



CSU Collaborative understands the importance of training to help your GP practice achieve the most from your core clinical system.

CSU Collaborative also offers support, advice, and training to help GP practices utilise other products available to them such as national applications.

CSU Collaborative offers a variety of training delivery methods to suit your needs: -

- Face to Face (one to one/group)
- Presentation/workshop
- Remote (MS Teams)

Through consultation, we will work with you to tailor any training courses to your requirements where appropriate.



- EMIS Web New User Training
- Appointments
 - Appointment Book
 - Configuration
- Workflow Manager
 - Tasks
 - Lab Reports
 - Medicine Management
 - GP2GP
 - Registration Management
 - Document Management
 - Referral Management
 - Test Requests
- Care Record

Summary Care Record (SCR)

- Introduction to SCR
- Benefits of SCR
- Patients consent
- SCR maintenance
- Adding data to SCR from patient records (including and excluding data)
- Enhanced SCR (eSCR)/SCR with additional information

NHS Electronic Referrals Services (e-RS)

- What is e-RS?
- What are the benefits of using e-RS?
- Demonstrate how to generate a referral request
- Advice and Guidance process
- Demonstrate and discuss how to maintain the e-RS worklists
- e-RS internal process



MS Office Courses

- MS Excel 2010 Intro
- MS Excel 2010 Level 1
- MS Outlook
- MS Word
- MS PowerPoint
- MS Teams



IT Leads Course

- House keeping
- Infrastructure overview
- Backups overview
- Hardware quick fixes

Data Security Protection Toolkit (DSPT)

- What is the purpose of the DSPT?
- How to complete the Toolkit
- Summary of the toolkit changes

Patient Online Services

- Patient online services
- Internal processes
- Detailed Coded Records (DCR)

Electronic Prescribing (EPS)

- Introduction to EPS
- Benefits for patients and practices
- How EPS will work within the practice
- EPS workflow within the practice
- EPS prescription tracker overview
- EPS exceptions explained - controlled drugs, unmapped dictionary of medicines and devices (dm+d)
- What is electronic repeat dispensing (eRDs)?
- How to maximise eRDs

Please contact the training team for further information such as course outlines or to discuss any other specific training requests



If you wish to book or enquire about any of our training services please log a training request by:

Contacting the Customer Resolution Centre (CRC) on 03304 602511 or logging a call on the self service portal <https://crc.nelcsu.nhs.uk/MSMselfservice/>

Or emailing the training team: nelcsu.km-gpit.training@nhs.net