



# Sonar User Guide

## GPCPCS

[www.SonarHealth.Org](http://www.SonarHealth.Org)

Version 1.1  
Updated 19<sup>th</sup> March 2021

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## 1. The Sonar Website

[www.SonarHealth.Org](http://www.SonarHealth.Org)

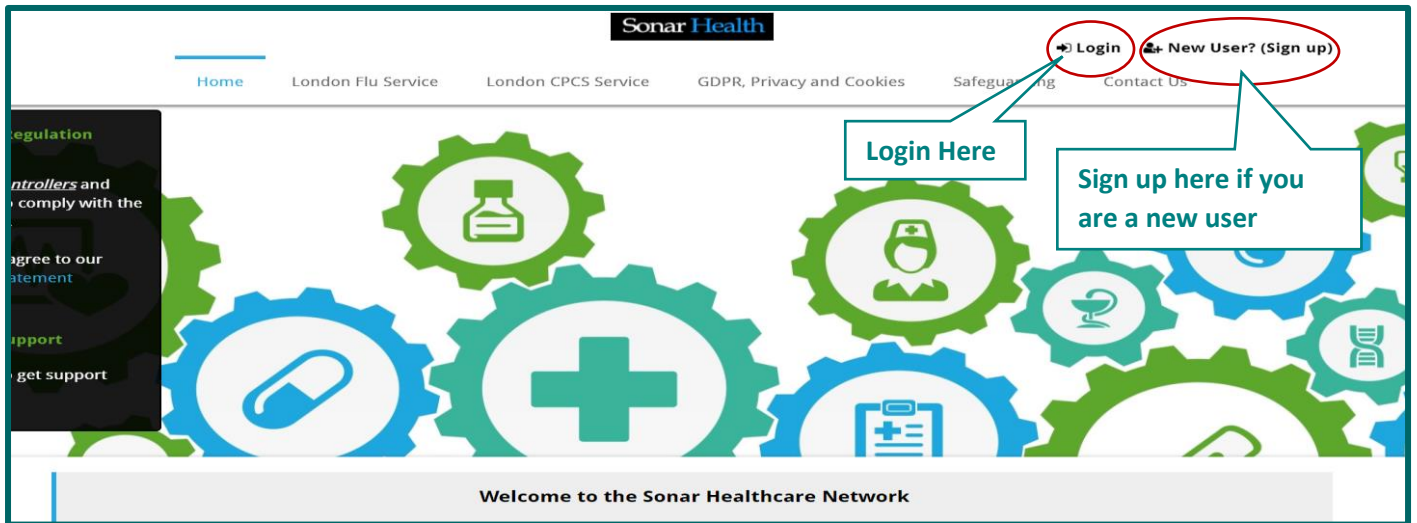


Image 1: Sonar Health homepage

To access the Sonar system please visit [www.sonarhealth.org](http://www.sonarhealth.org) or [www.firstpct.org](http://www.firstpct.org).

## 2. Registration & Login

### 2.1 Login access

Website: [www.SonarHealth.Org](http://www.SonarHealth.Org)

The Login link can be found in the top right corner of the Sonar Health or First CT websites.

All users should have their own individual login accounts. If you already have login details from a previous year, please check ahead of time to ensure they work correctly, and you have access to your relevant pharmacy sites.

### 2.2 Multiple Store access

- If you need access to more than one store please email us ahead of time, so that we can add your new locations to your account. 2-3 working days ahead would be preferable. Please email us at [info@sonarinformatics.com](mailto:info@sonarinformatics.com), Sonar will need your personal login details (username) as well as the Post code and street address of the store you wish to gain access to. From there we will email you back a form to fill in (it consists of 3 parts for you to fill in, one about yourself, the second about the location you wish to gain access to and the last about the authorising figure who is validating your request for access). Once this form is returned to us (per location you require access to) we will go ahead with some checks and then grant access.

- When you are within the system, you can change (swap) between branches by selecting the “Change location” option at the top right corner of the screen under your displayed username (blue bar) where the current store name and post code is displayed.

- Always double check that you are in the right branch, visible at the top right corner in the system (the blue bar) the store name and post code is displayed.

## 2.3 Registration for a new account

If you do not have Sonar login details from a previous year or you are new to Sonar, you will have to apply for an account.

- Please select the 'New User? (Sign Up)' link on the top right corner of the webpage to take you to the Sign-Up page displayed below.
- From here you will be asked to fill in this form below first by entering your location/pharmacy postcode in the yellow address bar (where you can select from our database the store you need access to). Then continue to fill out the short form below and lastly press the 'Submit' button.
- This is a manual process and can take up to 2 working days. We will first send you a form (to the email you have provided) (it consists of 3 parts for you to fill in, one about yourself, the second about the location you wish to gain access to and the last about the authorising figure who is validating your request for access). Once this form is returned to us (per location you require access to) we will go ahead with some checks and send an activation code to the pharmacies shared care email address.
- An authorising figure from the pharmacy can then give you the activation code for you to use and activate your account.

