

# Q&A from GPShare Webinar



Thank you again for joining the webinar, here are a list of questions and answers **from both the webinars**. We have removed duplicates and tried to condense some of the questions, however if you do have any further questions, please email them to [support@gpshare.co.uk](mailto:support@gpshare.co.uk) and we will happily answer as many of them as possible.

#	Question	Answer
1	Is it encrypted if you use [secure] in brackets, isn't it?	Yes, it is encrypted however we do hear from surgeries that there are limitations of this. You often find that there is a file size restriction which causes an issue when sending, sometimes the attachments get removed from the recipient's mail server at their end, and it also fills up your email sent items, therefore meaning you will hit your limit a lot sooner and then have issues when your mailbox is full. It is also difficult to audit what has been done and no verification of being read.
2	Is your transfer price 89p plus VAT or included in the price?	We can confirm it is excluding VAT. We aren't actually VAT registered, we understand that you cannot claim back your VAT therefore every little helps and whilst we are just under the threshold, we shall remain there for as long as we can to assist with your finances.
3	Could we use this for medical records being sent to PCSE?	Unfortunately, no, we are in the process of talking to PCSE to try and open the doors for this however we are being met with some resistance. With the long awaited promise of digitisation of Lloyd George notes, we hope this is something we can work alongside NHS Digital to enable.
4	Have NHS Digital approved the application?	Yes, we are registered with NHS Digital, as well as have a Data Security Protection Toolkit competition (DSPT) – achieving Standards Met with NHS Digital.
5	How much is it and do you charge per item?	There is a subscription payment to use the service, there is either an annual cost (£95.88 per year = £7.99 a month), or a monthly 30 day rolling contract at £9.99 per month. In both cases, there is then a charge for each transfer, which is charged at £0.89p per transfer (regardless of size, number of attachments and/or number of recipients included).
6	If a document expires, but the recipient still requires after it has expired, can you re-generate the request straight from GPShare or would you have to start the request all over again?	You wouldn't need to start the whole process again. As you have already prepared the data, there is no reason why you couldn't save this in a secure location for a period of time. In case you did need to resend it. Therefore, if you did need to send again, you would simply upload all the documents you had prepared and send. Don't forget, there is also an option to extend the transfer. You can see a video on how to do this by going to: <a href="https://gpshare.zendesk.com/hc/en-gb/articles/360007045037">https://gpshare.zendesk.com/hc/en-gb/articles/360007045037</a> .
7	Do you have a Data Privacy Impact Assessment (DPIA) to share?	Yes, we have attached a copy into this email communication for you.
8	Can I confirm it is just the email address you put in when adding a documents, is this to the company you are sending too or my email address?	Sorry, I think we caused some confusion during the demo, when you come to send a transfer, you would enter the email address of the recipient(s) who would be receiving the transfer.

