	Ordering Summary Care Record communications materials to support Public Information Programmes – Guidance for Primary Care Trusts			
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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

(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.

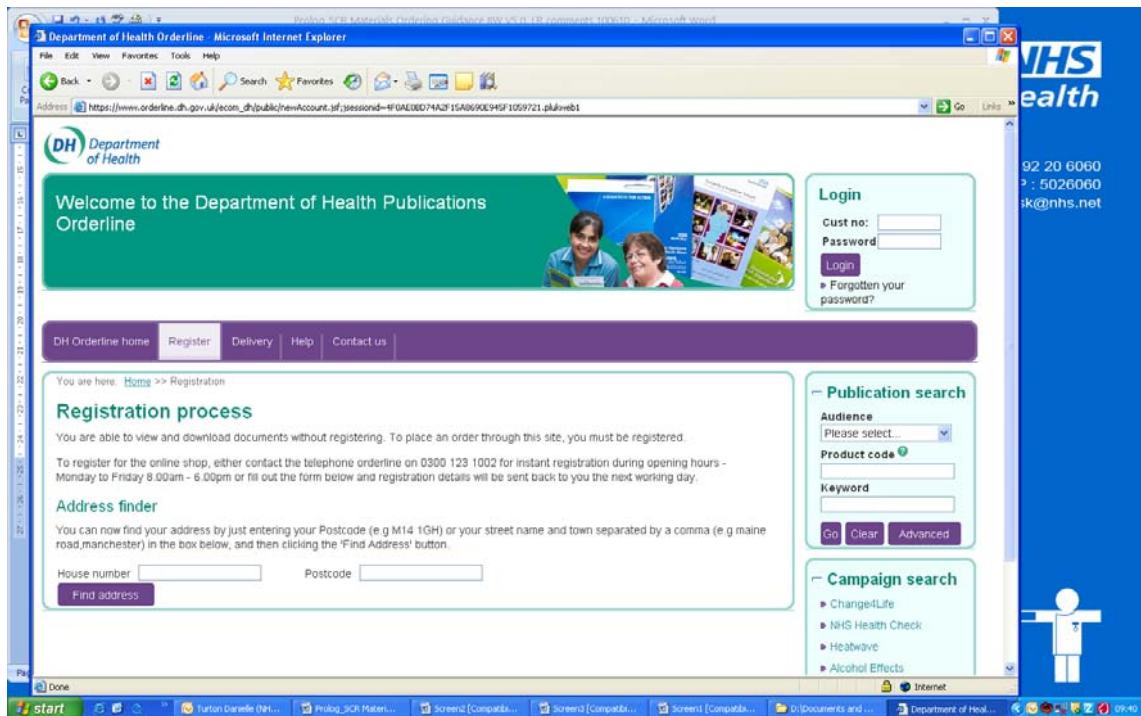


Figure 1. Registration process page

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

(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
4322	SCR CASE STUDY - BURY & ROCHDALE DOCTORS	A4	20
4578	SCR CASE STUDY - ADRIAN BALL	A4	20
4582	SCR CASE STUDY - BRADSHAW BOW	A4	20
4584	SCR CASE STUDY - MAIREADE BIRD	A4	20
4727	SCR CASE STUDY - TRACEY JONES	A4	20
4728	SCR CASE STUDY - COLIN GREENHALL	A4	20
4708 A4	GP PRACTICE POSTER 1	A4	150
4677 A4	GP PRACTICE POSTER 2	A4	150
4678 A4	GP PRACTICE POSTER 3	A4	150
4708 A3	GP PRACTICE POSTER 1	A3	75
4677 A3	GP PRACTICE POSTER 2	A3	75
4678 A3	GP PRACTICE POSTER 3	A3	75
4705	OPT-OUT FORM SCR	A4	500
4706	PATIENT SUMMARY LEAFLET	A5	750
4706 ER	PATIENT SUMMARY LEAFLET - EASY READ	A4	50
4706 LP	PATIENT SUMMARY LEAFLET - LARGE PRINT	A4	20
4706 B	PATIENT SUMMARY LEAFLET - BRAILLE	N/A	10
4706 A	PATIENT SUMMARY LEAFLET - AUDIO	N/A	10
4706 POL	PATIENT SUMMARY LEAFLET - POLISH	A5	50
4706 MAN	PATIENT SUMMARY LEAFLET - MANDARIN	A5	20
4706 GUJ	PATIENT SUMMARY LEAFLET - GUJJURARTI	A5	20
4706 URD	PATIENT SUMMARY LEAFLET - URDU	A5	20
4710	FACTSHEET FOR NHS STAFF	A4	300
4713	CARE RECORD GUARANTEE - V5	A5	100
4713 B	CARE RECORD GUARANTEE - V5 - BRAILLE	N/A	10
4713 A	CARE RECORD GUARANTEE - V5 - AUDIO	N/A	10
4713 LP	CARE RECORD GUARANTEE - V5 - LARGE PRINT	A4	20
4713 POL	CARE RECORD GUARANTEE - V5 - POLISH	A4	50
4713 CHI	CARE RECORD GUARANTEE - V5 - SIMPLIFIED CHINESE	A4	20
4713 GUJ	CARE RECORD GUARANTEE - V5 - GUJUARTI	A4	20
4713 URD	CARE RECORD GUARANTEE - V5 - URDU	A4	20
4491 A4	EMERGENCY CARE POSTER WITH IMAGE	A4	20
4721 A4	EMERGENCY CARE POSTER WITH ILLUSTRATION	A4	20
4722 A4	GP PRACTICE POSTER WITH IMAGE	A4	20
4491 A3	EMERGENCY CARE POSTER WITH IMAGE	A3	20
4721 A3	EMERGENCY CARE POSTER WITH ILLUSTRATION	A3	20
4722 A3	GP PRACTICE POSTER WITH IMAGE	A3	20
4715	PATIENT BANNER 1 OF 3 WITHOUT IMAGE	N/A	1
4716	EMERGENCY CARE BANNER 2 OF 3 WITH IMAGES	N/A	1
4717	EMERGENCY CARE BANNER 3 OF 3 WITHOUT IMAGE	N/A	1

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.

