# Escalating NHS IT service issues

Community pharmacy teams sometimes experience issues with the NHS IT, Community Pharmacy Contractual Framework (CPCF) IT systems and Electronic Prescription Service IT systems.

All NHS IT / EPS / CPCF IT system issues are to be reported to pharmacy system suppliers (contact details at **cpe.org.uk/sscontact**). The problem may be resolved via email or phone, e.g. if it is a training or local IT system configuration problem. Or the supplier may add it to their **work-plan as a future development.**

It is important to ask for a helpdesk reference for each issue you report to follow progress and escalate to other routes if a satisfactory resolution is not reached. System suppliers unable to resolve a problem due to it being outside of their control (e.g. a GP system or national IT infrastructure related) should:

- **a.** escalate to NHS National Service Desk (NSD) / live services to coordinate resolution; and
- **b.** report progress to the pharmacy, and the NSD national incident number (NIN).

This diagram illustrates how the service model operates:
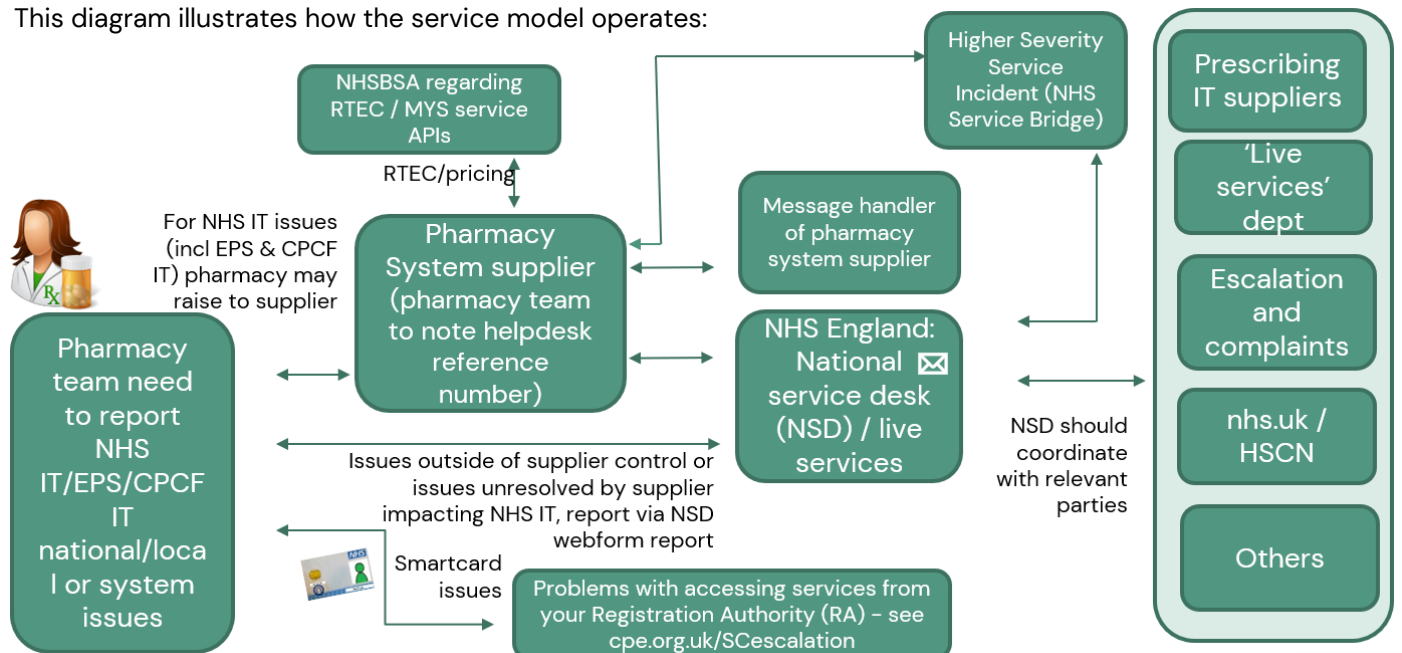
Other escalation types: A full list of escalation routes is set out at: **cpe.org.uk/reportit**.
Other relevant routes: **apps**; **dm+d**; **NHSmail**; **ODS**; and **EPS tokens**.

Pharmacy teams that have reported to their supplier may report relevant NHS IT "service status failures" directly to NSD / live services. That is, if the supplier hasn't resolved or the NHS IT issue is beyond the supplier's control, use the **NSD Customer Portal** (NHSmail needed). Select the report category e.g. 'EPS' or 'Everything else'. This NSD portal includes an **NHS IT service status checker** (e.g. would confirm in the unlikely event of an NHS Spine outage).

Top tips

- **Register to receive text or email alerts** i.e. NHS IT service issues at: **cpe.org.uk/ITalerts** (most email accounts enable you to set a rule to auto-file these to an inbox sub-folder if these are wanted there).
- **Visit the service status checker** webpage: **cpe.org.uk/checker**
- **Find information on the status of individual prescriptions** using the **EPS Prescription Tracker**.

- **Use email** instead of only the phone to raise issues that create a more auditable trail of escalation.
- **You may ask your PMR supplier to escalate to NHS Service Bridge** if they agree that the problem relates to a severe clinical, information governance and security issue and/or is believed to be impacting more than five pharmacies.

Read more: **cpe.org.uk/reportit**