



# SURGERY CONNECT

## Floating Toolbar App Webinar - Questions & Answers

Q1. What are the default settings going to be for users? We don't want all users having to go in and change their settings when the new functionality is in place. Can it be managed centrally?

Yes, there are default settings. Quick File will be on, Expand Active Patient window will be off. Each user can manage their own settings.

Q2. Can other users see the photo when received and save the photo the record in case the GP has finished for the day?

When you go into an Active Patient, you can see all the correspondence in the Contact History (still to be filed to EMIS). Once it has been saved into EMIS as a consultation, anyone who has access to the patient record in EMIS can view it.

Q3. Do you have a time frame for when the new toolbar will be available for SystemOne use?

We are working with SystemOne and Vision. We will let you know when it is available.

Q4. Will you be adding a user console button to the toolbar?

Not currently, you can still access the User Console by logging into the SSO.

Q5. Can you access call groups from the toolbar?

The groups can't be accessed from the toolbar at the moment. This is something we are looking into. As Supervisors I would recommend still opening the User Console so that you can see what is going on easily.

Q6. Can you run the toolbar and user console at the same time? Which takes priority when receiving a call?

You can have both open at the same time, the toolbar will take priority for calls.

### Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to [training@x-on.co.uk](mailto:training@x-on.co.uk)
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available on our Training Site

<https://www.x-on.co.uk/surgery-connect-training.htm>

## Training Webinars for Manager Users of Surgery Connect

<https://www.x-on.co.uk/surgery-connect-training-webinar.htm>

These videos will give you detailed instructions and advice on key areas of your Surgery Connect system.

This area is aimed at Practice Managers, but everyone can benefit from learning more about the flexibility that Surgery Connect has to offer and what steps can be taken to maximise the system for the benefit of your staff and patients.

The webinars are run every two weeks, and the page is updated regularly.

If you would like to be invited to the live webinars, please email: [training@x-on.co.uk](mailto:training@x-on.co.uk)

If you have any problems viewing the videos, please make sure you open the links in Google Chrome.