Department of Health Orderline - Microsoft Internet Explorer

Address: https://www.orderline.dh.gov.uk/ecom_dh/public/saleproducts.jsf

Welcome to the Department of Health Publications Orderline

Login
 Cust no: 3210435
 Customer detail: Ms Susannah Beattie
 Logout

DH Orderline home | Delivery | Help | Order history | Contact us | Account management

You are here: Home >> Search Results

Search results

1 groups containing products found.
 The search criteria consisted of:
 The category: **Sickle Cell** which matched the following document(s).

Sort by: Product group | Grouped sort | Sort

Click on a product for more information.

Please note that maximum order limits apply to all products
 If you have selected products, please press the Order button before navigating to other pages.

Product code	Title	Date	PDF	Curr. order	Max. order	Quantity
SICKLELARGFSHEET1	A4 Fact Sheet (6 Page) - Sickle Cell Disease	Nov 2009	Download	0	100	<input type="text"/>
THALLARGFSHEET1	A4 Fact Sheet (6 Page) - Thalassaemia	Nov 2009	Download	0	100	<input type="text"/>
UNUSUALHAEM1	Carrier of a gene for an unusual haemoglobin	Sep 2007	Download	0	60	<input type="text"/>
SICKLECARRIER1	Carrier of a sickle cell gene sometimes called trait	Sep 2007	Download	0	60	<input type="text"/>
SICKLESMALLFSHEET	Know The Facts (4 Page) - Sickle Cell	Nov 2009	Download	0	100	<input type="text"/>
THALSMALLFSHEET1	Know The Facts (4 Page) - Thalassaemia	Nov 2009	Download	0	100	<input type="text"/>
PRESCREENLPRINT	Screening for sickle cell and thalassaemia in early pregnancy	Jun 2008	Download	0	10	<input type="text"/>
PRESCREENAUDIO	Screening for sickle cell and thalassaemia pregnancy - audio	Jun 2008	Download	0	20	<input type="text"/>
PHANDBOOKSCD2ND	Sickle cell disease: a parents guide	Jun 2008	Download	0	30	<input type="text"/>
PRESREENEASYREAD	Testing for blood disorders in early pregnancy - easy read	Jun 2008	Download	0	1	<input type="text"/>

Order

Publication search
 Audience: Please select...
 Product code:
 Keyword:
 Search Options: Exact Or And
 Max. Groups/Page: 5
 Go Clear Advanced

Basket summary
 Items: 0
 Basket

Campaign search
 Change4Life
 NHS Health Check
 Heatwave
 Alcohol Effects
 Start4Life

Favourite products
 Add products as favourites to

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.

