	Ordering Summary Care Record communications materials to support Public Information Programmes – Guidance for Primary Care Trusts			
	<b>Programme</b>	Summary Care Record		
	<b>Sub-Prog / Project</b>	Communications		
	<b>Prog. Director</b>	James Hawkins	Status	Approved
	<b>Sub Prog/Proj Mgr</b>	Emily Lahey	Version	4.0
	<b>Author</b>	Terry Price	Version Date	17/01/2012

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## Contents

1. Purpose .....	3
2. Scope.....	3
3 Ordering materials – a step-by-step guide.....	3
3.1 Registering on the Department of Health’s publication ordering website.....	3
3.2 Go to the web ordering form .....	4
3.3 Finding materials .....	4
3.4 Completing the order form .....	6
3.5 Delivery of your order .....	9
3.6 Maximum limits on orders.....	10
3.7 Support and trouble-shooting.....	10

## **1. Purpose**

In order to streamline back office operations and to achieve efficiencies, NHS Connecting for Health (NHS CFH) will now use the Department of Health (DH) supplier to store and distribute its communications materials.

This will result in a change to the process by which primary care trusts (PCTs) obtain communication materials produced by NHS CFH.

The purpose of this document is to ensure that PCTs understand the new process for obtaining communications materials produced by NHS CFH to support their Summary Care Record (SCR) Public Information Programmes (PIP).

Following this guidance will also help you to ensure your order is placed and fulfilled in a timely and efficient manner.

## **2. Scope**

This guidance is for the ordering and delivery of communications materials needed by PCTs to support their SCR PIP.

## **3 Ordering materials – a step-by-step guide**

### **3.1 Registering on the DH's publication ordering website**

Before you can use the system to order materials, PCTs and other NHS organisations will need to register on the DH publications ordering website:

[https://www.orderline.dh.gov.uk/ecom\\_dh/public/newAccount.jsf;jsessionid=4F0AE0BD74A2F15A8690E945F1059721.plukweb1](https://www.orderline.dh.gov.uk/ecom_dh/public/newAccount.jsf;jsessionid=4F0AE0BD74A2F15A8690E945F1059721.plukweb1)

(If this link does not work, you will need to copy and paste this into your web browser).

Registering and obtaining a login takes 24 hours.

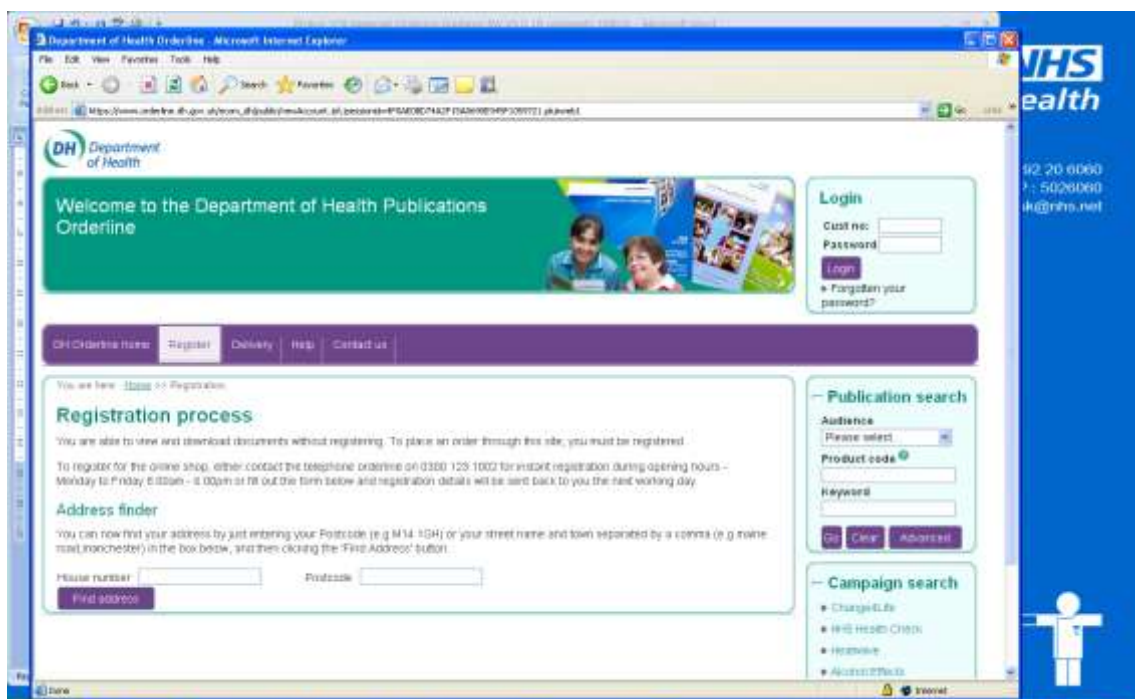


Figure 1. Registration process page

### 3.2 Go to the web ordering form

Once PCTs have registered and received their login details, you can order your SCR communication materials from the DH publication ordering website:

[www.orderline.dh.gov.uk/ecom\\_dh/public/home.jsf](http://www.orderline.dh.gov.uk/ecom_dh/public/home.jsf)

(If this link does not work, you will need to copy and paste this into your web browser).

