

# Logging Calls

- For DHCW to understand and resolve issues you may be experiencing; it is vitally important for calls to be logged with Service Desk via the correct route as shown.
- Each type of call requires different information to be acquired for that call to be investigated and resolved. This is called the Minimum Data Set (MDS). If the information is not included this will cause a delay in your issue being resolved or your call may be rejected.
- The MDS for each standard call type associated with Choose Pharmacy and the process that will be followed for each call type is detailed on the following pages.
- In order to gather more information, the support team may need to contact you. If they are unable to get a response via telephone or email after multiple attempts over a few days, the call may be closed.

## Digital Health and Care Wales

# PRIMARY CARE SERVICE DESK



Iechyd a Gofal  
Digital Cymru  
Digital Health  
and Care Wales

We are open from:  
**8am - 8pm Monday to Sunday**

## LOG A CALL

**CALL: 0333 200 8048**

**EMAIL [IT.SERVICEDESK@WALES.NHS.UK](mailto:IT.SERVICEDESK@WALES.NHS.UK)**

### MAJOR

Incidents resulting in significant clinical or business impact, limiting the client's ability to operate a normal service  
**4 HOURS**

### MODERATE

Incidents resulting in some clinical or business impact, limiting the client's ability to operate a normal service  
**16 HOURS**

