

# Escalating NHS IT service issues

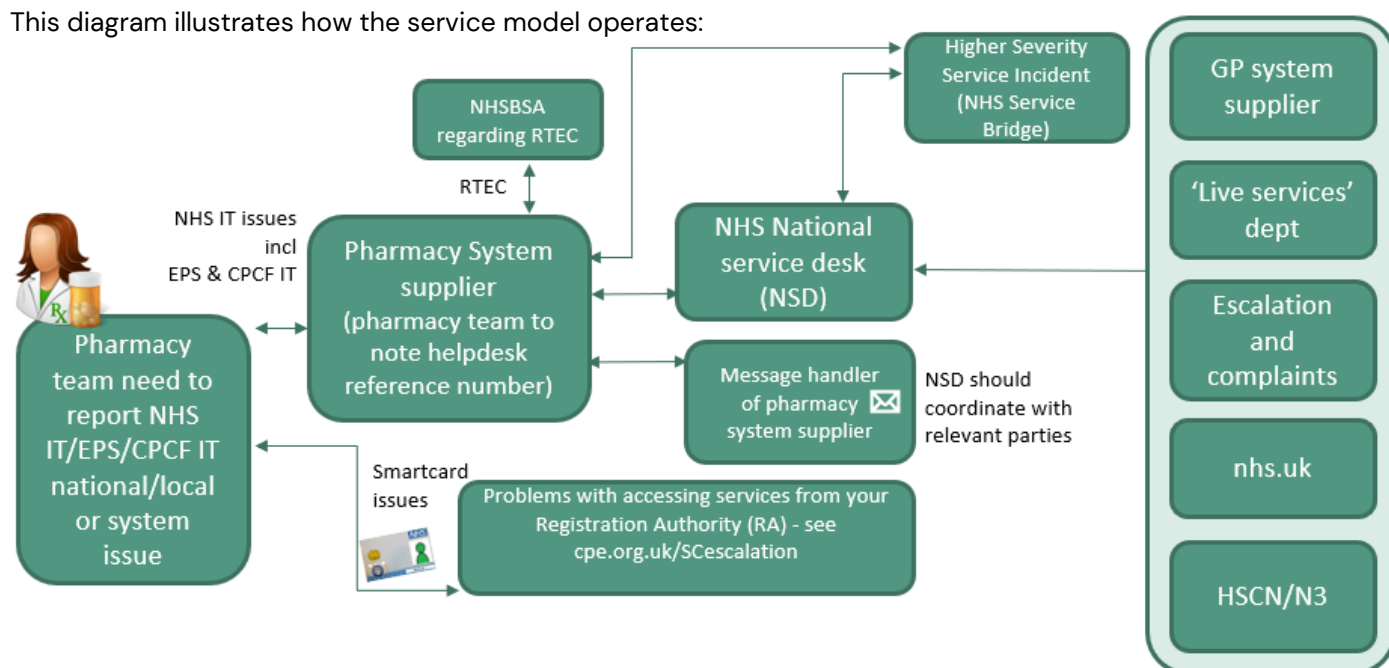
Community pharmacy teams will sometimes experience issues with the NHS IT, Community Pharmacy Contractual Framework (CPCF) IT systems and Electronic Prescription Service IT systems.

All NHS IT / EPS / CPCF IT system issues need to be reported to pharmacy system suppliers (contact details at [cpe.org.uk/sscontact](https://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** so that you can follow progress and also 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:

- escalate to NHS National Service Desk (NSD) to co-ordinate resolution; and
- 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](https://cpe.org.uk/reportit).

Other relevant routes: [apps](#); [dm+d](#); [NHSmail](#); [ODS](#); and [EPS tokens](#).

## Top tips

- Use **email** rather than only the phone to raise issues for 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.
- Register to receive text or email alerts e.g. in the event that the national NHS Digital systems are experiencing issues at: [cpe.org.uk/ITalerts](https://cpe.org.uk/ITalerts)
- Visit the service status checker webpage (Smartcard required) for the status of national systems at: [cpe.org.uk/checker](https://cpe.org.uk/checker)
- Find information on the status of individual prescriptions using the [EPS Prescription Tracker](#).

Read more:

- [cpe.org.uk/reportit](https://cpe.org.uk/reportit)