?**

Nothing different to what you would do at practice level. Anyone who works for the PCN and uses the EMIS hub model needs to have their mandatory training. Data protection agreements are signed between practice and the PCN EMIS Hub.

## **How does EMIS PCN Hub integrate with other systems such as JOY, tQuest, X-on Connect?**

The E4 Network in Waltham Forest have had success in setting up T quest and cervical smear functionality. This is directly with EMIS and Barts input. For more information see slides 13 + 14 [here](https://nhs.sharepoint.com/:p:/s/msteams_af693b/EeYHKlTSgT9Kku5LN6IzlUQBjz0m58DeKT4aH05VMnEMzw?e=yVkbIG).

They have also integrated AccuRX and Hero Health. Any EMIS partner should be able to integrate seamlessly.

Other integrations that are current being explored are Cerner and ICE.

## **How can an eHub be setup if some practices within the PCN use SystemOne?**

PCNs can connect EMIS and System One practices via GP connect. EMIS Hub can see the SystemOne notes, but can not write back. For these patients, a discharge summary needs to be sent back to the practice. For more details see slide 15 [here](https://nhs.sharepoint.com/:p:/s/msteams_af693b/EeYHKlTSgT9Kku5LN6IzlUQBjz0m58DeKT4aH05VMnEMzw?e=yVkbIG).