### MINOR

Incidents resulting in minor or negligible business impact  
**32 HOURS**

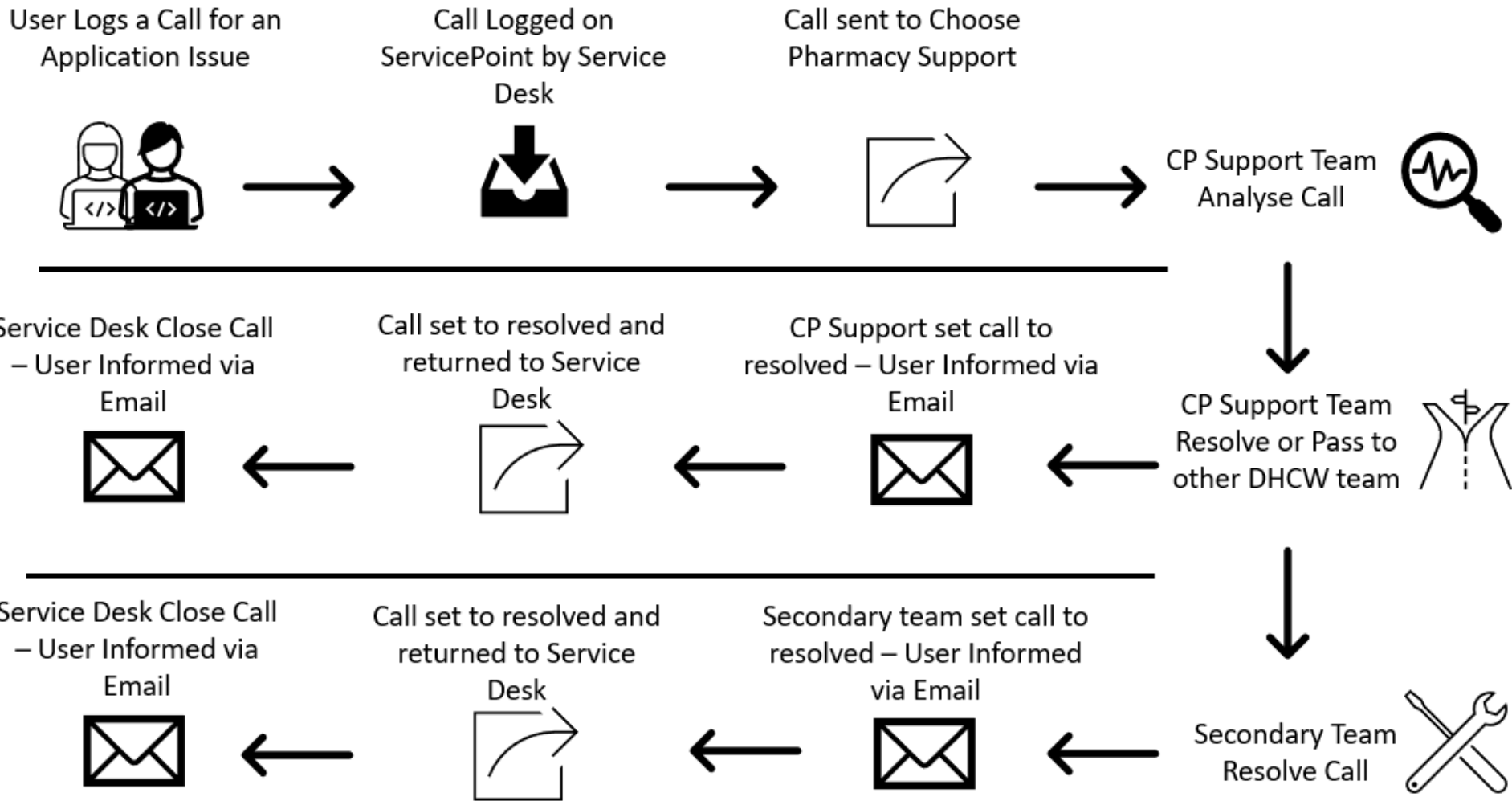


## Application Issue – Minimum Data Set (MDS)

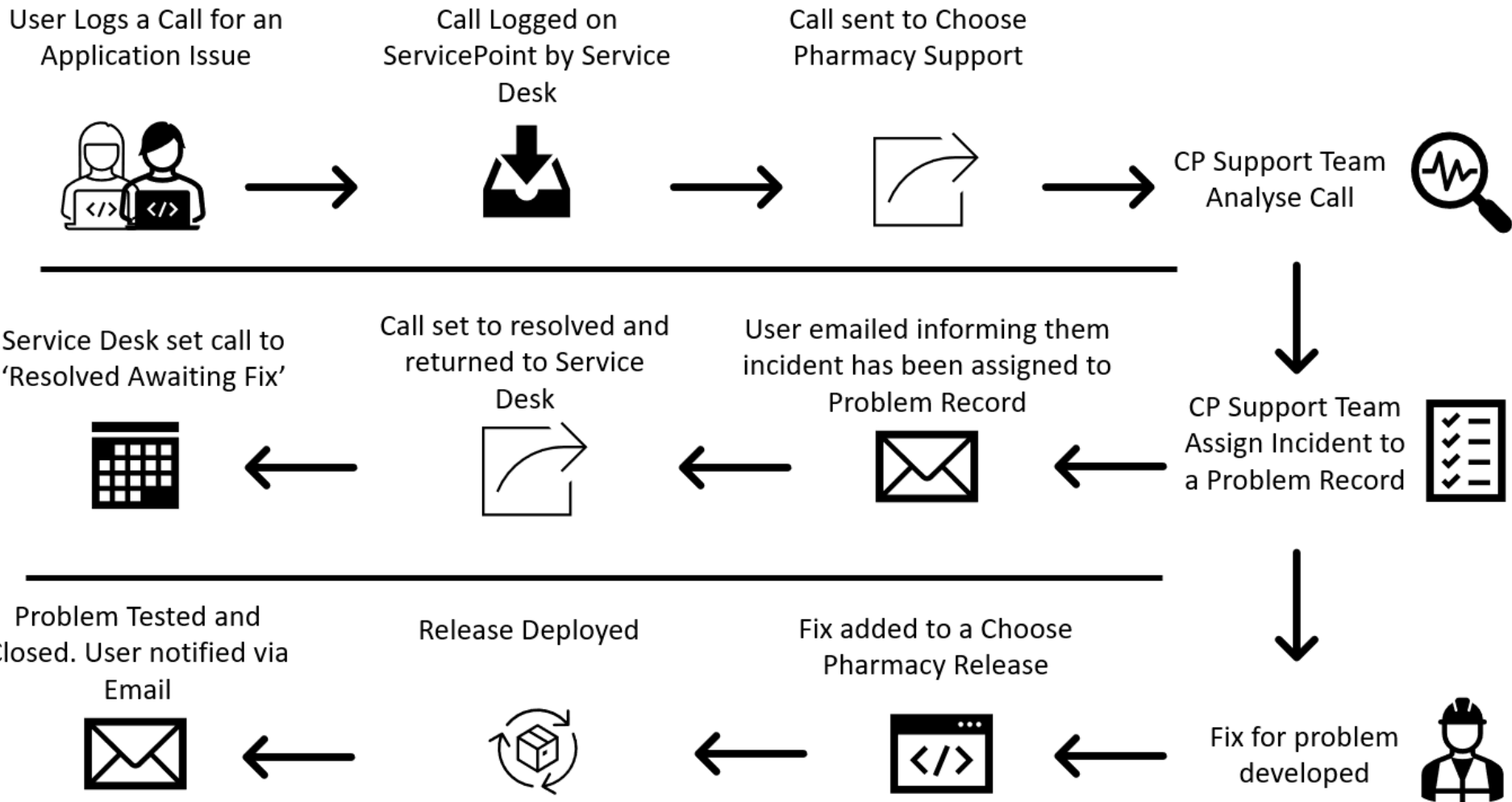
If you experience a problem or functionality issue with the Choose Pharmacy application, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out a full investigation:

