

# MANNERS.NET (Neonatal) FAQs

## Version 1

If you have any queries about MANNERS.NET (Neonatal) you can call the helpdesk on 0121 687 3434. However, please look through these frequently asked questions (FAQs) first as the answer may be here.

### Logging On

*I do not have/have forgotten my username and password*

Telephone the helpdesk on 0121 687 3434 to obtain or reset your password.

*I work at more than one unit; can I use the same username and password?*

You can only have one username and password. This will only work at the site it was created for. You can have another username if you move to another unit but the original username will be disabled.

*I have not got a username or have forgotten the details, why can't I use my colleague's?*

No-one should ever use anyone else's username and password. If you need a user name you should inform your manager who will then request it from the Perinatal Institute. If you have simply forgotten your details please telephone the helpdesk on 0121 687 3434.

### Entering Babies

*What if I do not have a NHS number for the baby?*

You cannot create a new baby record without the NHS number. You will need to wait for the NHS number before you can begin to enter data for that baby.

*What do I do if I have accidentally entered the wrong NHS number for the baby?*

An invalid number will not be able to be entered, however a valid NHS number will be. If you have put in a wrong number you will need to telephone the helpdesk on 0121 687 3434.

*Do I need permission to collect the data?*

Yes, you should continue to distribute the leaflet 'A guide to recording information on your baby's care in the Neonatal Unit' to parents and carers.

*Our NHS number takes ages to get to us, what should we do?*

We are not responsible for obtaining NHS numbers. Problems obtaining NHS numbers need to be addressed to your hospital.

## Entering Data

*I haven't had any training! How can I use the application?*

Ideally it is best if all users have training, which needs organising by your manager or MANNERS key worker. However this may not always be possible because of shift patterns and staff who do night shifts only. Alongside the live application there is also a training application found by typing in the address <http://training.neonatal.manners.nhs.uk/> you can access this application by putting in the name of your hospital into the user name and password fields. You can enter any NHS number (whether it be a baby's , mothers or even your own) to get on to a record and enter any data you like in order to familiarise yourself with the application. As this data is on the training system it is not collected and is purely for training purposes only. Never put real baby data onto the training application! And likewise never put 'pretend' data onto the live application. Your user name and password for the live application will not work for the Live system and vice versa.

*Do we have to fill in the paperwork too?*

No, if you prefer to enter data straight onto the application then you may. The paperwork however does flow in a similar sequence to that on the screen and completed paperwork may make it easier for retrospective data entry, especially for a non-clinical staff member.

*I cannot see the data I entered on the view care page, where has it gone?*

You must always remember to click save after you have entered some data. You will lose the data if you do not. If you have saved data and you find it not there at a later date, please call the helpdesk on 0121 687 3434.

*Where can we get copies of the paperwork?*

Electronic copies have been supplied to every unit. If you have not got access to these please call the helpdesk on 0121 687 3434.

*Who enters the data?*

All the units differ in practice. Some units have everyone (doctors, nurses and ward clerks etc.) working together while others have designated data clerks.

*How long does it take to enter data for each baby?*

This is difficult to answer as it depends on the complexity of the individual baby, the method of data input and the users themselves.

*What if I have forgotten or put in the wrong date?*

If you have entered the data on the wrong date you will need to delete the event which is on the wrong date and start again, clicking on the correct date first.

*What if I have entered some incorrect details?*

You can change details from the view care page (click on the date the care occurred) then press save.

*Do I have to go through every single event and answer no?*

No, if it is not applicable you do not need to select and answer it. For example if a baby does not have a congenital anomaly you need not select that option.

*I get an error message!*

Telephone the helpdesk on 0121 687 3434 and let us know what you did to get that error message. It is important we know when something goes wrong so that we can fix it.

*What about the babies on the transitional care unit?*

Babies who are not admitted to the neonatal unit should not have any data entered at present onto this system.

*What about babies on the postnatal ward on IV medication or phototherapy?*

Babies who are not admitted to the neonatal unit should not have any data entered at present onto this system.

## GP Details

*The baby has not yet got a GP, what happens to the GP letters?*

You will not be able to obtain a GP letter unless the baby has a registered GP.

*I like to write my own GP letters. Will the GP letters within the system be of any use to me?*

Yes, there are lots of free text boxes at the end of every section for you to complete.

*I can't find a doctor using the search facility*

It is possible that the GP you are searching for has not yet been entered onto the National GP database. Alternatively you could be typing 'Dr' before the name. You need the name only e.g. for Dr Jones only type in Jones. If you still cannot find your GP you can enter the details in manually as it may be that the GP has changed practice or is a new GP.

