

NCAP EIP Bespoke Audit

Netsolving Guidance 2024

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Overview

The guidance will explain how to sign in and activate you Netsolving account, as well as how to submit and interpret your data. We will release subsequent guidance once the data dashboard is available. In addition to this document we have also created some short video tutorials for each section which we will circulate.

If anything is unclear or not working, please contact us and let us know at NCAP@rcpsych.ac.uk.

Logging In

When you are first added to Netsolving, you will receive a welcome email explaining how to login. This email will contain your username and the link you need to reset your password.

- Click the login button.
- Click 'Forgotten your password?'
- Type in your email address



Click 'Email password reset link'

Request password reset

Need to reset your password?

Email address

[Email password reset link](#)

Type in your email address we contacted you on/your colleague added you under. Click 'Email reset password link'.
When you receive the email, click the link and follow the onscreen instructions to set your password.
Go back to the login screen and log in with your username and password.

Notes:

- If you do not receive your email check your spam email folder.
- If your email is not in your spam email folder, try resetting your password again as you might have entered some of the details incorrectly.
- If you have forgotten your email address, or are continuing to have issues, please contact the study provider.

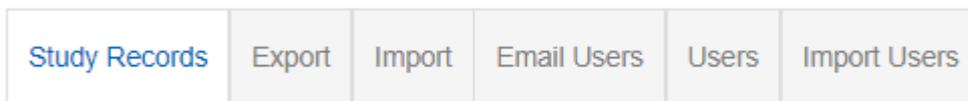
- You will be sent an email with a reset password link, click the link
- Enter your email address
- Enter a password, making sure to follow the password rules shown
- Click Reset.
- Accept the terms of agreement.
- You have now set your password, and should be redirected to your organisation's study records page.

Landing Page

When you login you will be on the record management page for the National Clinical Audit of Psychosis (NCAP) 2024 Audit page.

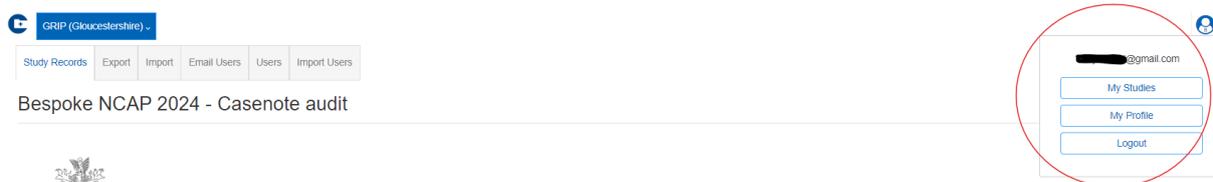
You may wish to bookmark the page for ease of access.

At the top-left side of the page, there are several tabs including: Study Records, dashboard, users and import users (please note these may vary slightly depending on your user permissions).



Bespoke NCAP 2024 - Casenote audit

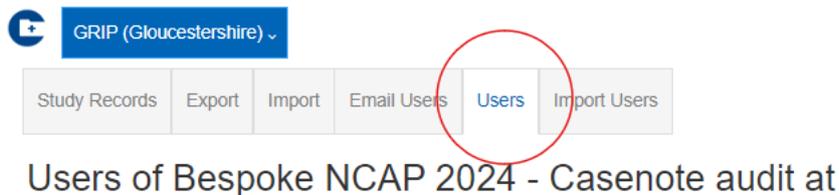
If you hover over the icon on the top right side of the landing page, it shows your username, with links to; My studies, My profile, and link to Logout of the site.



Adding Users

If you have been setup as a site admin you will be able to manage the users at your hospital. Click the 'Users' button on the study toolbar to get to the user management page.

This page is where you can view user details, add, edit, and delete users.



To add a user:

1. Type the email of the user
2. Click the Add user button
3. Amend the name shown in the Name box, if required
4. Select the permissions for the user and click insert. Writer and Reader status are selected as default.