**Sonar Health**

Home London Flu Service London CPCS Service GDPR, Privacy and Cookies Safeguarding Contact Us

Login **New User? (Sign up)**

### Sign Up

If you are a new user, feel free to fill-in the following form and be part of the **Sonar Health Care Network!** By signing up you will have access to a range of free NHS enhanced and advanced services like NMS, MUR, Stop Smoking, Repeat Prescriptions, and also some other tools (Calendar, Library, etc) that will help you provide a better service to your patients.

#### Your Contact Details

Please find your location by entering the name or postcode in the box below and select it from the list that comes up. If not on the list, please free-type your contact info in the boxes below:

[Click here and free-type your location name or postcode](#)

First Name: \*

Surname: \*

Email: \*

Mobile:

Phone:

By signing up to **SonarHealth** you declare that the information you have provided is TRUE and you are genuine Advisor/Member of staff at the specified location. Also you agree to The Sonar Informatics [Terms of service](#) and [Privacy policy](#).

I confirm I have read and understood the above.

#### GDPR Consent

We would like to send you occasional news and offers from Sonar Informatics as well as important alerts and material. For some communication we must be able to reach you for example, for NHS-related services. Please select below, what information you are okay for us to send to you. You can unsubscribe at any time.

NHS Service alerts and service-related news, announcements and material

Flu Training, travel clinics and vaccinations

Other training opportunities

Sonar newsletters

New product offers

Please enter the text **F X K F O** in the box:  **Submit**

Image 2: Sonar registration page for new users

## 2.4 How to login to Sonar

Please visit [www.SonarHealth.Org](http://www.SonarHealth.Org).

- Click on the 'Login' link on the top right-hand corner of the website homepage to take you to the 'Login' page.
- Once on the 'Login Homepage' please enter your Username, Password and PIN number.
  - Unless otherwise stated, **all details are lowercase with no spaces**
  - Login Method- make sure it is set at 'Pin Number' as you have been issued a PIN
  - PIN- you will be asked for a different set of 3 parts of your 6-digit PIN each time you log in
  - If you have 'Multi-Access' to multiple stores be sure to choose the relevant borough and specific store after you have entered your login details and are prompted to select the site access you require.
- If you have any questions or issues please reply giving details of your issue, your Sonar username & how to contact you (email & telephone /mobile).
- Sonar User Guides can be found on the bottom left corner of this page for help and reference.

Home About us Contact us Cookie policy [Login](#) | [New user? \(Sign up\)](#)

**NHS**  
First PCT

Home Contact

Please call **0208 743 6924** or email to [info@sonarinformatics.com](mailto:info@sonarinformatics.com) if you are unable to login.  
Or you can use the [Help / Login support](#) link below and fill in your details and somebody from our team will contact you shortly.

**Required browsers:** Internet Explorer 8 or Above, FireFox, Google Chrome, Safari, Opera

There is a period of **1 hour of inactivity** before the web site logs you out.

User name   
 Password   
 Login Method **PIN Number** ▼  
 Please provide the following digits of your PIN Number  
 2nd 6th 1st  
    
  
[Forgotten password?](#)

**Provide Username, Password and PIN to login**

**User guides:**

- [How to login to Sonar](#)
- [Seasonal Flu - Pharmacy User Guide](#)
- [Seasonal Flu - GPs User Guide](#)
- [London DMIRS - SCR 1Click](#)
- [SCR 1Click - Setup](#)

**To access user guides**

Image 3: Sonar login page

### 3. GPCPCS Service

Once you have successfully logged into the Sonar website ([www.Sonarhealth.org](http://www.Sonarhealth.org)) and are on your chosen GPs homepage (please see the image below), you will be able to select the 'GPCPCS' under the 'NHS Services' tab, to access the service.

