

# NHSmal technical issues and escalation

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

## Step-by-step checklist for raising technical NHSmal query

1. Prepare an email for [helpdesk@nhs.net](mailto:helpdesk@nhs.net) with your question.
2. Send your query by NHSmal if possible (this can be from your shared pharmacy mailbox or your personal NHSmal inbox, depending on the query type). You can also use another email address if required.
3. Generally, you should not need to ask questions by phone. The general NHSmal national phoneline desk may be able to help in specific scenarios (0333 200 1133). However, emailing your query and not calling the general NHSmal helpdesk is strongly recommended.
4. Your email query should be short and clear and include the following information:
  - the position and full name of (a) colleague(s) if the query relates to them;
  - the pharmacy name and ODS code;
  - your question, position and full name; contact telephone number(s); and
  - relevant NHSmal email addresses (i.e., the shared mailbox address and your personal NHSmal email address).
5. The NHSmal team will usually reply by email within two full working days. If you cannot find a reply after this time, you should check your 'Junk' email folder. You might receive a phone call if you have provided the right contact details.
6. If the NHSmal 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 they sent you. This could include information, actions to perform, and queries about extra details 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 that can be clicked/selected to have a ticket re-reviewed. This may generate an email with a ticket reference to an Accenture email address. You may cc [helpdesk@nhs.net](mailto:helpdesk@nhs.net). Note that the Accenture tech firm supports NHSmal.

*Option B:* Prepare an email for, 'paste' your original email query(ies) at the bottom of the chain and NHSmal 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 emails in case further escalation is required. You may escalate to Community Pharmacy England by emailing [it@cpe.org.uk](mailto:it@cpe.org.uk) (you must include all the email correspondence sent and received) if you have a single or systemic issue that you are struggling to resolve with the NHSmal team and have tried all of the above. Community Pharmacy England may then support you with re-raising your question.

Read more about NHSmal:

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