## Levels of Care

*I have looked in Levels of Care and cannot see **high dependency***

This application will automatically calculate levels of care for high dependency and intensive care babies. Intensive Care under the Levels of Care tab is **not** for normal intensive care. Please see below.

*If care categories are automatically calculated why is there an **Intensive Care** button?*

This button is for the (rare) occasions when a baby does not fulfil the normal criteria for intensive care but the nurse in charge feels the baby should be intensive care. They will then have to select this and state the reason why.

*Will I be able to see a list of care categories of babies on the unit?*

Yes, this will be visible in the reports tab. If it is not present right now it may be because we are currently updating the system.

*Why does it not categorise **special care**?*

Unlike intensive care and high dependency, there is no agreed BAPM definition of special care. Therefore special care is at the discretion of the nurse in charge.

*Why do I have to click on **special care** everyday?*

Currently you need to click on Special Care for everyday that the baby is Special Care. The application will be updated in the near future to make Special Care a start and stop event. All units will be updated when this is done.

## Medication

*Where is IV antibiotics?*

There is not a button just for IV antibiotics. IV antibiotics are categorised with the *Other IV Medications* button.

*Why is Curosurf/ Survanta not in the list of high cost drugs?*

Surfactant is collected when recording that the baby has been intubated so does not need to be on the list of high cost drugs.

### **Resuscitation via ETT tube**

*Why do I only have the option of IPPV via face mask*

As intubation is collected elsewhere (the ventilation event) the programme counts this as resuscitation via ET tube if the baby is recorded as being intubated within 30 minutes. To record this you simply need to put in the time of intubation

### **Recording surfactant**

*How do I record a baby who has surfactant and not ventilated?*

You can't record one without the other. If a baby has been intubated for surfactant then a ventilation event needs to be commenced, even if the baby is extubated immediately. This will give the baby a level 1 on the category of care calculator.

### **Transferring babies to Another Unit**

*I want to transfer a baby on the system but I have not got time to finish putting in all the data*

As long as you have created the baby record and added minimal data (date of birth, date of admission) you can then transfer the baby on the system. The other unit can then access the baby record and commence entering data. Your summary however will not be very informative but as you update the data it will appear on their summary.

*I have received a baby from another unit using MANNERS but cannot access the baby's record*

They probably have not transferred the baby on the system. You should call them first to request they transfer the baby on the system. If you cannot do this and it is in office hours you can call the helpdesk on 0121 687 3434 and we can issue you with a BAN number to commence the data entry for that record.

*I cannot get onto baby's record and the other unit have not got a NHS number so they cannot either*

You will need to wait until the other unit has received the baby's NHS number, created the baby record and transferred the baby on the system until you can access the baby's record and begin entering your data.

*Do I have to do a summary letter now when I transfer a baby as there is a summary on the application?*

The summary on the application is a good way of communicating with the receiving unit. However, it is only as complete as the data that is entered. If you have been unable to enter all your data you may still need to send a transfer letter as well.

*What if I am transferring a baby for surgery and the baby is returning on the same day to the unit after surgery?*

You do not need to transfer this baby. You simply click on Surgery and choose the hospital from the drop down list where the baby is going. If the baby does not return to your unit you would then need to also transfer the baby under the discharge information.

*I have received a transfer from unit not using MANNERS, what about that baby's record?*

This would be a new record as there is not already one created. You would create the new baby record by entering the NHS number. You will then need to enter all the demographic data as you would a baby born and admitted at your hospital.

### **GP Letters**

*Why are ventilation days on the GP letter saying 0 even though baby was ventilated for a week?*

Have you ended the ventilation event? Until you have ended the event the no of days are not calculated. Please refer to the step by step instructions to see how to end a ventilation event.

*Why can't I print out a GP letter?*

You need Adobe Acrobat on your PC. Most PCs have this but it can be downloaded from <http://www.adobe.com>

### **Other Questions**

*You collect HRG data items, do you send that data anywhere?*

No, it is envisaged that the informatics department at your hospital will be provided with an extract of the data and they will submit it on your behalf.

*What about NNAP data?  
Why are some aspects of care missing?*

We will be working with the National Neonatal Audit Programme to extract the relevant data and provide a download on your behalf. Some aspects of care (e.g., normal blood transfusions, long lines) you may be surprised are not there. It is not because we have missed them out, it is because none of the data sets ask for this information. We realise that it can be time consuming to enter data so unless the data items have a purpose then we do not collect them. If in future it is decided we need a data item including then it may be added.