### 3.3 Finding materials

To locate an item or items, you can search the site using one of the following search options:

- **Audience:** This uses a drop down box and lists a number of audiences. Select 'Summary Care Record'.
- **Product code:** If you only want to order one product and know the product code, type in the product code. Product codes can be found on the back of all materials, a list is outlined below and an updated list is maintained at: <http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/publications> this website lists all the communications materials available to support your PCT's PIP.
- **Keyword:** Use the key words 'Summary Care Record' or 'SCR'

The materials available for PCTs to order from Prolog are listed below:

REF	PRODUCT	SIZE	MAX GRAB
4713	NHS Care record Guarantee - V5 Jan 2011	A5	100
4713URD	NHS Care Record Guarantee - V5 Urdu	A4	20
4713/BR	NHS Care Record Guarantee Leaflet - V5 Braille	N/A	10
4713LP	NHS Care Record Guarantee Leaflet - V5 Large Print	A4	20
4713POL	NHS Care Record Guarantee Leaflet - V5 Polish	A4	50
4713CHI	NHS Care Record Guarantee Leaflet - V5 Simplified Chinese	A4	20
4713AU	NHS Care Record Guarantee Leaflet -V5 Audio	N/A	10
4713GUJ	NHS Care Records Guarantee leaflet - V5 Gujarati	A4	20
4715	SCR Banner (1 of 3 ) Patients - Without Image	N/A	1
4716	SCR Banner (2 of 3 ) Emergency Care - With Image	A3	1
4717	SCR Banner (3 of 3) Emergency Care - Without Image	A3	1
4578	SCR Case Study - Adrian Ball Patient	A4	20
4582	SCR Case Study - Bradshaw Bow Practice	A4	20
4728	SCR Case Study - Colin Greenhall, Patient	A4	20
4584	SCR Case Study - Maireade Bird, Patient	A4	20
4727	SCR Case Study - Tracey Jones, Patient	A4	20
4322	SCR Case Study - William Poultorak Patient	A4	20
4710	SCR Factsheet for NHS Staff	A4	300
4677(A3)	SCR GP Practice BMA poster	A3	50
4705	SCR Opt Out Form	A4	500
4706	SCR Patient Summary Leaflet	A5	750
4706B	SCR Patient Summary Leaflet - Braille	N/A	20
4706ER	SCR Patient Summary leaflet - Easy Read	A4	50
4706GUJ	SCR Patient Summary Leaflet - Gujarati	A5	20
4706LP	SCR Patient Summary Leaflet - Large Print	A4	20
4706POL	SCR Patient Summary Leaflet - Polish	A5	50
4706MAN	SCR Patient Summary Leaflet - Simplified Chinese	A4	20

REF	PRODUCT	SIZE	MAX GRAB
4706A	SCR Patient Summary Leaflet - Audio	N/A	10
4491A4	SCR Poster - Emergency Care - With Image	A4	150
4721A3	SCR Poster - Emergency Care - With illustration	A3	75
4721A4	SCR Poster - Emergency Care - With Illustration	A4	150
4491A3	SCR Poster - Emergency Care - With Image	A3	75
4722A3	SCR Poster - GP Practice - With Image	A3	75
4722A4	SCR Poster - GP Practice - With Image	A4	150
4708	SCR Poster - GP Practice	A4	20
4678A3	SCR Poster - GP Practice	A3	20
4678	SCR Poster - GP Practice	A4	20
4677	SCR Poster GP Practice	A4	20
4708(A3)	SCR Poster- GP Practice	A3	20

Some materials are not printed and are therefore only available to download via the website. These include four other language translations of the patient summary leaflet e.g. Arabic, Bengali, Portuguese and French.

Additional communications materials available to support PCT PIPs can be found at: <http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/pip>

### 3.4 Completing the order form

Once the communication materials are displayed on screen, PCTs will be able to select those items and the quantities they need.