Item	Description	Example
User Name (NADEX ID)	NADEX log on username used to access NHS Wales systems	GA123987
GPHC Number	General Pharmaceutical Council Number	GPHC1111200
NHS Email Address	NHS Email Address	Firstname.Lastname@wales.nhs.uk
CP/PPA Number	Pharmacy PPA Number	987654A
Best telephone number to contact user	Most appropriate phone number to take queries regarding call	0333 200 8048
Module you were using	Which Module within Choose Pharmacy did the issue occur	Seasonal Flu Vaccination (SFV)
Details of any error message displayed and/or explanation of issue	Error Message, Explanation of Issue, Screenshots etc	There is currently an issue serving the webpage you have requested .....
Approximate Date and Time of the error	Date and Time error occurred	01/01/2021 12:00:00pm
How many users if the issue affecting?	Is the error only occurring for yourself or multiple pharmacy users	Just myself – I am the only user at this site

# Incidents (Application Issue) – Standard Resolution - Call Process



# Incidents (Application Issue) – Assigned to Problem Record – Call Process

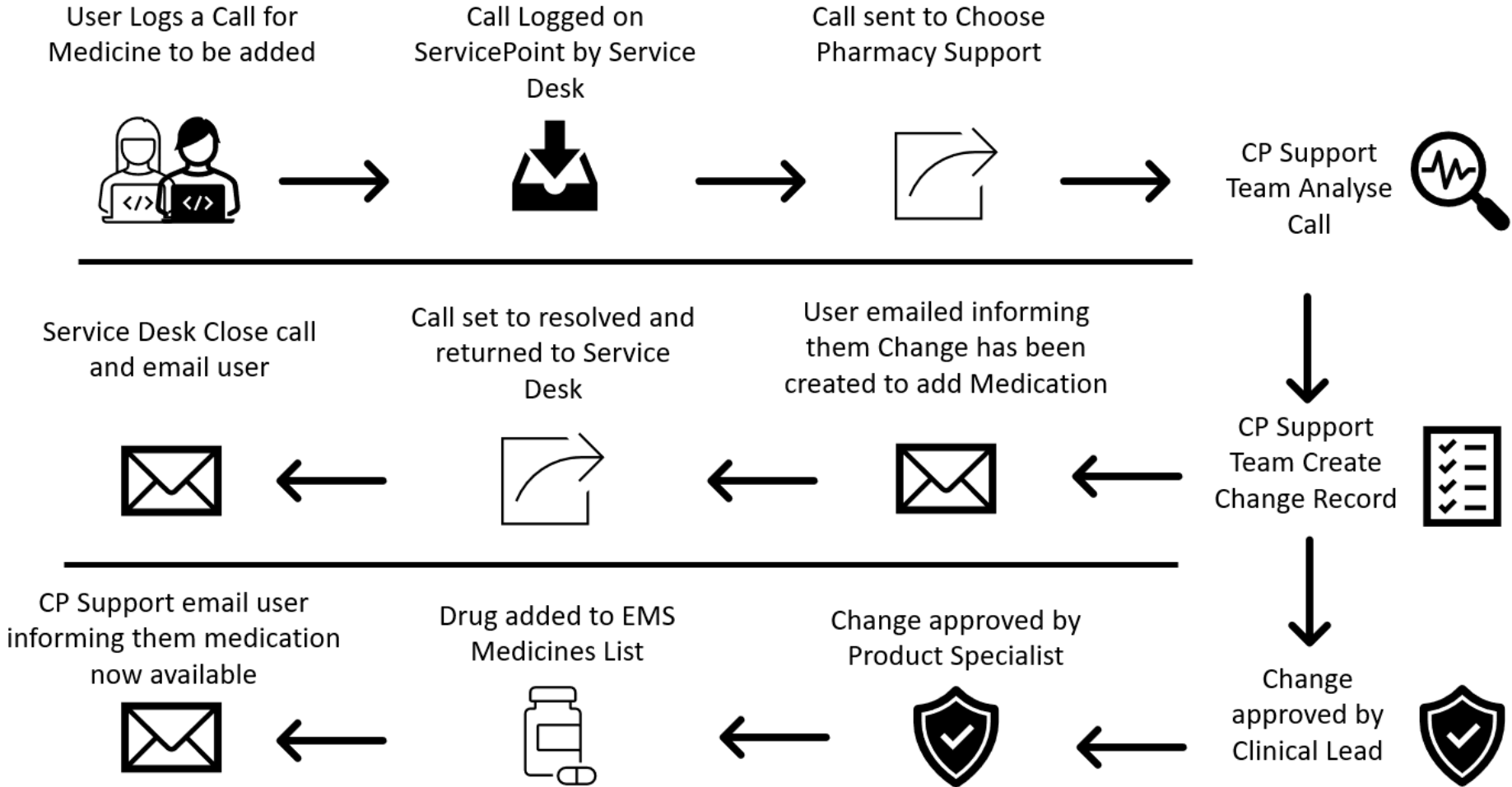


# Missing EMS Medicines Requests – Minimum Data Set (MDS)

If medications are missing from the EMS or DMR medicines list which you believe should be present you can log a call for the medicine to be added to the database. When logging a call please provide the following information:

Item	Description	Example
User Name (NADEX ID)	NADEX log on username used to access NHS Wales systems	GA123987
Best Telephone Number to Contact End User	Telephone number that will be used to contact you	0333 200 8048
Name of Medicine	Name of medication to be added	Paracetamol 500mg capsules
Medicine Brand	Brand of medication to be added	Panadol
Pharmaceutical Supplier	Supplier of medication to be added	GlaxoSmithKline Consumer Healthcare UK Ltd
Quantity	Pack Size/	32 Capsules

# Missing EMS Medicines Requests – Call Process

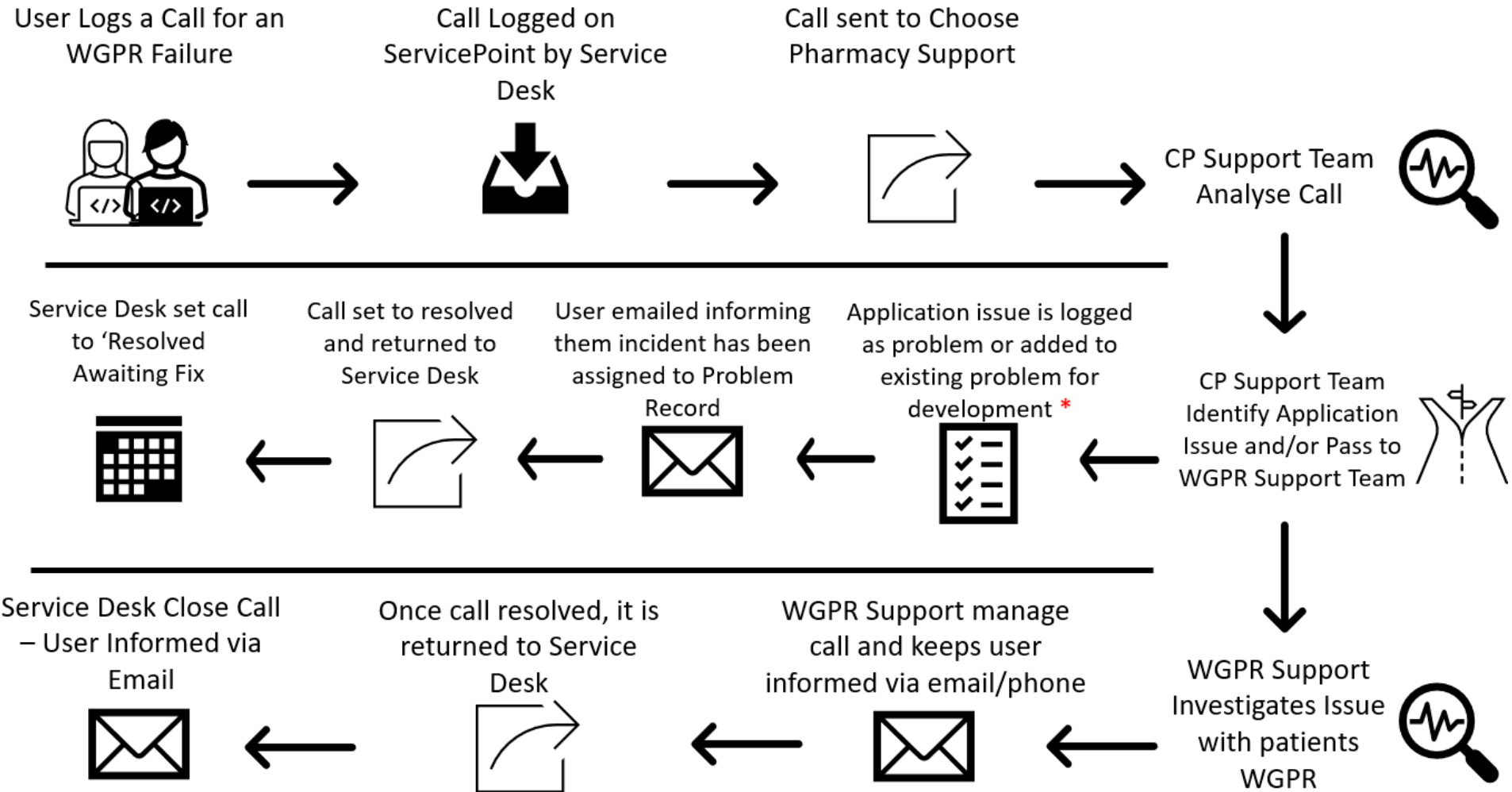


# Welsh GP Record (WGPR) Access – Minimum Data Set (MDS)

If you experience a problem when attempting to access a patients Welsh GP Record, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out a full investigation:

Item	Description	Example
User Name (NADEX ID)	NADEX log on username used to access NHS Wales systems	GA123987
GPHC Number	General Pharmaceutical Council Number	GPHC1111200
NHS Email Address	NHS Email Address	Firstname.Lastname@wales.nhs.uk
CP/PPA Number	Pharmacy PPA Number	987654A
Best telephone number to contact user	Most appropriate phone number to take queries regarding call	0333 200 8048
Name of Patient	Full name of patient for which WGPR access was attempted	Joe Bloggs
Patient NHS Number	NHS Number of patient for which WGPR access was attempted	485 777 3456
Approximate Date and Time of the error	Date and Time error occurred	01/01/2021 12:00:00pm
Details of any error message displayed and/or explanation of issue	Error Message, Explanation of Issue,	There is currently an issue serving the webpage you have requested .....
Screenshot of any error message displayed	Screenshot of Error (if possible)	Screenshot of Error attached to call
Module you were using (CAS/DMR/EMS/Flu Vaccine/Emergency Contraception/IPS)	Which Module within Choose Pharmacy did the issue occur	IPS Module

# Incidents – Welsh GP Record (WGPR) Access – Call Process



\* Please see 'Incidents Assigned to Problem Record' diagram for full Problem Call Process

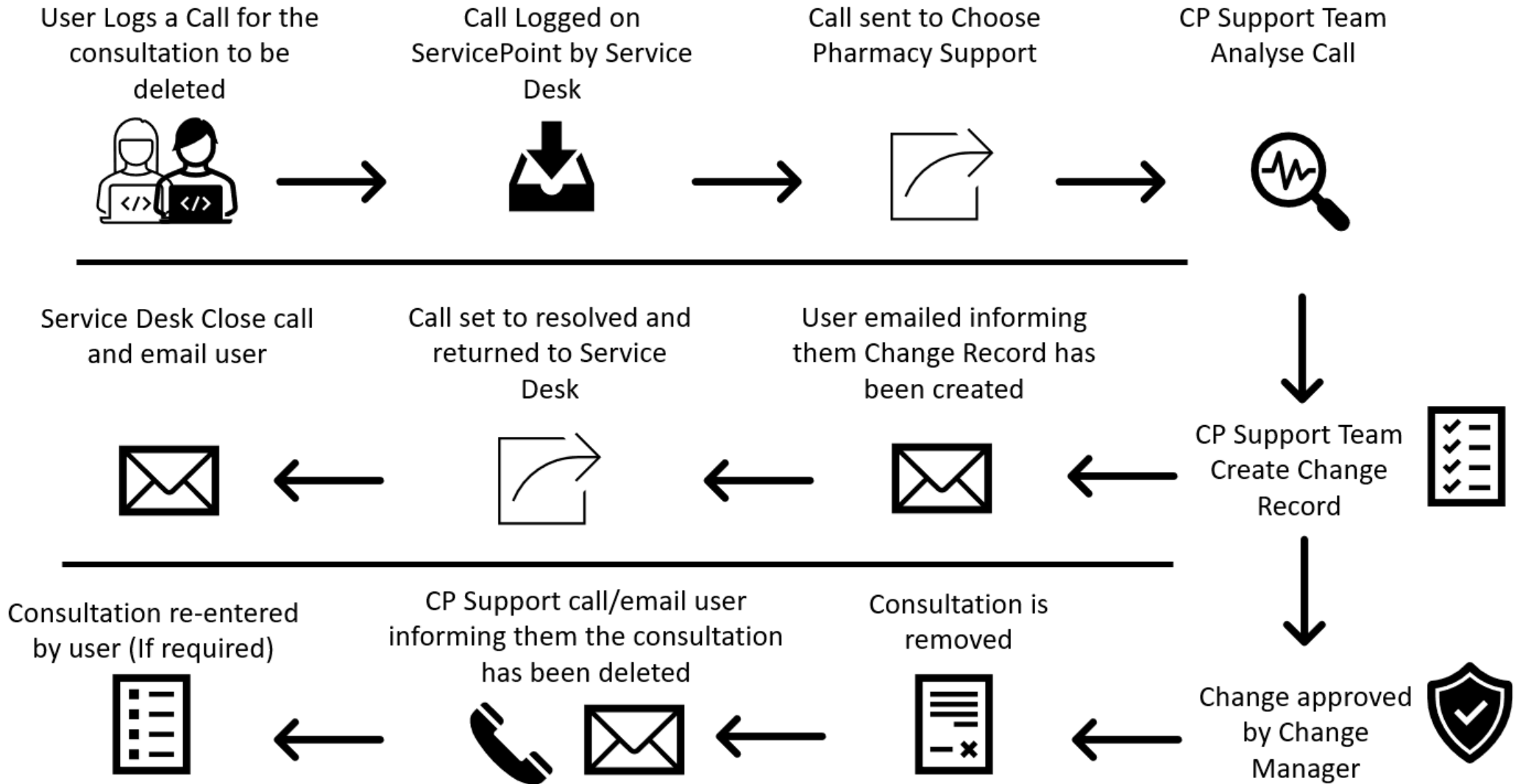


# Consultation Deletion Request – Minimum Data Set (MDS)

If you have made an error and wish for a consultation to be deleted, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out the deletion request:


Title	Description	Example
User Name (NADEX ID)	The NADEX ID of the user requesting the deletion	AAxxxxxx
GPhC Number (If known)	The GPhC number of the user requesting the deletion	2xxxxxx
NHS Email Address	The email address of the user requesting the deletion	<u>firstname.lastname@wales.nhs.uk</u>
CP/PPA Number (Starts with 60)	The pharmacy site/location code where the consultation was undertaken	987654a
Best Telephone Number to Contact End Use	The most appropriate contact number for the user requesting the deletion	01234 567891 / 01234567891
Name of Patient	The name of the patient for which the consultation completed for	Firstname Lastname
Patients NHS Number	The patient NHS number	1234567890
Consultation Type (CAS, DMR, FLU, EMS, EC)	The module in which the consultation is required to be deleted from	FLU
Date & time of Consultation	The date and approximate time when the consultation was carried out	24/09/2021 14:05
Reason for requiring the removal of the consultation	The reason why the consultation needs to be deleted	Incorrect batch number recorded
Do you need to re-enter the consultation after deletion (Yes/No)	Specify if the consultation will be required to be re-entered into the application	Yes / No