Users of Bespoke NCAP 2024 - Casenote audit at

Email of user to add:

To edit a user, click the edit button (pencil icon) next to a user, select the permissions you want to change and click update.

To remove a user from a study you will need to click the delete button (bin icon) next to the user.

Study records

The 'Study Records' tab is where the audit tool and previous submissions are found.

Add record – select this to access the audit tool and start entering data.

Show search - search for previous submissions, edit or delete an existing submission by clicking the relevant buttons next to the submission.

NCAP 2023 - Casenote audit



You can search records by case ID, user, status and locked status. For example, to filter your submissions by user:

- Enter the email address into 'CreatedUserName'
- Choose 'Any' on 'RecordStatus'
- Then select search.

Your username will now appear in the User box, with a list of cases/records related to you, as shown below:

The screenshot shows the search interface with the following elements:

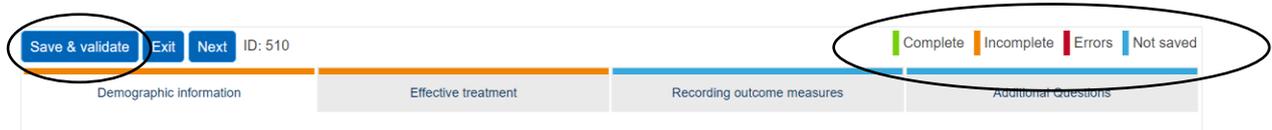
- Buttons: Add record, Hide search, Search, Clear
- Filters: CreatedUserName (EMAIL ADDRESS), UpdatedDateTime (from/to), LockedDateTime (from/to), RecordStatus (Any), Locked (Any)
- Table of records:

ID	Created By			Record Status
510	[redacted]@rcpsych.ac.uk	[edit icon]	[delete icon]	Incomplete
516	[redacted]@rcpsych.ac.uk	[edit icon]	[delete icon]	Incomplete

Entering data

There are four sections to the audit tool:

1. Demographic Information (Questions 1.1 – 1.4)
2. Effective Treatment (Questions 2.1 – 2.5.13)
3. Recording Outcome Measures (Questions 3.1 – 3.7)
4. Additional Questions (Questions 4.1-4.2)



The four tabs at the top relate to each section of the audit tool. These are colour coded to display the completion status of each section.

Green – Section has been completed. To complete each section, you must select 'save'.

Orange – Section is incomplete, indicating you have missed some questions. You can save an 'Incomplete' section and return to it later if you do not have all the information at present.

Red - Highlights errors in the section (e.g., incorrect dates). If there is an error in the section, you will not be able to continue to the next section until it is corrected.

Blue - Indicates the section has not been saved.

Save – You can save the entry at any point and return to it later if you do not have all the information available at the time of submission. You will not be able to save a section if there are errors. Each section/record is only complete once all the fields have been filled out and there are no errors.

The tool highlights where errors have been identified (For example, in the screenshot below, the BMI entered is an extreme value).

Not documented

Please enter BMI value (Kg/m²)

You have entered an extreme value, please double check before proceeding.

BMI/weight screening could have been carried out at any time between 01/03/2022 and 28/02/2023, while the person was on the EIP caseload

If you go to save a section and have missed questions, these will be highlighted for you to review.

You may continue to the next section without completing the previous section (unless there are errors in red), and the tab will become orange to remind you of

the status.

1.1 Patient ID (phrased as "NCAP123")
Required

1.2 Age
Required

Please note only service users aged 65 years or under are eligible

1.3 Gender Male
 Female
 Other/Non-binary
Required

1.4 Ethnicity
Required

Exit - Once a record is completed, save, and click the 'Exit' button. Once you have completed a section, the tab will become green, as shown below:

Save & validate Exit Previous ID: 510

Complete Incomplete Errors Not saved

Demographic information Effective treatment Recording outcome measures Additional Questions

The following questions do not contribute to the scoring matrix. As these questions have historically been included in the NCAP audit surveys, the decision was made to carry on collecting these data items for continuity across the audit years.

