	<b>GPSoC Live Service Issues/Incident Escalation Process</b>			
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## GPSoC Live Service Issues/Incident Escalation Process

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**Reviewers:**

This document must be reviewed by the following:

Name	Signature	Title / Responsibility	Date	Version
David Heaslet		GP IT Service Implementation Manager	15/06/09	1.00
Kemi Adenubi		GP IT Programme Director	15/06/09	1.00

**Approvals:**

This document must be approved by the following:

Name	Signature	Title / Responsibility	Date	Version
David Heaslet		GP IT Service Implementation Manager	15/06/09	1.00
Kemi Adenubi		GP IT Programme Director	15/06/09	1.00

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**Related Documents:**

These documents will provide additional information.

Ref no	Doc Reference Number	Title	Version
1	NPFIT-SHR-QMS-PRP-0015	Glossary of Terms Consolidated.doc	0015

**Glossary of Terms:**

List any new terms created in this document. Mail the NPO Quality Manager to have these included in the master glossary above [1].

<b>Term/Acronym</b>	<b>Definition</b>
GPSoC	GP System of Choice
HSSI	High Severity Service Incident
LSD	Local Service Desk
GPSoC Supplier	GP Systems of Choice Systems Provider
NASP	National Application Service Provider
NHS CFH	National Health Service Connecting for Health
NISP	National Integrated Service Provider
SDM	Service Delivery Manager
SLA	Service Level Agreement

## Contents

1	About this Document .....	5
1.1	Purpose .....	5
1.2	Audience .....	5
1.3	Scope .....	5
1.3.1	In Scope	5
1.3.2	Out of Scope	5
2	Roles and Responsibilities .....	6
2.1	GP Practices, PCTs and SHAs .....	6
2.2	NHS CFH Service Management.....	6
2.3	Other NHS CFH Teams.....	6
3	GPSoC Live Service Issue Escalation Process .....	7
3.1	Escalation Pre-Requisites .....	7
3.2	The Process .....	7
3.3	Process Schematic.....	9
4	Appendix A - Minimum Data Set Escalation Form – Live Service .....	10
5	Appendix B – Live Service Issues & Escalations Tracker.....	10

# 1 About this Document

## 1.1 Purpose

The purpose of this document is to outline the process for escalating GPSoC live service issues from GPs and PCT's into NHS CFH Service Management. The document aims to clarify the requirements prior to this escalation process being used. It also serves to define, at a high level, the roles and responsibilities of each party involved.

Issues and escalations not relating to live service should be sent to the NHS CFH Programme Team at [gpsoc@nhs.net](mailto:gpsoc@nhs.net).

## 1.2 Audience

The key audience for this document are GP Practices, PCTs, SHAs, NHS CFH GPSoC Team, NHS CFH Service Management and GPSoC Suppliers.

## 1.3 Scope

### 1.3.1 In Scope

- **Incidents**

NHS CFH Service Management is the conduit for live service related escalations for any GPSoC service.

NHS CFH Service Management will manage queries to resolution. Where the query is not a Service Management issue Service Management will advise other areas of the Programme directly on behalf of the PCT.

### 1.3.2 Out of Scope

- **Risks and Issues**

Identified Risks and Issues should follow the established process which is for the originating organisation to record them on the tracking database.

- **Deployment Problems**

Problems during the deployment process are to be escalated and dealt with by the designated Deployment lead. Any residual issues past the agreed (usually 45 day) deployment verification period will be transferred to the NHS CFH Service Management Master Problem Tracker who will manage the problem through to resolution with assistance from the Deployment Lead, Deployment Issue Resolution Team and NHS CFH Service Management – Problem Management Team.