# Consultation Deletion Request - Call Process

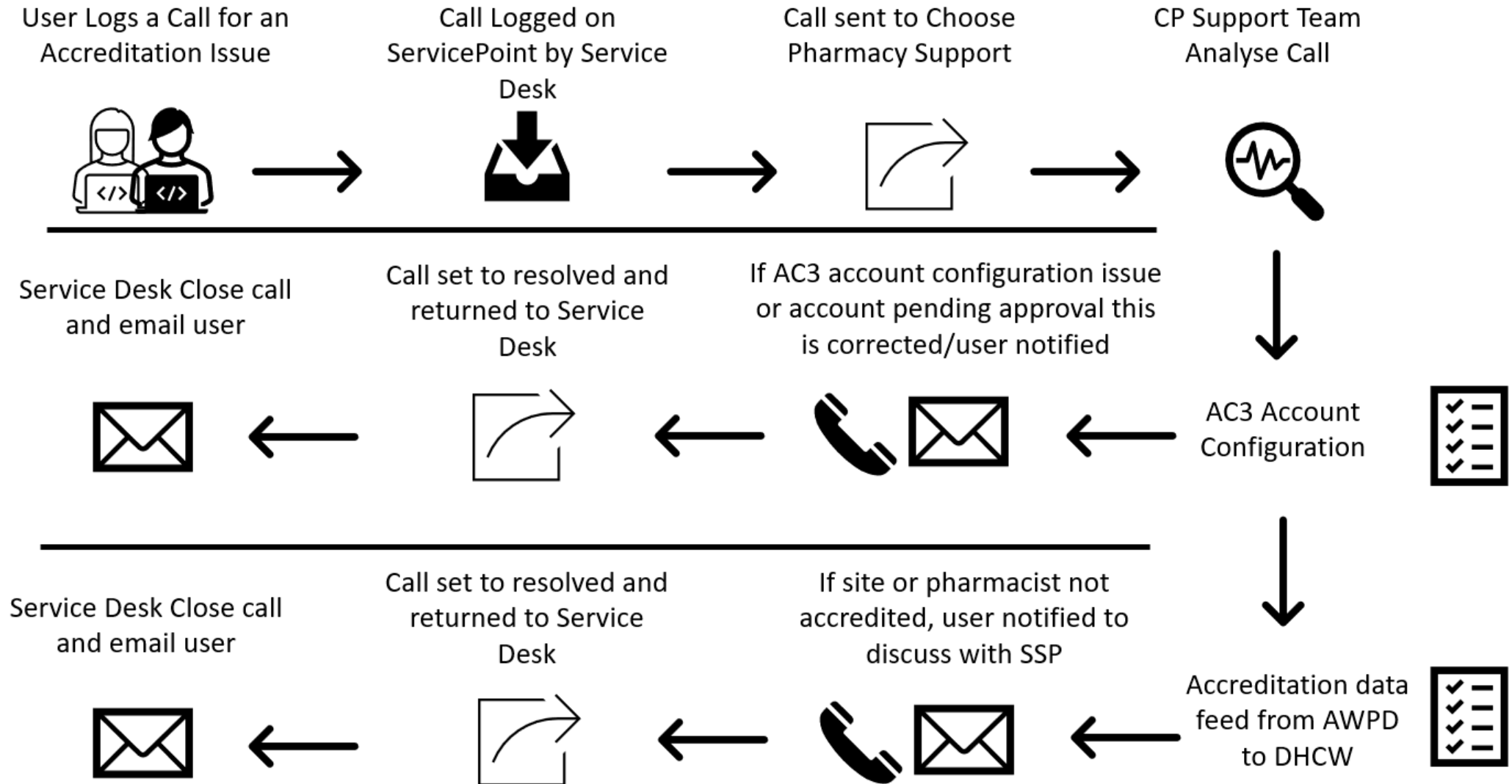


# Accreditation Issue – Minimum Data Set (MDS)

If there is a problem with your accreditation, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out the investigation:

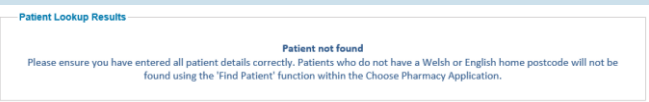
Title	Description	Example
User Name (NADEX ID)	The NADEX ID of the user requesting the deletion	AAxxxxxx
GPhC Number (If known)	The GPhC number of the user requesting the deletion	2xxxxxxx
NHS Email Address	The email address of the user requesting the deletion	<u>firstname.lastname@wales.nhs.uk</u>
CP/PPA Number (Starts with 60)	The pharmacy site/location code where the consultation was undertaken	987654a
Best Telephone Number to Contact End Use	The most appropriate contact number for the user requesting the deletion	01234 567891 / 01234567891
Module you are trying to access (CAS/DMR/EMS/Flu Vaccine/Emergency Contraception):	The module in which the consultation is required to be deleted from	FLU
Has site and user both been accredited by Shared Services?	Has the user received confirmation of accreditation for the services for the site/user	Yes / No (Details)
Screenshot of any error message displayed	A screen print/capture of the error message that is being presented to the user	