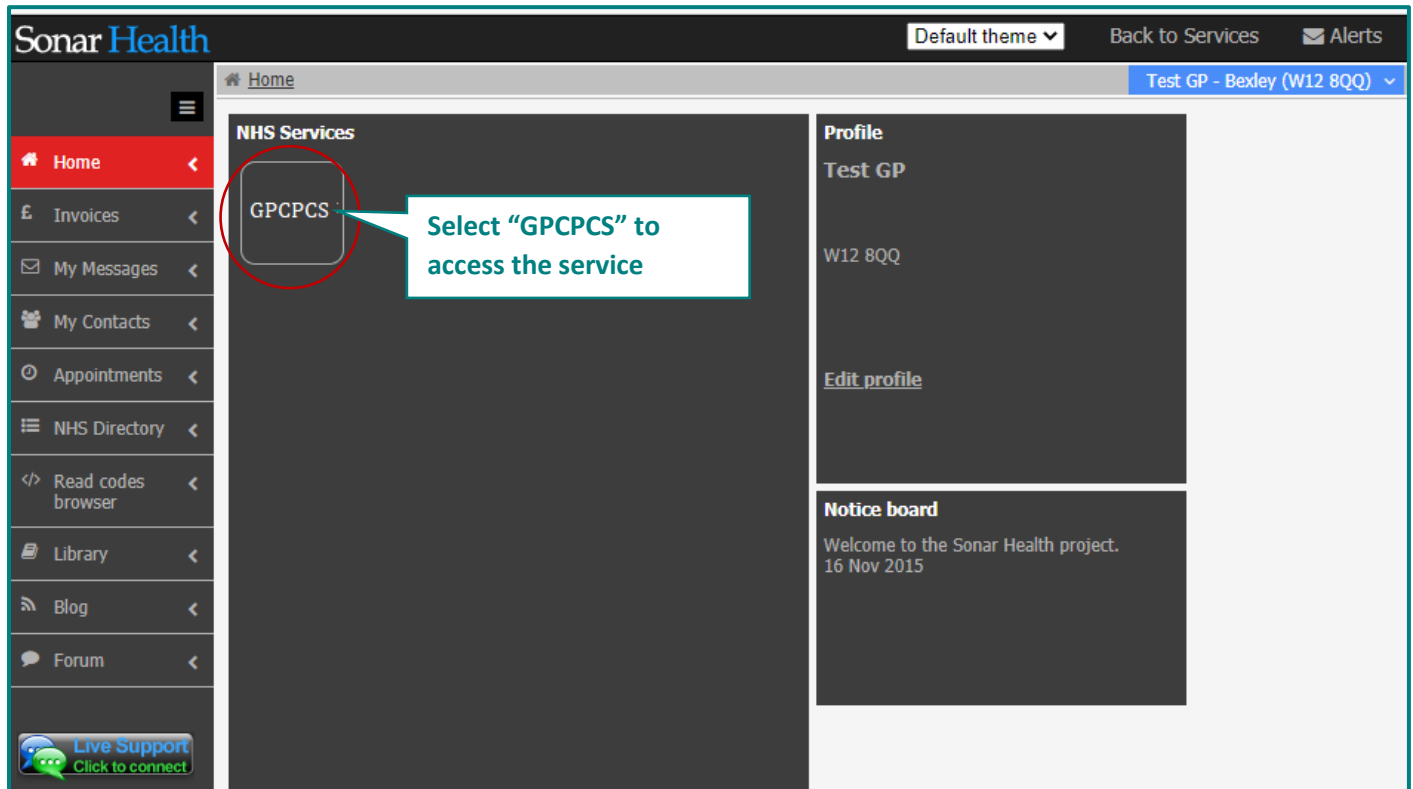


Image 4: Sonar GP homepage

Once you have selected the 'GPCPCS' under the 'NHS Services' tab, you will be taken to the service homepage. Please see the below image.

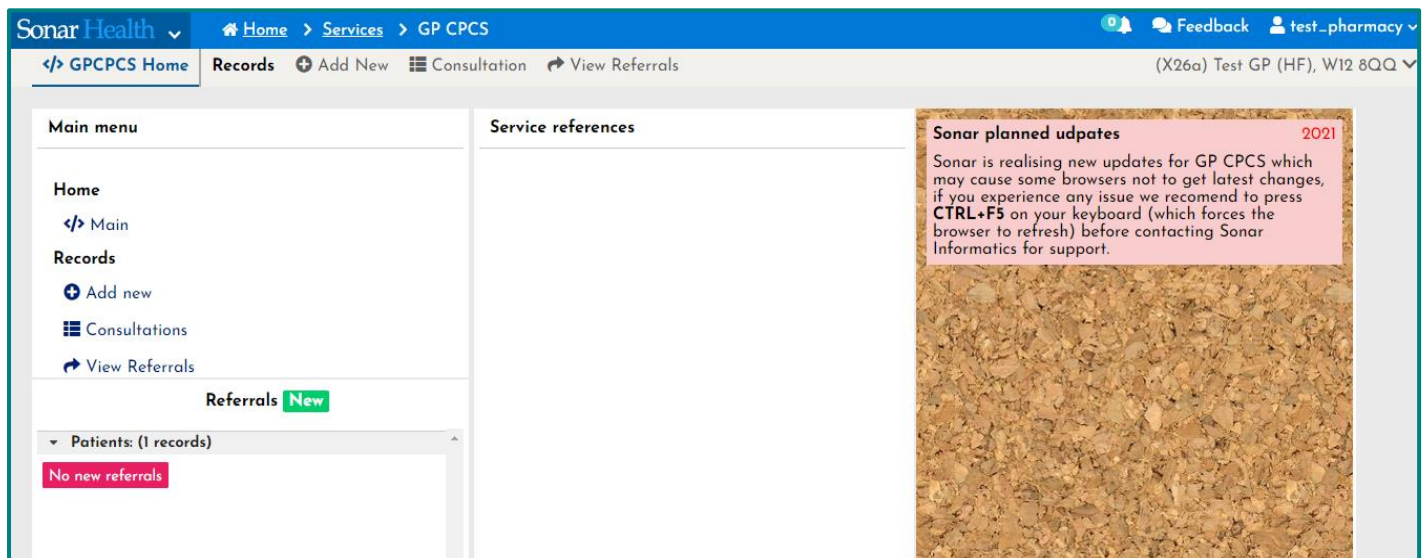


Image 5: GPCPCS Service GP homepage

## 4. Add Patient Details

To add patient details, click “Add New” in the GPCPCS Service homepage.