## **2 Roles and Responsibilities**

### **2.1 GP Practices, PCTs and SHAs**

- Ensure live service issues have been escalated with the relevant GPSoC Supplier prior to escalation to NHS CFH Service Management
- Comply with this process

### **2.2 NHS CFH Service Management**

- Own the escalation on behalf of the GP Practice or PCT and ensure that an acceptable resolution is achieved
- Identify the correct area of resolution for the escalation within the Programme and work closely with the relevant Programme area to ensure timely and effective progress appropriate to the priority of the escalation and business impact
- Provide regular updates and timescales for when resolution can be achieved

### **2.3 Other NHS CFH Teams**

- Ensure that queries passed to them from NHS CFH Service Management are resolved in a timely manner and appropriate to the priority of the escalation and business impact
- Provide regular updates and timescales for when resolution can be achieved

### 3 GPSoC Live Service Issue Escalation Process

The steps involved in an escalation emanating from a GPSoC GP or Primary Care Trust or SHA for a live service issue or escalation are detailed below.

#### 3.1 Escalation Pre-Requisites

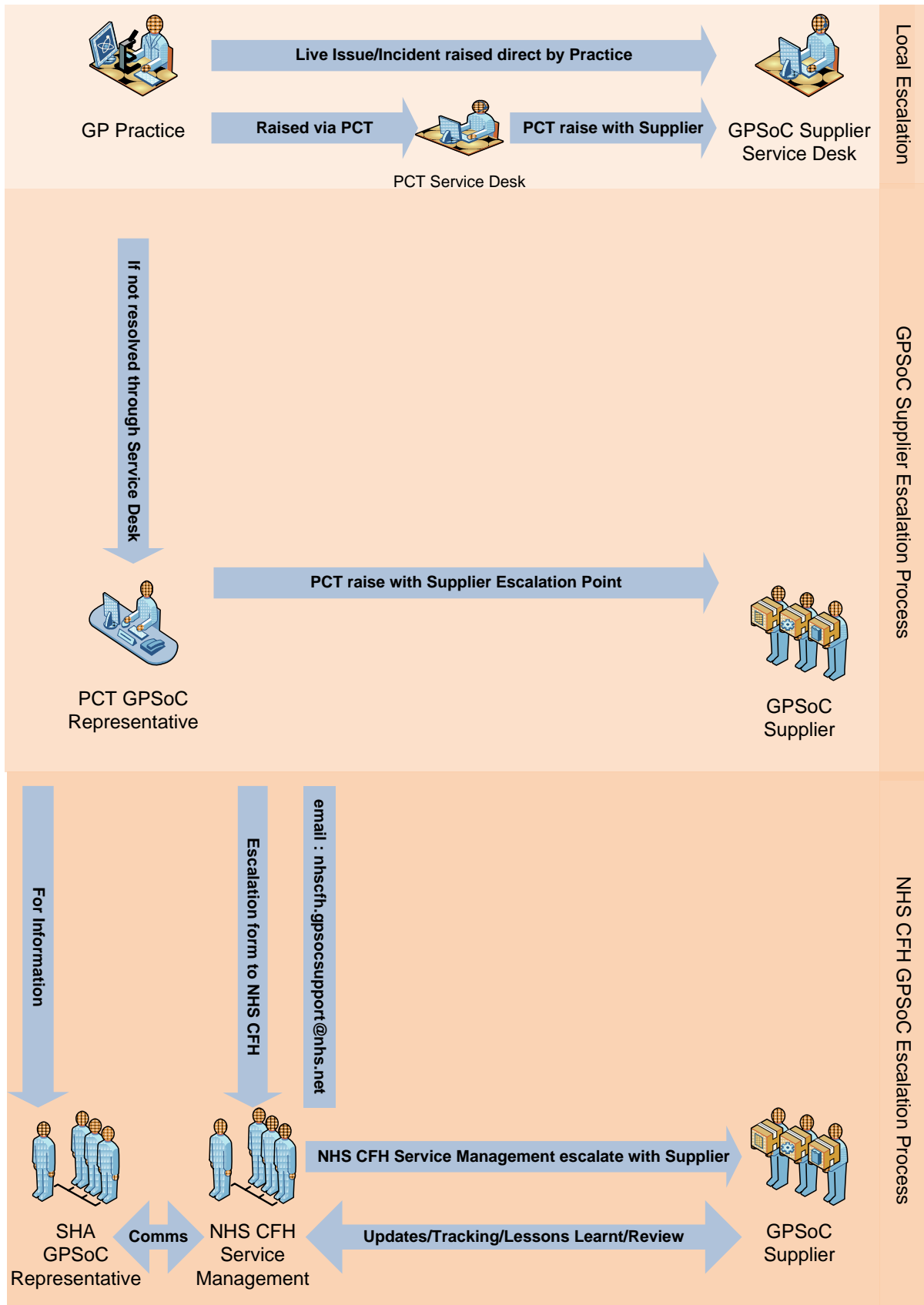
- The GPSoC Service Issue Escalation Process requires that the Supplier's own Escalation Process has already been followed without a satisfactory response or outcome.
- Supplier escalation routes and processes are available direct from your GPSoC Supplier and in time will be made available via the GPSoC website.
- Escalations within NHS organisations must follow established processes as approved between them.
- In the event of Severity 1 or Severity 2 Incidents, where the fix time for the SLA has been exceeded, the issue can be escalated to NHS CFH Service Management at the same time as escalating it to the next level in the Supplier's own Escalation Process.