The list displayed will give the product code, title, date of publication, maximum monthly order quantity allowed and a space for you to insert the quantity of the item you wish to order.

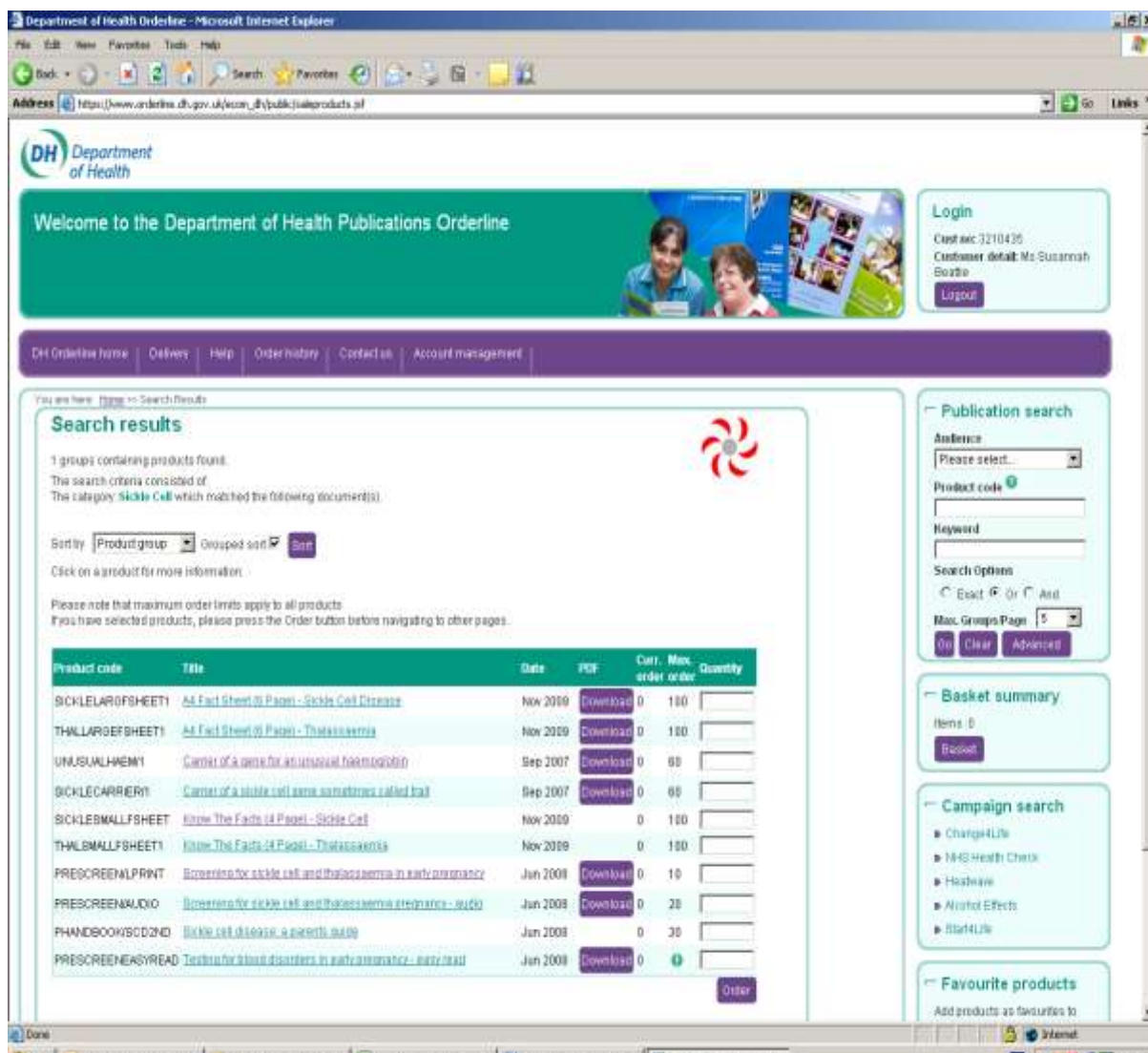


Figure 2. The search results page

Once you have completed entering information into the fields on this page, you need to click the 'order' button on the bottom right of the page. A summary of the shopping basket will then be displayed on screen, providing you with the chance to change the quantities if needed.

Once you are satisfied with the content of your shopping basket, you need to click the 'check out' button at the bottom of the page to confirm the quantities of your order.