4.1 Has this person had two adequate but unsuccessful trials of antipsychotic medications? Yes
 No

A session time-out warning box will appear on your screen if you have not used the Netsolving portal for a while. You will be given the option to either save your work or to sign out.

Reviewing submissions

After saving and exiting a record submission, you will be taken back to the record management page where you will be able to see a list of your previous submissions.

Here you can search for previous submissions, edit or delete an existing submission.

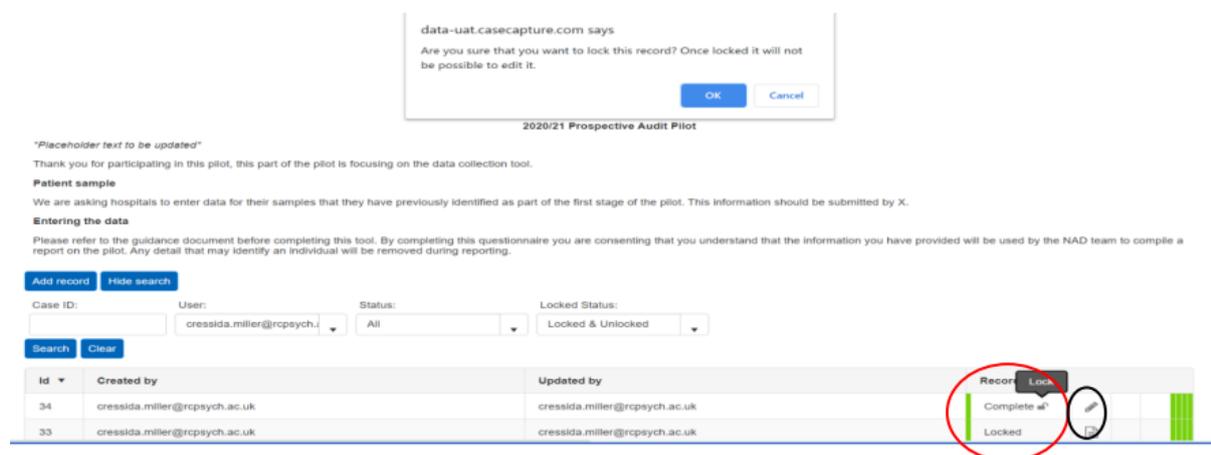
Modify an existing submission

Clicking the pencil icon will allow you to go in and modify your record. You can modify both complete and incomplete records.

Locking a submission

Once the record is complete and the responses are checked, click on the lock to lock the record. This will restrict any further modifications without being unlocked by an administrator.

Once you click 'lock', a pop-up box will appear asking for you to confirm if you would like to lock your record. When you select OK the status of the case/record will change from 'Complete' to 'Locked'.



The screenshot displays a confirmation dialog box from 'data-uat.cascapture.com' asking, 'Are you sure that you want to lock this record? Once locked it will not be possible to edit it.' with 'OK' and 'Cancel' buttons. Below the dialog, the page title is '2020/21 Prospective Audit Pilot'. The main content area contains instructions for participating in the pilot, a 'Patient sample' section, and an 'Entering the data' section. A search filter is visible with fields for Case ID, User (cressida.miller@rcpsych.ac.uk), Status (All), and Locked Status (Locked & Unlocked). Below the search filters is a table with columns: Id, Created by, Updated by, Record, and Lock. The table contains two rows of data. The 'Record' column shows 'Complete' and 'Locked' with a pencil icon next to 'Complete'. The 'Lock' column shows a lock icon. A red circle highlights the 'Record' and 'Lock' columns for the first row.

Id	Created by	Updated by	Record	Lock
34	cressida.miller@rcpsych.ac.uk	cressida.miller@rcpsych.ac.uk	Complete	Lock
33	cressida.miller@rcpsych.ac.uk	cressida.miller@rcpsych.ac.uk	Locked	Lock