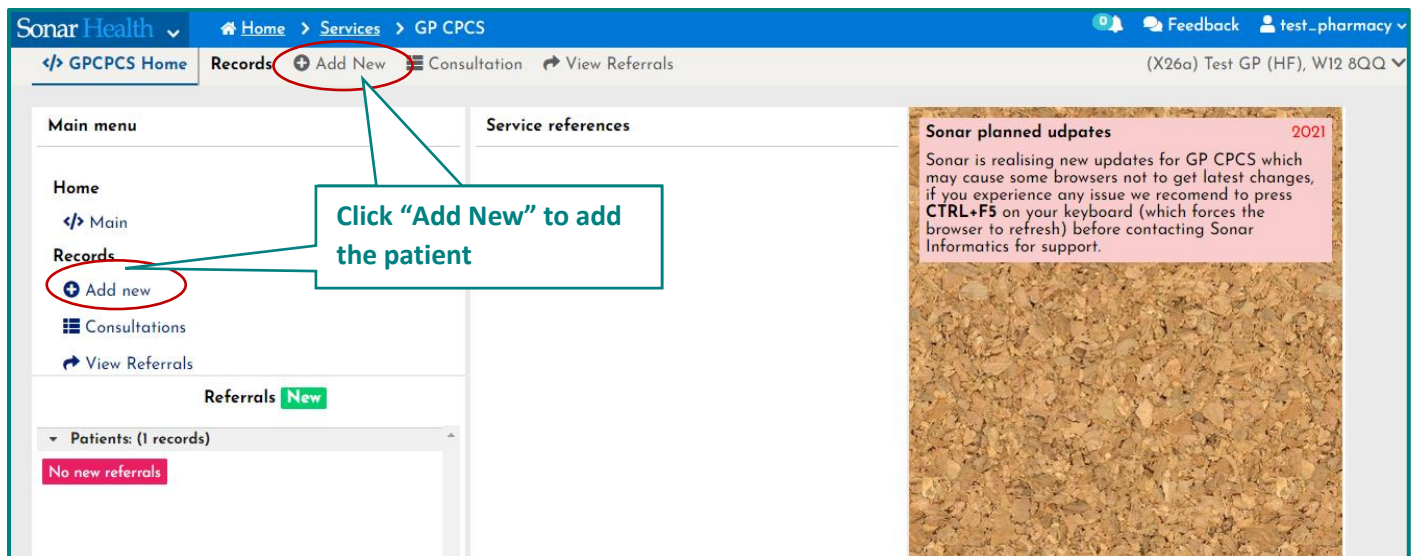


Image 6: GPCPCS Service GP homepage – Add a new patient

### 4.1 Search Patient Using PDS

Once you clicked “Add New”, it will navigate to the PDS to search the patient details. If you are aware of the patient’s NHS number and DOB you can choose the “NHS number Search” and provide the NHS number and DOB details for the patient to continue the service as shown in Image 7.