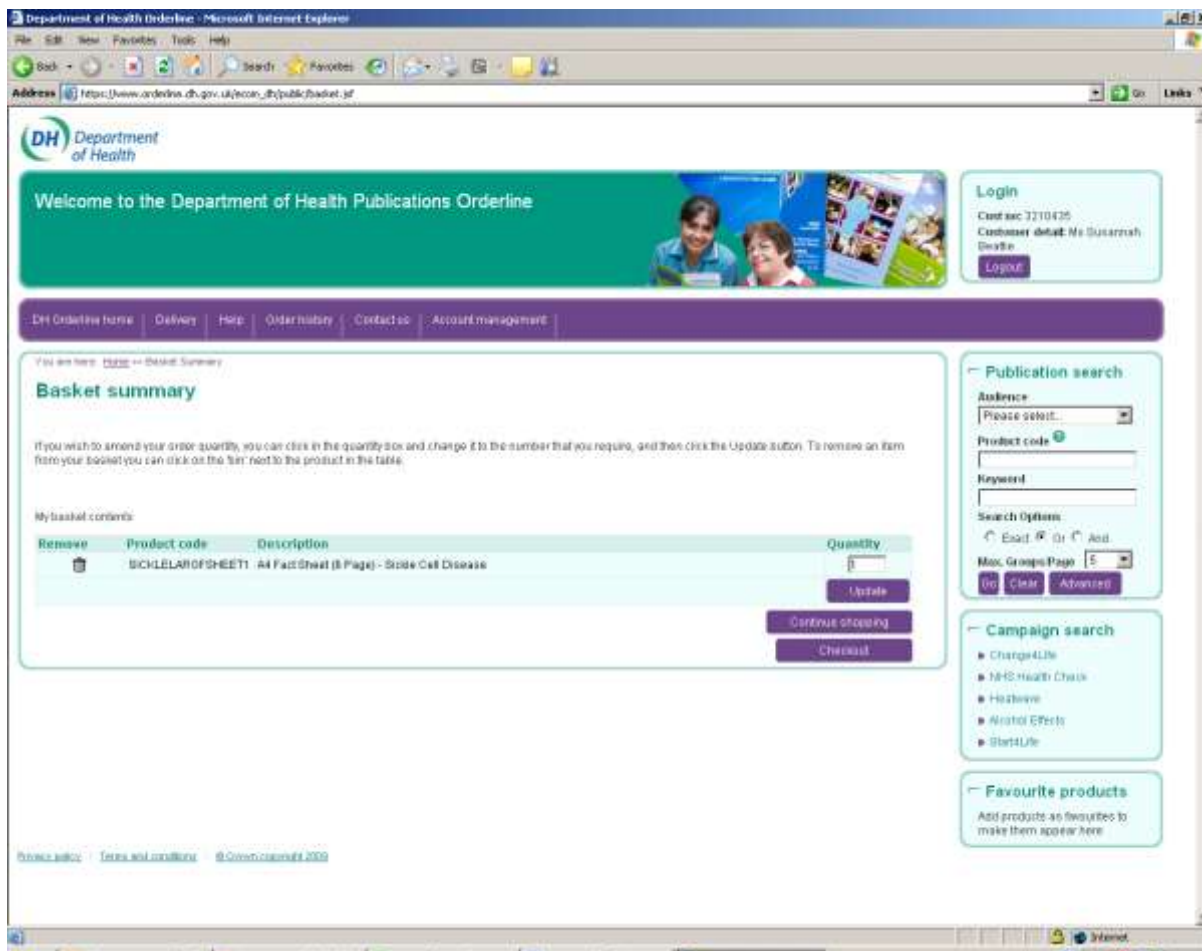


Figure 3. Basket summary page

Once you have confirmed the quantities of your order, an 'order check out' page will then be displayed. You will be able to then place your order by clicking the 'place order' button after checking the order details, and confirming the delivery address.

