

**Standard Operating Procedure
IT Escalation Routes - Primary Care**

Greenhouse Practice

Service	Escalation
<p>Network / Wi-Fi</p>	<p>Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
<p>Mobile phones</p>	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004
<p>Desk phones</p>	<p>Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
<p>Clinical systems (EMIS Web)</p>	<p>Call raised directly with TPP</p> <ul style="list-style-type: none"> ➔ 0113 205 0099 <p>Call raised directly with EMIS</p> <ul style="list-style-type: none"> ➔ 0330 024 1270 ➔ Raise a ticket via https://www.emisnow.com/csm <p>If the problem is identified as a network issue, they need to refer to their network support provider.</p> <p>If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC.</p>
<p>Hardware support</p>	<p>ELFT Devices</p>

	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none">➔ Raise a request on the service desk portal, or➔ Call the service desk at 02076554004 <p>ICB Devices</p> <p>Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
<p>Prescription / General / Brother printing</p>	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none">➔ Raise a request on the service desk portal, or➔ Call the service desk at 02076554004
<p>Apogee Printers</p>	<p>Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.</p> <p>Tel: 03453009955 E-mail: Callcentre@apogeecorp.com</p>

Leighton Road Grovebury & GPSU

Service	Escalation
Network / Wi-Fi	Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030). If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).
Desk phones	Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030). If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).
Mobile phones	Requests should go to the ELFT service desk <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004
Clinical systems (EMIS Web)	Call raised directly with TPP ➔ 0113 205 0099 Call raised directly with EMIS ➔ 0330 024 1270 ➔ Raise a ticket via https://www.emisnow.com/csm If the problem is identified as a network issue, they need to refer to their network support provider. If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC
Hardware support	ELFT Devices Requests should go to the ELFT service desk

	<ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004 <p>ICB Devices Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, then they have an escalation route via their Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
<p>Prescription / General / Brother printing</p>	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004
<p>Apogee Printers</p>	<p>Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.</p> <p>Tel: 03453009955 E-mail: Callcentre@apogeecorp.com</p>

Cauldwell Medical Centre

Service	Escalation
Network / Wi-Fi	<p>ELFT network: Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004 <p>ITS network: Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
Mobile Phone	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004
Desk phones	<p>Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
Clinical systems (EMIS Web)	<p>Call raised directly with TPP</p> <ul style="list-style-type: none"> ➔ 0113 205 0099 <p>Call raised directly with EMIS</p> <ul style="list-style-type: none"> ➔ 0330 024 1270 ➔ Raise a ticket via https://www.emisnow.com/csm <p>If the problem is identified as a network issue, they need to refer to their network support provider.</p>

	<p>If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC</p>
<p>Hardware support</p>	<p>ELFT Devices Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004 <p>ICB Devices Requests should go to ITS Digital (support@itsdigital.co.uk / 01234383030).</p> <p>If anything needs to be escalated, there is an escalation route via the Helpdesk Manager (helpdesk.manager@itsdigital.co.uk / call the same number and ask to speak to the manager).</p>
<p>Prescription / General / Brother printing</p>	<p>Requests should go to the ELFT service desk</p> <ul style="list-style-type: none"> ➔ Raise a request on the service desk portal, or ➔ Call the service desk at 02076554004
<p>Apogee Printers</p>	<p>Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.</p> <p>Tel: 03453009955 E-mail: Callcentre@apogeecorp.com</p>

Newham Transitional Practice

Service	Escalation
Network / Wi-Fi	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Mobile Phones	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Desk Phones	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Clinical systems (EMIS Web)	Call raised directly with TPP <ul style="list-style-type: none"> → 0113 205 0099 Call raised directly with EMIS <ul style="list-style-type: none"> → 0330 024 1270 → Raise a ticket via https://www.emisnow.com/csm If the problem is identified as a network issue, they need to refer to their network support provider. If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC.
Hardware support	ELFT Devices Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Prescription / General / Brother printing	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004

Apogee Printers	<p>Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.</p> <p>Tel: 03453009955 E-mail: Callcentre@apogeecorp.com</p>
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Health E1

Service	Escalation
Network / Wi-Fi related issues	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Mobile Phones	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Desk Phones	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Clinical systems (EMIS Web)	Call raised directly with TPP <ul style="list-style-type: none"> → 0113 205 0099 Call raised directly with EMIS <ul style="list-style-type: none"> → 0330 024 1270 → Raise a ticket via https://www.emisnow.com/csm If the problem is identified as a network issue, they need to refer to their network support provider. If the problem is identified as a hardware issue, they need to refer to whoever supports the laptop/PC.
Hardware support	ELFT Devices Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004
Prescription / General / Brother printing	Requests should go to the ELFT service desk <ul style="list-style-type: none"> → Raise a request on the service desk portal, or → Call the service desk at 02076554004

Apogee Printers	<p>Each printer has a sticker on the side with an ID and contact details for Apogee. Users will have to call or e-mail Apogee with the printer ID and Apogee will investigate the fault remotely and if required assign an engineer to visit the site.</p> <p>Tel: 03453009955 E-mail: Callcentre@apogeecorp.com</p>
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