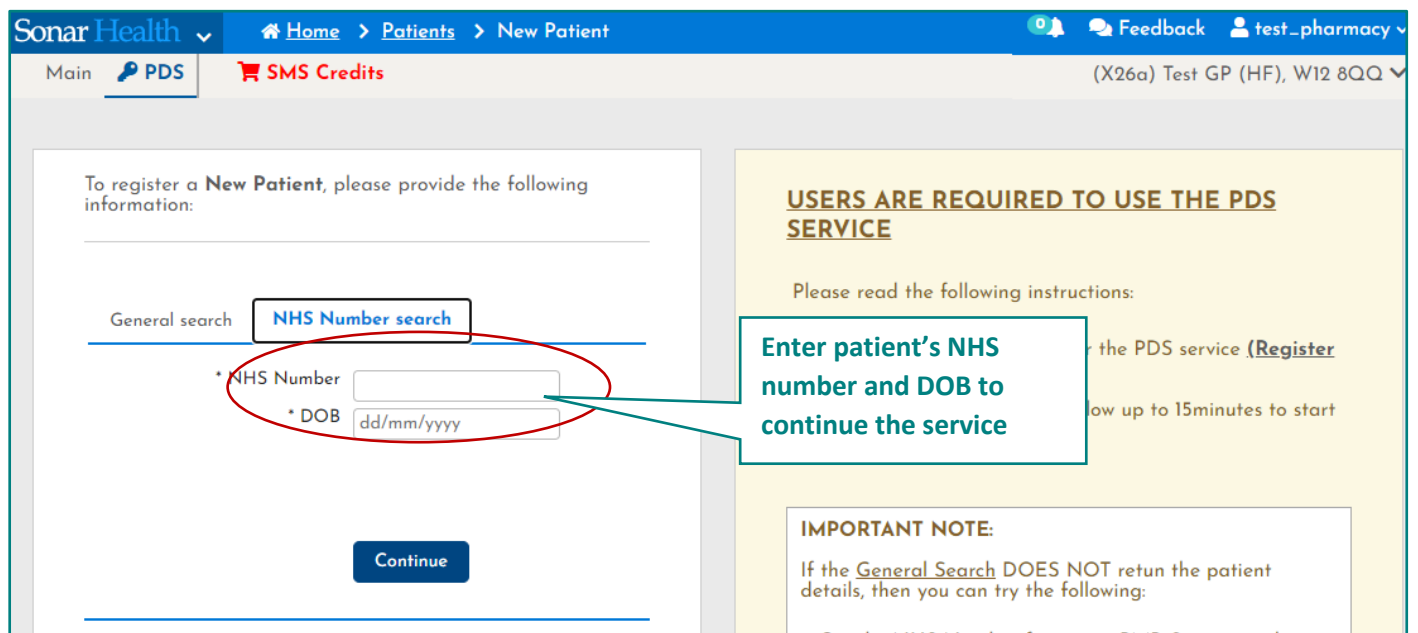


Image 7: PDS – NHS number search



If you are not aware of the patient's NHS number, use "General Search" to search the patient details by patient's First name, Surname, DOB and Gender as shown in Image 8.

To register a **New Patient**, please provide the following information:

**General search** NHS Number search

\* First name

\* Surname

\* DOB

\* Gender

**Continue**

**USERS ARE REQUIRED TO USE THE PDS SERVICE**

Please read the following instructions:

■ Please register your premise for the PDS service ([Register](#))

on please allow up to 15minutes to start

**IMPORTANT NOTE:**

If the General Search DOES NOT return the patient details, then you can try the following:

■ Get the NHS Number from your PMR System, and use

Image 8: PDS – General Search

Once you entered the patient details and click "Continue", then the patient details were retrieved from PDS as shown in Image 9. If the patient details are not present in PDS, you need to enter the patient details manually in the system.

Search result for:

**Patient, Test (DOB: 12/03/1988, Gender: Female)**

[Amend Search](#)

Name	DOB	NHS Number	Post Code	Address
<input type="radio"/> Patient, Test	12/03/1988	1234567893	W12 8QQ	Flat 17

\* Please select a patient from the list above & click on continue

**Continue**

**Click "Continue"**

**Patient details retrieved from PDS.**

Image 9: PDS – Patient Details



Select the patient record and click “Continue” to the service, then it will navigate to the patient details screen, and then verify the patient details and then click “Continue with service” as shown in Image 10.

The screenshot shows the Sonar Health PDS interface. The top navigation bar includes 'Main', 'PDS', and 'SMS Credits'. The user is logged in as 'test\_pharmacy'. The patient details are for '(X26a) Test GP (HF), W12 8QQ'. The 'Personal details' tab is active, showing fields for Name, Title, First Name (Test), Surname (Patient), and Middle name(s). The 'Key details' tab shows Gender (F), NHS Number (1234567891), and DOB (12/03/1988). A red circle highlights the 'Continue with service >' button at the bottom left, with a callout box pointing to it that says 'Click "Continue with service"'. Other buttons like 'Edit' are visible for both sections.

Image 10: PDS – Patient Details and continue service

## 4.2 Enter the GPCPCS Referral Details

Once the patient details were selected from the PDS and it will navigate to the GPCPCS service details page as shown in Image 11.

You need to enter the below details in that screen. “Service name”, “Date & Time”, “From GP Practice” is already pre-populated there. You need to select the pharmacy from the “To Pharmacy” lookup as per patient choice (Enter pharmacy name or post code, the pharmacy will be populated).

To add the patient’s minor illness complaints, click “Add Presenting Complaint(s)”, then the list of minor illness complaints was populated as shown in Image 11, you need to select the complaints from the list. Enter additional details to the pharmacy (If necessary) and upload the supporting documents (if there any). Enter the patient’s consent details and then click “Submit”.

**TEST PATIENT (Sonar ID: 1763238)**

Gender: Female | DOB: 12/09/1977 | NHS Number: Not recorded | GP Practice: (X26a) Test GP (HF) | Address: Caregrange Ltd, 9 Goldhawk Road,, W12 8QQ | Telephone: Not recorded | Mobile: Not recorded | Email: Not recorded

Useful links: [MiDoS](#) [EPS Tracker](#) [NICE CKS](#) [NHS UK](#) [PATIENT.CO.UK](#) [BNF](#) [EMC](#) [GILLICK COMPETENCY](#)

Fields marked with (\*) are mandatory

Service Name: **GP CPCS**

\* Date & Time: 19/03/2021 10:49

\* From GP Practice: Test GP (HF), W12 8QQ

\* To Pharmacy: (FAL39) Caregrange Pharmacy, W12 8QQ  
9 GOLDHAWK ROAD, SHEPHERDS BUSH, LONDON W12 8QQ

Reference Number (Optional):

\* Presenting Complaint: Cold or Flu, Cough

Additional details: [E.g. Conditions, Symptoms, etc]

Upload Attachment (Optional): If an attachment has been received, Please upload it (click on browse)  
Choose file | No file chosen

Having informed the patient of:  
 The Patient will be referred to a CPCS (Minor illness) Pharmacy Service  
 If required, the patient may be contacted by the pharmacy.