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9	If we send a very large file, can we be confident the recipient will be able to open it?	Yes, we place no limits at all on file size or number of attachments. We have seen GBs of data being sent through the platform with no problem at all. It would take a little longer to upload as it would be encrypting all that data, but it would work comfortably with no problems. Also as the transfer is done by downloading from a secure location, there is no problem if the recipient has email limits applied either.
10	Is the transfer for the full file, or if you have say electronic redacted record and Lloyd George as two separate PDF files, would it still be 89p or two separate transfers?	You can upload whatever you wish into the transfer. In your case, you could include both PDF documents into the same transfer, and it would only cost 89p, there wouldn't be a need to send two transfers.
11	Do you envisage tipping over the VAT threshold at any time soon?	As it stands, not at this precise moment, however in due course as more and more people use the platform, it inevitable will tip over. We know you cannot claim VAT back so we shall try and do everything possible to keep under the limit however when it looks close, we will communicate with you and make you aware of this in advance.
12	Our records are all electronic, we use SystmOne software, can these records be saved to a desktop, so we don't have to print and scan?	Yes, there is a way to extract the patient record from SystmOne without having to print it. We have attached a document on how to export the patient record out of SystmOne as well as a video on processing a SAR via SystmOne.  You can view the video on YouTube by going to: <a href="https://youtu.be/9tcrsV8iVmo">https://youtu.be/9tcrsV8iVmo</a> .
13	Does any application need to be installed as we don't have admin rights?	No, we are completely web based. You can access our platform from all mainstream web browsers, Internet Explorer, Google Chrome, Safari, Firefox, Edge etc.
14	Can we really send as much as we like, as some of our reports are 100s of pages?	Yes, there truly is no limit to the size of the reports, no matter how big!
15	Can I log onto more than one computer with the same account?	Yes, there is no limit on the number of computers who can access the GPShare portal.
16	Keep working on PCSE, even though it is a thankless task!	Not a question but appreciated the comment! We are trying our best and will continue.
17	How long is history kept for?	The data is only kept for along long as the transfer is "live" – normally 7 days but can be extended. After this point, the data is electronically destroyed but we do keep the file and attachment names intact for you, purely for your auditing purposes. This data is available 24 hours a day, 7 days a week, 365 days a year.
18	When doing the transfer, can I send the same one to more than one person, or are they all separate?	Yes, if all the recipients should be receiving the data you are sending, you can send to more than one recipient. It would also be the same cost (89p) regardless if one recipient or 100.
19	I assume patients cannot sign up for this, therefore we cannot send reports to patients?	You can send reports to patients via GPShare. There is no registration need for any recipients, therefore it could be used for that purpose. Here is a link to a video on accessing a transfer (you can see how it looks from the recipients perspective: <a href="https://gpshare.zendesk.com/hc/en-gb/articles/360003085617">https://gpshare.zendesk.com/hc/en-gb/articles/360003085617</a> ).

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20	How many users can use the service within the practice, do they have separate log in details or do we use a generic log in?	There is no limited on how many users. This is down to the Practice Manager to determine how they would like to process. Ultimately, we have no issue with you using a generic log in, which is used by a number of staff. The downside is, the Practice Manager wouldn't be able to easily report on exactly who has been sending what, as it would all be coming from one account, rather than an individual one per user. But in essence, we have no problem with you using a generic log in.
21	Do you have any documents you can send regarding how to use in case we forget?	Yes, we have a very comprehensive library of videos and support guides which detail all aspects of GPShare. These can be found at: <a href="https://gpshare.zendesk.com/">https://gpshare.zendesk.com/</a> .
22	Is there any issues with image or picture files?	No, we allow all image file types through the GPShare platform.
23	Can we send records to other GP practices?	It would depend on the reason for wanting to do this. We would advise using GP2GP and PCSE in the first instance, however if you wanted to send data from one surgery to another then this would work with no problem..
24	Do we receive a practice log in or do we receive individual log ins?	This is down to the Practice Manager to determine how they would like to progress. Ultimately, we have no issue with you using a generic log in, which is used by a number of staff. The downside is, the Practice Manager wouldn't be able to easily report on exactly who has been sending what, as it would all be coming from one account, rather than an individual one per user. But in essence, we have no problem with you using a generic log in.
25	Can they open sick notes when they are sent this way, as this is often a sticking point when using NHSMail with [secure]?	Yes, this would be a perfect platform to use in order to send your MED3 statements to your patients. The process of accessing is the same, regardless of what is being sent.
26	We post records records via password protected CD, not sure this is going to be a cost saving to us?	<p>Whilst we appreciate there may not be as much of a financial benefit to your surgery, there are many other benefits which could still be considered. You are still incurring costs, whether that is the cost of the CD, the postage, the time it has taken to write out passwords for them to de-crypt, the time spent on the phone explaining how to open the CD, what software they need etc. We do know some surgeries use a 3<sup>rd</sup> party to do their scanning/burning to CD, which comes at a considerable cost, which would no longer be required, especially when the Lloyd Georges are digitalised (for those who don't yet have them).</p> <p>There is then the benefit to the end user, in a lot of cases, we hear companies do not have 7Zip or other such products installed therefore cannot access the data, but by using GPShare, this negates any issue with accessing the files. There is also the element of security as well, once you have posted the disc, you have no record of it even being delivered (unless sending as Signed For via Royal Mail), however with GPShare, you can track when the data has been accessed, who access it, when it was downloaded by date and time.</p>