#### 3.2 The Process

- Once the requirements listed above have been followed the escalation process into NHS Connecting for Health can be initiated if the issue is still not satisfactorily resolved.
- The PCT GPSoC Representative should escalate to NHS CFH Service Management [nhscfh.gpsocsupport@nhs.net](mailto:nhscfh.gpsocsupport@nhs.net) – NHS CFH Service Management including a completed NHS CFH GPSoC Live Service Escalation Form. At the same time as escalating to NHS CFH, the PCT GPSoC Representative should copy in their SHA GPSoC Representative and the relevant GPSoC Supplier (to the top level in the escalation process) ensuring that all relevant parties have the necessary information available.
- A copy of the escalation form will be forwarded to the relevant GPSoC Service Delivery Manager. Upon receipt of the escalation the Service Management team will acknowledge receipt of the escalation (within 1 working day) and indicate a time frame for initial feedback. The time frame around this will depend upon the business impact of the escalation detailed within the escalation form.
- The GPSoC Programme Team will receive a weekly update via the Live Service Issues and Escalation Tracker for visibility of all live service issues and escalations.
- The NHS CFH Service Management Team will work with the Supplier to resolve the escalation with input from the PCT and GP practice as necessary.

- Once resolved the Service Management team will respond back to the PCT and SHA contacts who will provide confirmation to the NHS CFH Service Management Team and Supplier that the escalation can be closed. Specifically that the end-user of the GPSoC System is satisfied that the service issue is no longer being experienced.
- It is the responsibility of NHS CFH Service Management and the Supplier to ensure that any lessons learnt from the escalation are implemented to mitigate a recurrence. This may be tracked to completion via a risk or issue raised on the Tracking Database, Live Service Issues and Escalation Summary Tracker or via a Problem record, where appropriate.
- NHS CFH Service Management record all issues escalated. Escalated issues will also be included for discussion at the Supplier's Monthly Service Review and fed into Supplier Review process, for addition to the action plan or to confirm resolution and allow for lessons learnt to be discussed.
- There may, on occasion, be live service related issues that NHS CFH Service Management or the GPSoC Supplier may wish to escalate for resolution. In these exceptional instances escalation contact will be on a peer to peer Service Management Level.

### 3.3 Process Schematic



## 4 Appendix A - Minimum Data Set Escalation Form – Live Service

The form embedded below should be used for all Live Service Escalations. Please ensure that as much information as possible has been provided as possible to expedite the escalation:

- Date Raised
- GPSoC Supplier
- GPSoC Reference Number / GPSoC Problem Record Number
- Full escalation details
- All relevant contact details



Live Service  
Issue\_Incident Escalation

## 5 Appendix B – Live Service Issues & Escalations Tracker



S:\High Level  
Contracts\ITSM\GPSC