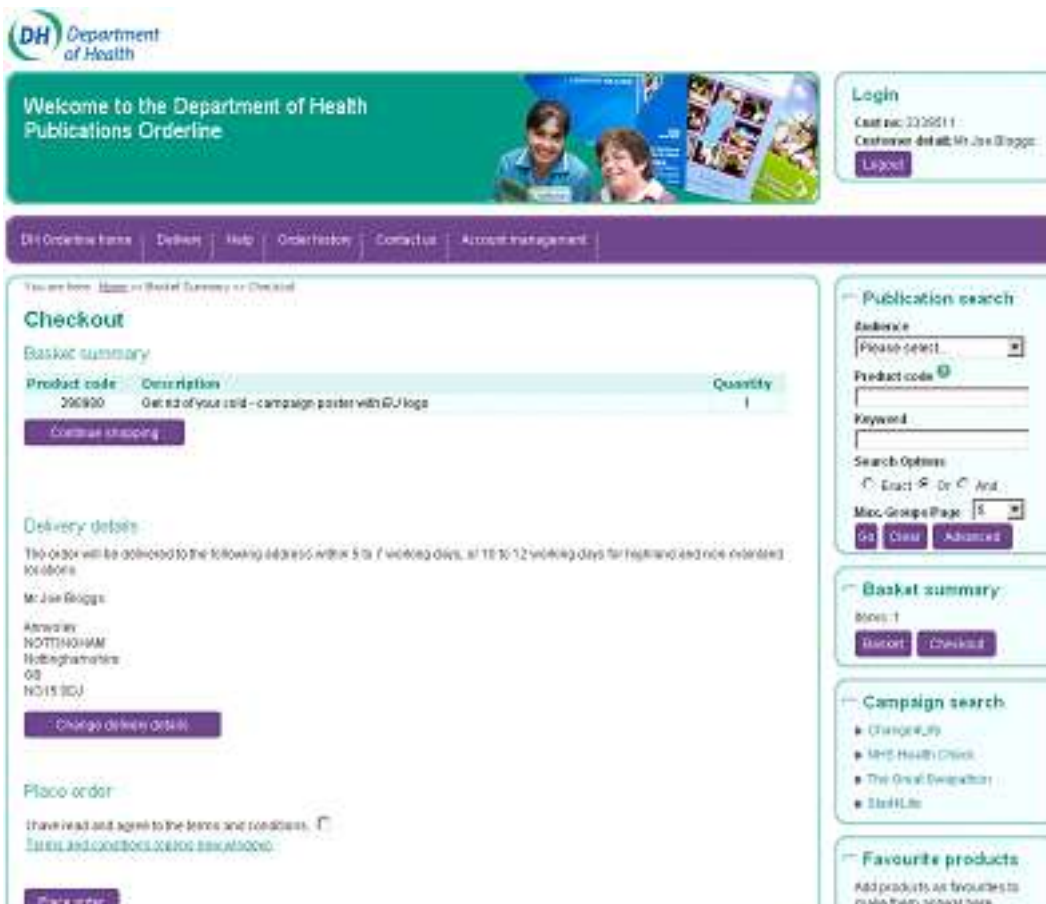


Figure 4. Checkout page

PCTs should allow a minimum of four weeks from placing their order to the delivery of the materials.

**Important:** PCTs are responsible for determining realistic quantities of each item needed to support their local PIP, before completing the online order form. Please note that only a limited supply of printed stock is available so please order only what you need – this will ensure there is enough for everyone and overall costs of providing the materials are minimised.

For the purpose of managing costs and reducing potential waste, limits have been set for each item. You should therefore proactively manage your communications material stocks and place additional orders when stocks run low. Orders placed will be monitored to evaluate demand, and where needed, maximum ordering limits will be adjusted.

### 3.5 Delivery of your order

When you first register to use the system, the address you enter will be used as the default delivery address. You can change this on the Check Out screen (see figure 4 above) during placing an order if needed.

It is important to note that orders placed using the system can only be delivered to one address. There is no facility on the system to stipulate multiple delivery addresses.

PCTs should use the mechanisms they currently have in place for distributing DH publications and leaflets to multiple locations e.g. multiple GP Practices.

If you are not sure how this is facilitated within your PCT, then you should contact your PCT communications team.

### **3.6 Maximum limits on orders**

There are maximum monthly order limits for each product.

Once your PCT has reached the monthly order limit for a specific product, the system will not allow you to place any orders for this product.

You will then need to call the DH Contact Centre on 0300 123 1002 to request an order and provide a reason as to why you need the additional materials.

Order requests placed in this way will then generate an 'Extra Copy Referral' to NHS CFH for approval. NHS CFH will review all such requests, and respond within two working days of their receipt.

Any unused SCR materials should be sent back to Prolog, the address is below:

Prolog  
Causeway House (phase 6)  
Manton Wood Enterprise Park  
Worksop  
S80 2RS

Please ensure that the product reference number and the material quantity is clearly stated on the returns package.

### **3.7 Support and trouble-shooting**

If you experience any problems arising with orders, deliveries or the online ordering system you should report the problem by phoning the DH Contact Centre on 0300 123 1002 in the first instance, or emailing [scr@prolog.co.uk](mailto:scr@prolog.co.uk)

For escalations, please email [scr.comms@nhs.net](mailto:scr.comms@nhs.net) copying your National Implementation Manager.