

# Disease Surveillance

Most of you will have received the memorandum outlining the changes which are being adopted from 1/07/2014 with regard to timely reporting.

Please see the table at the bottom of this document to see how you performed in the last season with regard to timeliness.

**PLEASE NOTE; THE DATA MUST BE SENT TO ME BY 1PM TUESDAY TO QUALIFY AS ON TIME**

With reference to this memo, we decided to put together a few tips on how to ensure your practice ensures that the data is returned within the appropriate time.

Below is a list of usual problems encountered by people making returns, along with suggested solution to the problem

PROBLEM	SOLUTION
<b>Problem with e-mail</b>	I would suggest that in this situation, you may have a personal email address from which to send the data. Alternatively, if there is no 2 <sup>nd</sup> email address, as a last resort, fax them to me. Please contact me for my fax number.
<b>Problem with Health-One</b>	Please advise us so that we can fix it as soon as possible. If the problem is just the disease surveillance search ring us first before support.
<b>Responsible Person absent</b>	There should be at least one other member of staff to make the returns in your absence.
<b>I am sure I made the return -</b>	Occasionally we won't have received your email. In this case cc your email to <a href="mailto:krsnurse@eircom.net">krsnurse@eircom.net</a> until we have resolved why this is happening.
<b>Is there a way that I can be reminded to do the return</b>	There is within HealthOne a feature whereby you can be reminded to carry out the surveillance. If you are not getting these reminders when you first log-in to HealthOne, it can be turned on. Go into <b>tools / Options / Automisation</b> and tick the box 'export flu data weekly'
<b>We are aware that sometimes the responsible GP is not aware that the returns are late.</b>	In future we will inform the responsible GP as well as the responsible person that the returns are late.

There are times when the reason for no return is unavoidable e.g. single handed practice that is closed for the week. In such circumstances let us know **in advance** and you will not be recorded as late.