\* Consent has been given? Yes

\* Is the patient accompanied? Yes | Parent

Click on <SUBMIT> to confirm details **SUBMIT** Click "Submit"

Image 11 – Patient’s Medical details

Select the minor illness complaints from the list and click “submit”.

**Minor illness Complaints**

Please select presenting complaints (Tick all that apply)

<input type="checkbox"/> Acne, Spots and Pimples	<input type="checkbox"/> Allergic Reaction	<input type="checkbox"/> Ankle or Foot Pain or Swelling
<input type="checkbox"/> Arm, Pain or Swelling	<input type="checkbox"/> Athlete's Foot	<input type="checkbox"/> Bites or Stings, Insect or Spider
<input type="checkbox"/> Blisters	<input type="checkbox"/> Cold or Flu	<input type="checkbox"/> Constipation
<input type="checkbox"/> Cough	<input type="checkbox"/> Diarrhoea	<input type="checkbox"/> Ear Discharge or Ear Wax
<input type="checkbox"/> Earache	<input type="checkbox"/> Eye, Painful	<input type="checkbox"/> Eye, Red or Irritable
<input type="checkbox"/> Eye, Sticky or Watery	<input type="checkbox"/> Eye, Visual Loss or Disturbance	<input type="checkbox"/> Eyelid Problems
<input type="checkbox"/> Failed Contraception	<input type="checkbox"/> Hair loss	<input type="checkbox"/> Head Lice
<input type="checkbox"/> Headache	<input type="checkbox"/> Hearing Problems or Blocked Ear	<input type="checkbox"/> Hip, Thigh or Buttock Pain or Swelling
<input type="checkbox"/> Itch	<input type="checkbox"/> Knee or Lower Leg Pain or Swelling	<input type="checkbox"/> Limb, cold or colour change
<input type="checkbox"/> Lower Back Pain	<input type="checkbox"/> Lower Limb Pain or Swelling	<input type="checkbox"/> Mouth Ulcers
<input type="checkbox"/> Nasal Congestion	<input type="checkbox"/> Pain and/or Frequency Passing Urine	<input type="checkbox"/> Rectal Pain, Swelling, Lump or Itch
<input type="checkbox"/> Scabies	<input type="checkbox"/> Shoulder Pain	<input type="checkbox"/> Skin, Rash
<input type="checkbox"/> Sleep Difficulties	<input type="checkbox"/> Sore Throat and Hoarse Voice	<input type="checkbox"/> Tattoos, Birthmarks or Moles
<input type="checkbox"/> Tiredness (Fatigue)	<input type="checkbox"/> Toe Pain or Swelling	<input type="checkbox"/> Vaginal Discharge
<input type="checkbox"/> Vaginal Itch or Soreness	<input type="checkbox"/> Vomiting	<input type="checkbox"/> Wound Problems
<input type="checkbox"/> Wrist, Hand or Finger Pain or Swelling		

Other complaints: [Describe other complaints]

Click on <SUBMIT> to confirm details **SUBMIT** Cancel

Image 12 – Minor illness complaints

Once you entered all the details , click “Submit” and the patient referral is created sucessfully as shown in Image 13. Once the referral is created click “View all Referrals” to view all the created and sent referrals in the panel.