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27	Do you have to pay for each staff account?	Again, this is down to the Practice Manager to determine how they would like to progress. Ultimately, we have no issue with you using a generic log in, which is used by a number of staff. The downside is, the Practice Manager wouldn't be able to easily report on exactly who has been sending what, as it would all be coming from one account, rather than an individual one per user. But in essence, we have no problem with you using a generic log in.
28	Are we limited to the amount of users in the practice using GPShare?	No, as with the above question, you can have multiple staff members, all using the same log in name at the same time.
29	Does my mailbox fill up and will they see my email address?	As GPShare is totally web based and not linked in to @nhs.net it will have no effect on your quota size for your mailbox – doesn't touch it at all. As for seeing your email address, it depends how you wish to have the system set up. Some surgeries prefer to have their display name as 'TheSurgery' which is what is seen by the recipient, whereas some prefer to have 'surgery.secretary@nhs.net'. Simply let us know during registration which one you would prefer and we can set that up for you.
30	Other than being able to send files of any size - is there any other difference to using this system over using secure emails with NHSMail?	<p>There are many differences and benefits to using GPShare over [Secure]. What we hear from surgeries is that they have moved away from using the [secure] feature for the following reasons:</p> <ul style="list-style-type: none"> <li>- As you say, there is a file size restriction on what you can send (with GPShare, there are no restrictions at all).</li> <li>- There is no need for a recipient to sign up for an account, they can access via their email address. We find this is the biggest issue for surgeries as the recipients don't want to sign up to a service (they don't understand what it is or why they should etc).</li> <li>- By using the [secure] feature, this will play a part in filling up your mailbox. Certainly for those under @nhs.net (like yourself), the standard size is only 4GB and to get an upgrade (for a surgery) is very difficult. With the new rules around NHSMail email retention now set to 180 days, this has had a massive impact on GP surgeries who send via NHSMail as even once deleted, they remain in what is called the "dumpster" (the location where all your deleted recycle bin items go for 180 days).</li> <li>- There is no auditing or reporting feature by using [secure]. Once you have sent that email you have no update to whether it has been access, downloaded or ignored etc – with GPShare, you can see all types of information from when, where, who, which documents etc.</li> </ul> <p>Ultimately, GPShare is a singular place to keep everything all in one location, with plenty of reporting and auditing features available as well as being reasonably cheap for what is offered. We do understand the financial benefit to you is going to be negative as going from a free service to a paid service, however the benefits for yourself will be in time, the process of keeping everything in one location, the reporting and auditing features being available as well as the experience which is offered to the recipient.</p>

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31	We have 2 surgeries serviced by 2 different CCG's would we need to have 2 separate accounts? or could one account service both surgeries?	This is really down to local preference. Assuming that both surgeries are in a partnership or are the 'permissions' to see each other's data, then you would be able to send via a shared account. Ultimately, we have no issue with you using the same account for both surgeries so long as this is the correct process for your side.
32	A lot of our documents are Kettering (EmisWEB) - do they have to be transferred to PDF?	If the recipient is able to open the file extension Kettering, then it would be able to be sent via GPShare. If however the recipient cannot open kettering extensions, you would need to convert into a PDF or similar beforehand. This isn't something we could assist with therefore perhaps a call to the Emis Helpdesk may be wise if you need assistance with this.
33	Are there reference numbers or such like to search for past transfers?	Yes, all transfers are given a unique ID however the main search feature is based on the recipient's email address. We can also provide additional reports if requested.

Thank you again for joining the webinar, if you do have any further questions, please email them to [support@gpshare.co.uk](mailto:support@gpshare.co.uk) and we will happily answer as many of them as possible.