



GIG  
CYMRU  
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WALES

Gwasanaeth  
Gwybodeg  
Informatics  
Service

Angerddol am wneud gwahaniaeth  
Darparu gwybodaeth a thechnoleg ar gyfer gofal gwell  
Passionate about making a difference  
Delivering information and technology for better care

# NHS Wales Informatics Primary Care Service Desk 0333 200 8048

We are open from:  
8am to 6pm – Monday to Friday  
9am to 1pm – Saturdays



Log A Support  
Call

To log a call via email:  
[primarycare.servicedesk@wales.nhs.uk](mailto:primarycare.servicedesk@wales.nhs.uk)

<http://nww.primarycareit.wales.nhs.uk/choose-pharmacy>



<b>Incidents Incident</b>	<b>Description</b>	<b>Resolution</b>
<b>Major</b>	Incidents resulting in significant clinical or business impact, limiting the client's ability to operate a normal service	4 Hours
<b>Moderate</b>	Incidents resulting in some clinical or business impact, limiting the client's ability to operate a normal service	16 Hours
<b>Minor</b>	Incidents resulting in minor or negligible business impact	32 Hours