

Release Update - 60

Introduction

This document is intended for NHS users of Engage Consult. It explains the changes that we are making in this release and how it impacts you and your patients. This is intentionally a summary document - if there's anything you'd like more information about, please get in touch.

Release Window

Engage Consult will be unavailable to all users due to a platform upgrade from 19.00 - 23.59 on Thursday 17th December.

The Product Development team have been working hard behind the scenes on a major overhaul to the platform on which Engage Consult currently operates. While you won't see any physical changes, the efficiencies and performance of Engage Consult will be greatly improved.

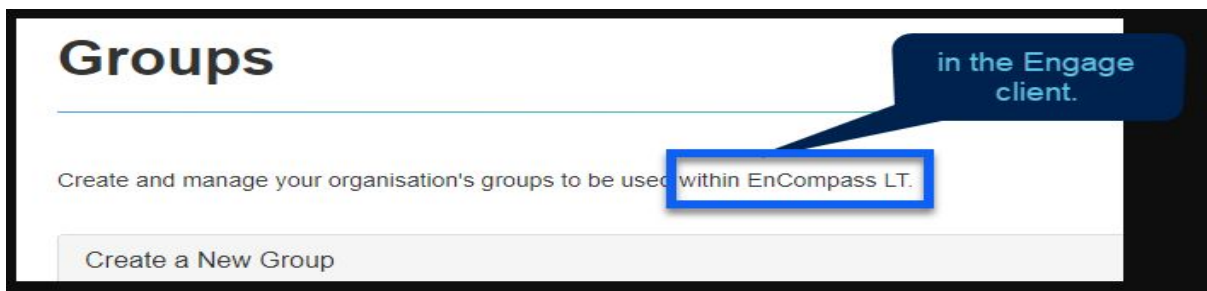
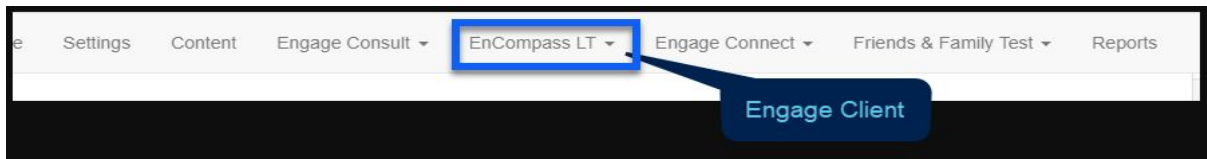
Improvements

Nothing too exciting here, but we have bundled up a suite of bug fixes, subtle improvements and enhancements.

We do know that from time to time some patients use the admin section to submit medical requests therefore we have added a gentle reminder about why they should not do this.

You must not use this for advice about a medical problem, these messages are not monitored by medical personnel.

Also included are a couple of subtle text changes - most notable is that we have started replacing all references to Encompass LT with Engage Client, you can see these changes below:



New Domain Names

In the next couple of months we'll be migrating from using our existing web domains to new domain names which align with our company name and brand. Web domains are the addresses you use to access services on the internet. Some that you'll be familiar with are www.nhs.uk, www.bbc.co.uk, and www.gov.uk.

You'll need to make sure that you can access our new domains when you're at your computer using the Engage client. At most practices this'll be fine but there may be some where it's not, so we would encourage all practices to check with their IT supplier that the following domains are whitelisted in any web filters and firewall rules:

- engage.gp
- lt.engage.gp
- my.engage.gp
- fft.engage.gp
- download.engage.gp
- nhsapp.engage.gp

Please don't hesitate to get in touch with the team via consult@engagehealth.uk if you have any questions about this release or you would like to discuss Engage Consult in more detail.