# Accreditation Issue - Call Process

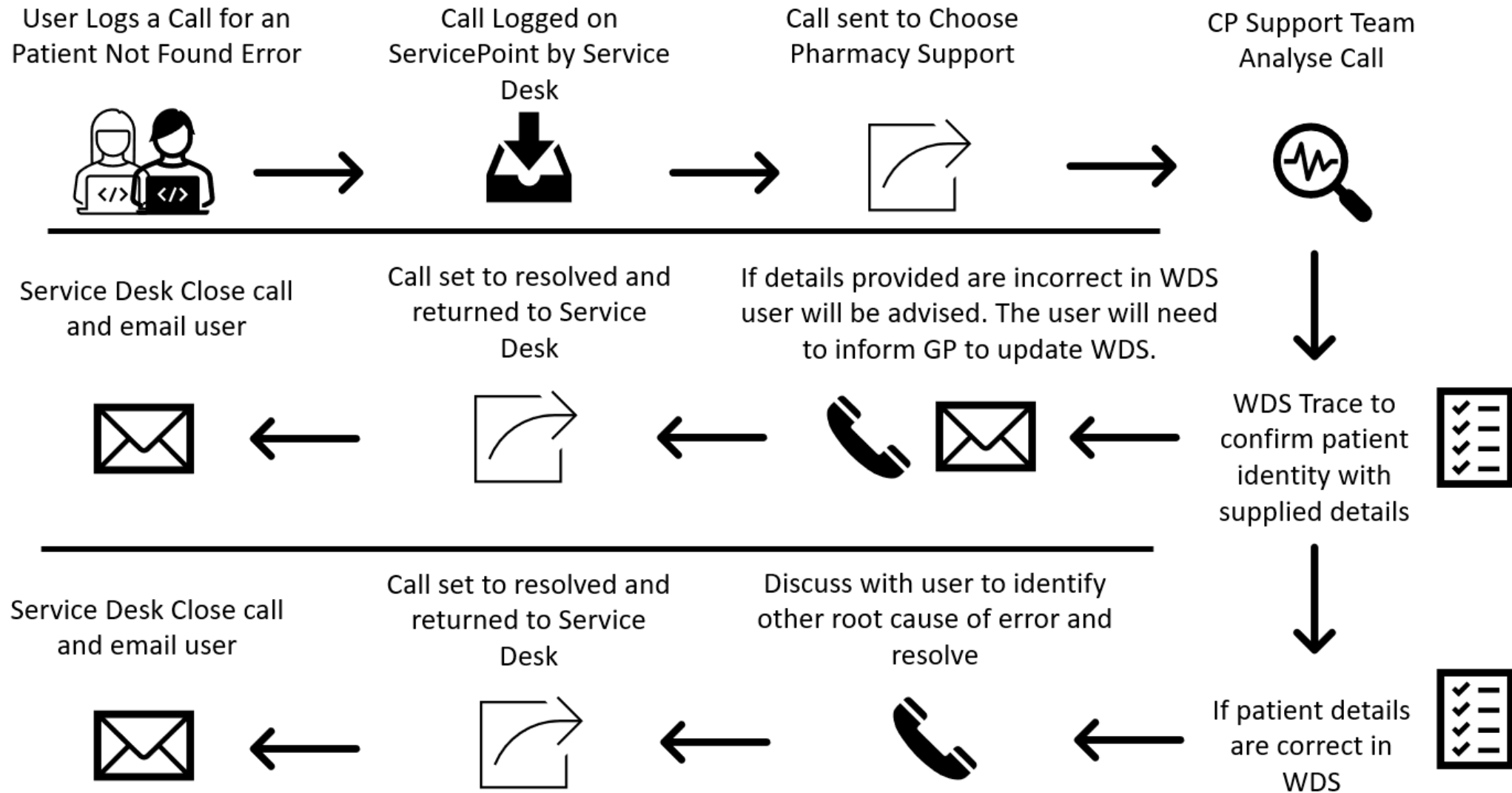


# Patient Not Found Error – Minimum Data Set (MDS)

If you cannot find a patient using the search function, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out the investigation:

Title	Description	Example
User Name (NADEX ID)	The NADEX ID of the user requesting the deletion	AAxxxxxx
GPhC Number (If known)	The GPhC number of the user requesting the deletion	2xxxxxxx
NHS Email Address	The email address of the user requesting the deletion	<a href="mailto:firstname.lastname@wales.nhs.uk">firstname.lastname@wales.nhs.uk</a>
CP/PPA Number (Starts with 60)	The pharmacy site/location code where the consultation was undertaken	987654a
Best Telephone Number to Contact End Use	The most appropriate contact number for the user requesting the deletion	01234 567891 / 01234567891
Name of Patient	The name of the patient for which the consultation completed for	Firstname Lastname
Patients NHS Number	The patient NHS number	1234567890
Patients Full Name	The patients full name	Firstname Middlename Lastname
Patients Post Code	The patients post code	AA11 1AA
Patient Date of Birth	The patients date of birth	01/01/1995
Patients Gender	The patients gender	Male / Female
Details of any error message displayed	A description of the error message and any other relevant information	Patient not found, in the CAS module on patient search
Screenshot of any error message displayed to the user	A screen print/capture of the error message that is being presented to the user	

# Patient Not Found Error – Call Process



# Accreditation Query MDS

If you have a query regarding accreditation, please log this with the Service Desk. When logging a call please provide the following information as without it we cannot carry out the investigation:

Title	Description	Example
User Name (NADEX ID)	The NADEX ID of the user requesting the deletion	AAxxxxxx
GPhC Number (If known)	The GPhC number of the user requesting the deletion	2xxxxxx
NHS Email Address	The email address of the user requesting the deletion	<u>firstname.lastname@wales.nhs.uk</u>
CP/PPA Number (Starts with 60)	The pharmacy site/location code where the consultation was undertaken	987654a
Best Telephone Number to Contact End Use	The most appropriate contact number for the user requesting the deletion	01234 567891 / 01234567891
Query	A detailed description of the query	I am not able to use the CAS module as I get an accreditation error to advise me I'm not accredited for the service, this also occurs in the seasonal flu vaccination module.

# Accreditation Query – Call Process

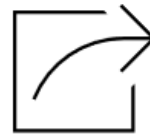
User Logs a Call for an Accreditation Issue



Call Logged on ServicePoint by Service Desk



Call sent to Choose Pharmacy Support



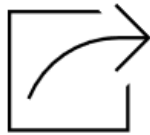
CP Support Team Analyse Call



Service Desk Close call and email user



Call set to resolved and returned to Service Desk



If AC3 account configuration issue or account pending approval this is corrected/user notified



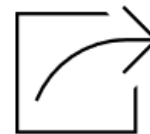
AC3 Account Configuration



Service Desk Close call and email user



Call set to resolved and returned to Service Desk



If site or pharmacist not accredited, user notified to discuss with SSP



Accreditation data feed from AWPD to DHCW