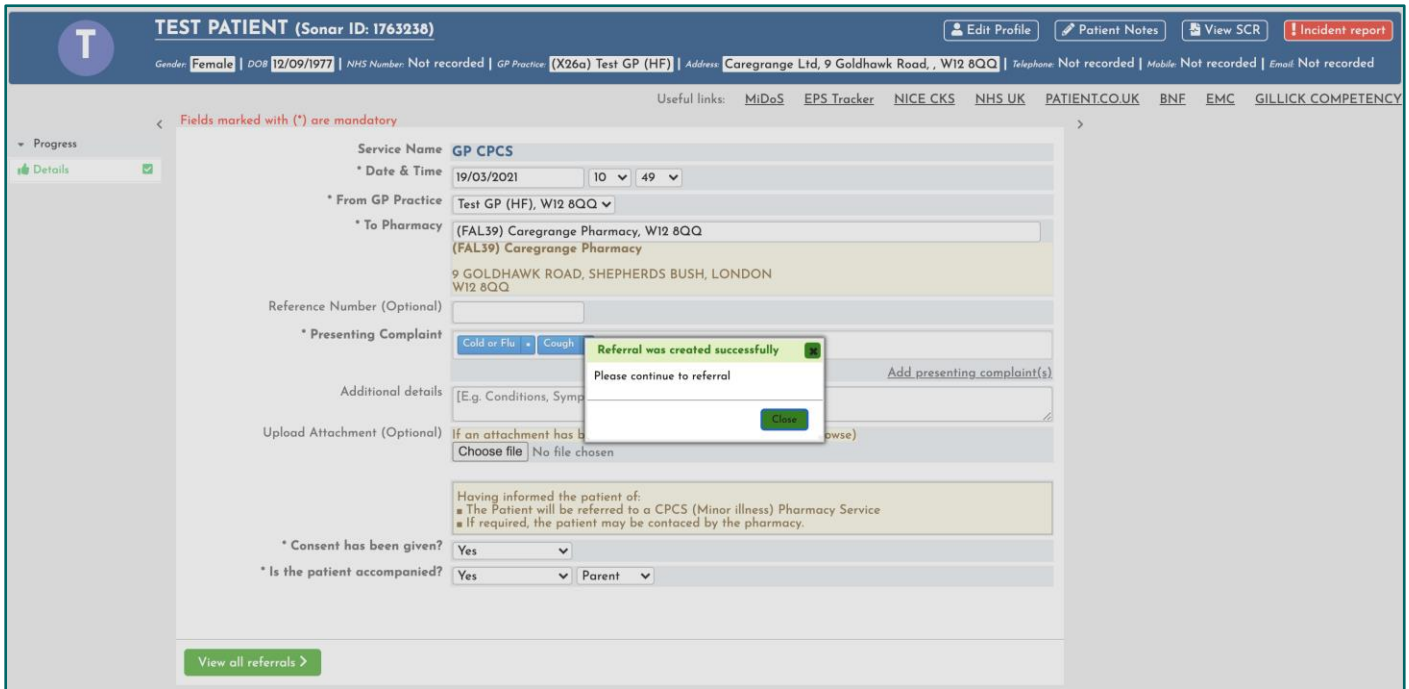


Image 13 –Referral creation

### 4.3 View Submitted Referrals

Once the referral is created the referral is in “New Status”. In the panel you can able to view the patient’s name, Referral sent date, Service, Type, to which pharmacy and referral status were displayed as shown in Image 14.

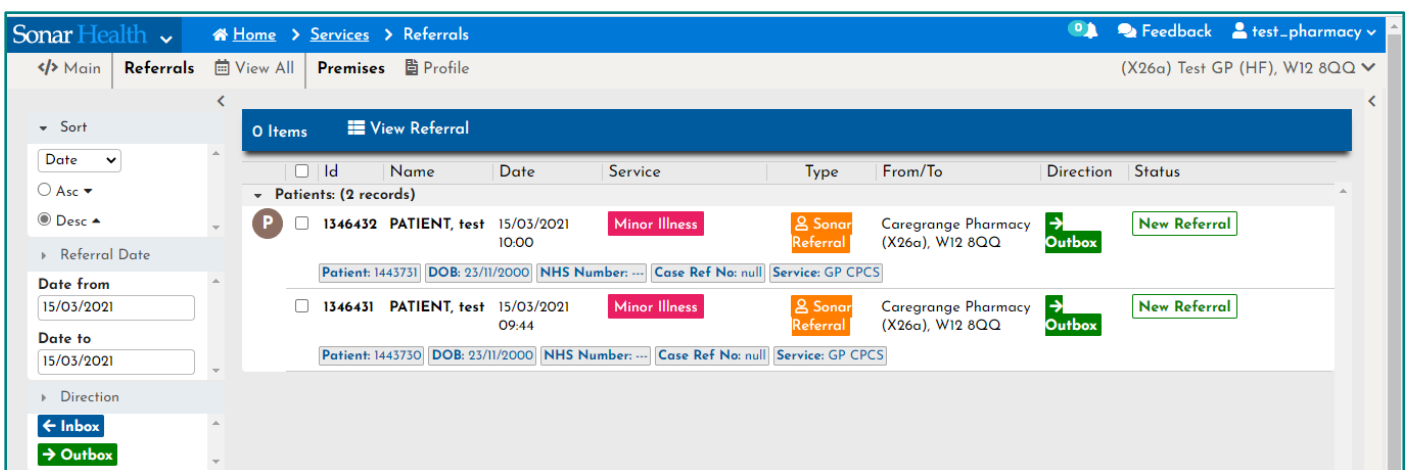


Image 14 –View Submitted Referrals

To View the details of the submitted referral select the patient record and click “View Referral”, then the referral details were displayed as shown in Image 15.

