



Raising pharmacy NHSmail technical issues and escalation

This factsheet explains how to raise technical NHSmail queries for community pharmacy teams and escalate these onwards if necessary.

Step-by step checklist for raising technical NHSmail query

- 1. Prepare an email for helpdesk@nhs.net** with your question.
- 2. Send your query by NHSmail if possible** (this can be from either your shared pharmacy mailbox or from your personal NHSmail inbox depending on the query type). Or you can use another email address if required.
- 3. Generally you should not need to ask your question by phone.** The general NHSmail national phoneline desk may be able to help in certain scenarios (0333 200 1133), however it is strongly recommended that you email your query and do not call the general NHSmail helpdesk.
- 4. Your email query should be short and clear and include the following information:**
 - your question, position and full name;
 - the position and full name of (a) colleague(s) if the query relates to them;
 - the pharmacy name and ODS code;
 - contact telephone number(s); and
 - relevant NHSmail email addresses (i.e. usually both the shared mailbox address and your personal NHSmail email address).
- 5. The NHSmail team will usually reply by email within two full working days.** If you cannot find a reply after this time you should also check your 'Junk' email folder. You might receive a phone call if you have provided the right contact details.
- 6. If the NHSmail team have written an email reply to progress resolution, they may have supplied information or suggested steps for you within the 'Resolution Information' section** of the email that they have sent you. This could include: information; actions for you to perform; and queries to you about extra information to progress the resolution work.
- 7. Ticket status:** If you have received 'Resolution information', then the ticket may be held in a resolved state and closed automatically soon after if you do not send a response. Carefully check that you have followed any suggested steps made within the 'Resolution information' section.
- 8. Ticket re-review/reopening:** There are two options for re-review or follow-up:

Option A: The email with resolution information may include a link which can be clicked/selected to have a ticket re-reviewed, this may generate an email with ticket ref to an Accenture email address. You may cc helpdesk@nhs.net. Note that the Accenture tech firm support NHSmail.

Option B: Prepare an email for , 'paste' your original email query(ies) at the bottom of the chain and NHSmail team responses above the original query. Include your new follow-up question at the very top of the email. Include the incident reference number (INC number) in the subject.
- 9. Escalation:** Retain all of the emails just in case further escalation is required. You may escalate to PSNC by emailing it@psnc.org.uk (you must include all the the email correspondence; sent and received) if you have a single or systemic issues that you are struggling to resolve with the NHSmail team and you have tried all of the above. PSNC may then support you with re-raising your question.

Read more at: psnc.org.uk/nhsmail.