

Bristol Continuity of Care Calculator

Frequently Asked Questions

I can't open the file you sent in an email after I registered for the Calculator

The file in the email is a .zip file, which is a type of compressed package which contains the files you actually need. When you click the link it will save the .zip file to your computer, usually in your Downloads folder. Once it has been downloaded, please **Right-click** the Zip file, and click 'Extract all'. Browse to the new folder where you would like to store the files and then click 'Extract'. This will save the files that you need in a new folder. One of these files is the User Guide – please follow the instructions.

How does the Continuity Calculator link to our patient data?

When you register for the Continuity Calculator, we will ask for your email address so we can send you an EMIS or SystmOne search file, the Bristol Continuity of Care Calculator, a User Guide and a Conversion Tool (if using SystmOne). You will need to import and run the search file in Emis or SystmOne. You will then use Emis or SystmOne to export the search results into an Excel file (“Continuity Audit”) saved on your own computer. If you use EMIS you will then copy and paste these results into the Input tab of the Continuity Calculator, which is another Excel workbook stored on your computer. If you use SystmOne, you first have to copy and paste your results into a Conversion Tool, and then copy and paste the output from that into the Calculator. The Calculator then calculates your continuity scores.

Does any of our data leave our practice?

All of the above process happens on your own computer in your practice. No patient or practice data leaves your practice. There is no need for a Data Sharing Agreement. The patient data that you save on your computer is as secure as any other information on your practice computer and should be managed in line with your own usual Data Protection Policies. The University of Bristol does not have access to your results, unless you share them with us (see below).

How secure is the data?

You can delete the Continuity Audit Excel file of consultation data after you have pasted the data into the Calculator. Once you have generated results using the Calculator we recommend that you take a screenshot of the Results tab and then close the Calculator without saving it. In that way you have a clean version of the Calculator on your desktop for the next time you use it, and no patient data needs to be stored on your computer.

What is your privacy policy?

The only personal data we collect is your email address when you register, which we will store confidentially and securely in line with [University of Bristol Privacy Policies](#). We will not share your email address with anyone else, and we will only use it to contact you about the Calculator (or future related research, if you have consented to that). You can opt out of these communications at any time.

Am I required to share our results?

We will invite you to send us your continuity scores from the Results page to enable us to establish benchmarks for the range of scores. **This is entirely voluntary, and you are welcome to use the Calculator without sending us any results.** Again, we will not ask you to send us any patient or personal data. We will ask you to enter the scores generated by the Calculator on a Microsoft Form. This information will be kept securely and confidentially. No information which could identify an individual practice will be shared with anyone outside the Continuity of Care Research Group at the University of Bristol. Your results will be amalgamated with results from other practices and used to report the distribution of scores across practices. Individual practices can then judge for themselves whether their continuity is above or below average. You will not be able to see the results from any other specific practice.

Can we calculate continuity for specific groups of patients, or change the types of staff or consultations included in the calculations?

The search is designed to calculate continuity in face-to-face, telephone, video or home visit consultations with GPs. Some practices would like to include consultations with Advanced Nurse Practitioners, or including different types of consultations, or just amongst specific groups of patients. In EMIS you can do these things by changing the parameters in the EMIS search file. In SystmOne you can choose to include different staff using the Conversion Tool, and you can change the target group of patients by editing the SystmOne search (see the User Guide for more specific instructions).

The Calculator itself will still work in the same way. But if you change the search file, please do not send us the results. It is important that we collect results which have been generated in the same way in different practices.

What should I do if I have problems using the Calculator?

Very few practices have reported any problems with using the Bristol Continuity Calculator, and these problems can almost always be resolved by referring to the User Guide.

Before contacting us, please re-read the User Guide and check that you have followed the process exactly. Please also refer to the Appendices, particularly if you see any error messages.

We have made the Calculator available free of charge as a service to general practice, but we have no funding and we are not a commercial organisation so we cannot offer technical support. However, we want to be helpful and your feedback is very useful. If you do need our help please email us at sscm-continuity@bristol.ac.uk and we will aim to reply within 10 days.

How do I get the User Guide, as I haven't received it?

The person in your practice who registered to use the Calculator will have received a zip file which contains the User Guide. This file needs to be right-clicked to extract the Calculator, the User guide and the EMIS or SystmOne search file (and a Conversion tool for Systmone users). If you have got a copy of the Calculator, please ask the person who registered to also send you the User Guide. If you got the Calculator from another practice, please remind them that this is against the terms and conditions, and each practice needs to register to use the Calculator themselves.