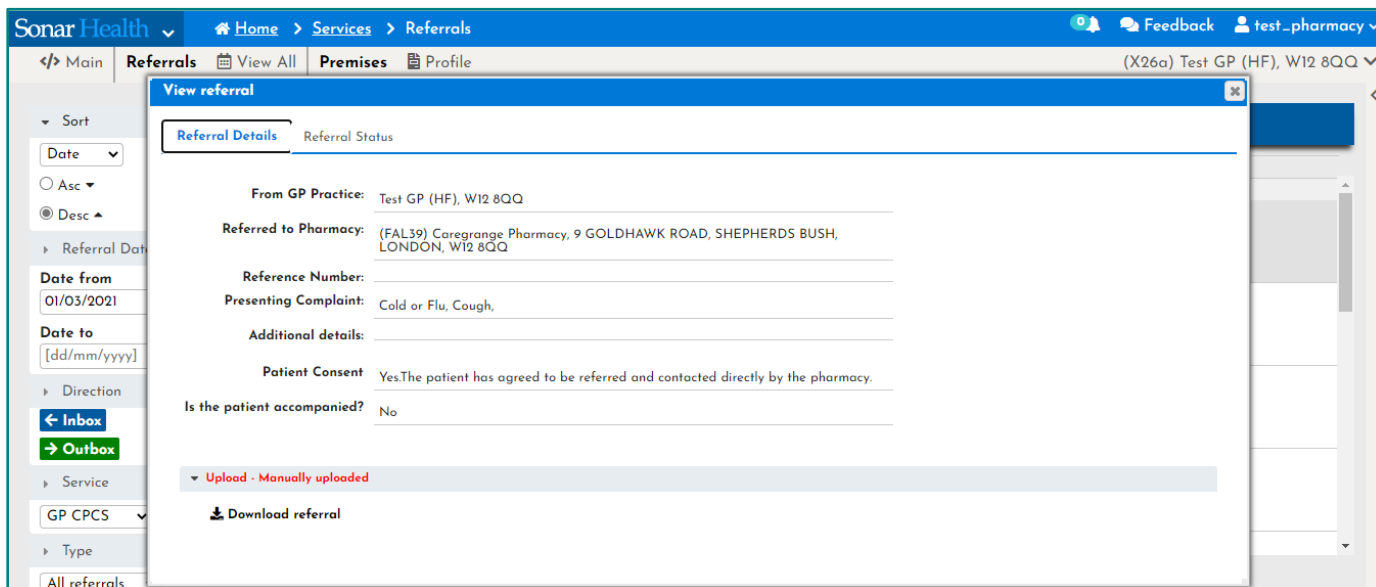


Image 15 –Referral Details

The Referral status is “New” when the referral sent to pharmacy. Once the pharmacy Acknowledged the patient’s consultation, then the referral status will be changed to “Acknowledged” and the pharmacy notification will be updated here.

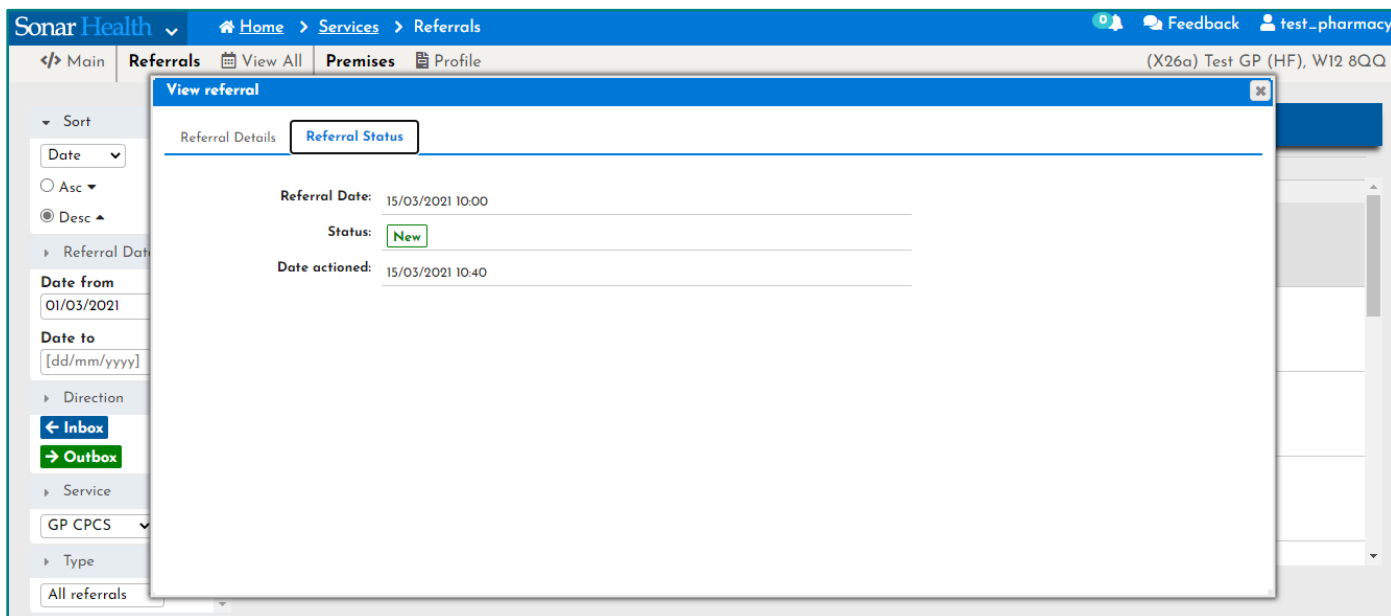





Image 16 –Referral Status

Once the pharmacy completed the consultation, the patient notification will send to your GP’s shared email.

## 5. Contact Us

If you have any queries or need further assistance, please contact Sonar on email at [info@sonarinformatics.com](mailto:info@sonarinformatics.com).

	<b>Mail</b> - <a href="mailto:info@sonarinformatics.com">info@sonarinformatics.com</a>
	<b>Phone</b> - +44 (0) 208 743 9440 Monday Friday 9:30am-5pm Saturday 10am-2pm
	<b>Web</b> - <a href="http://www.sonarhealth.org">www.sonarhealth.org</a>