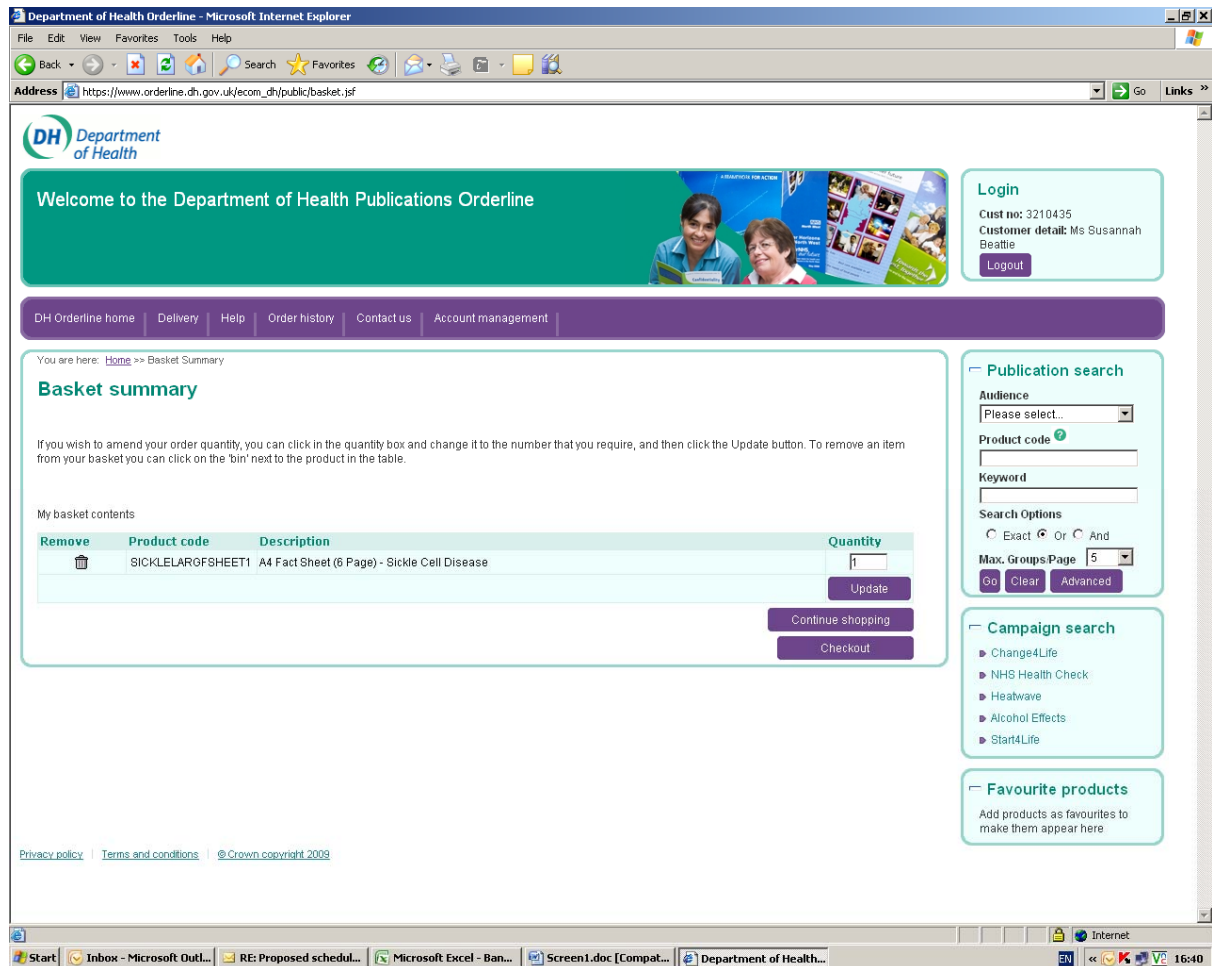


Figure 3. Basket summary page

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.

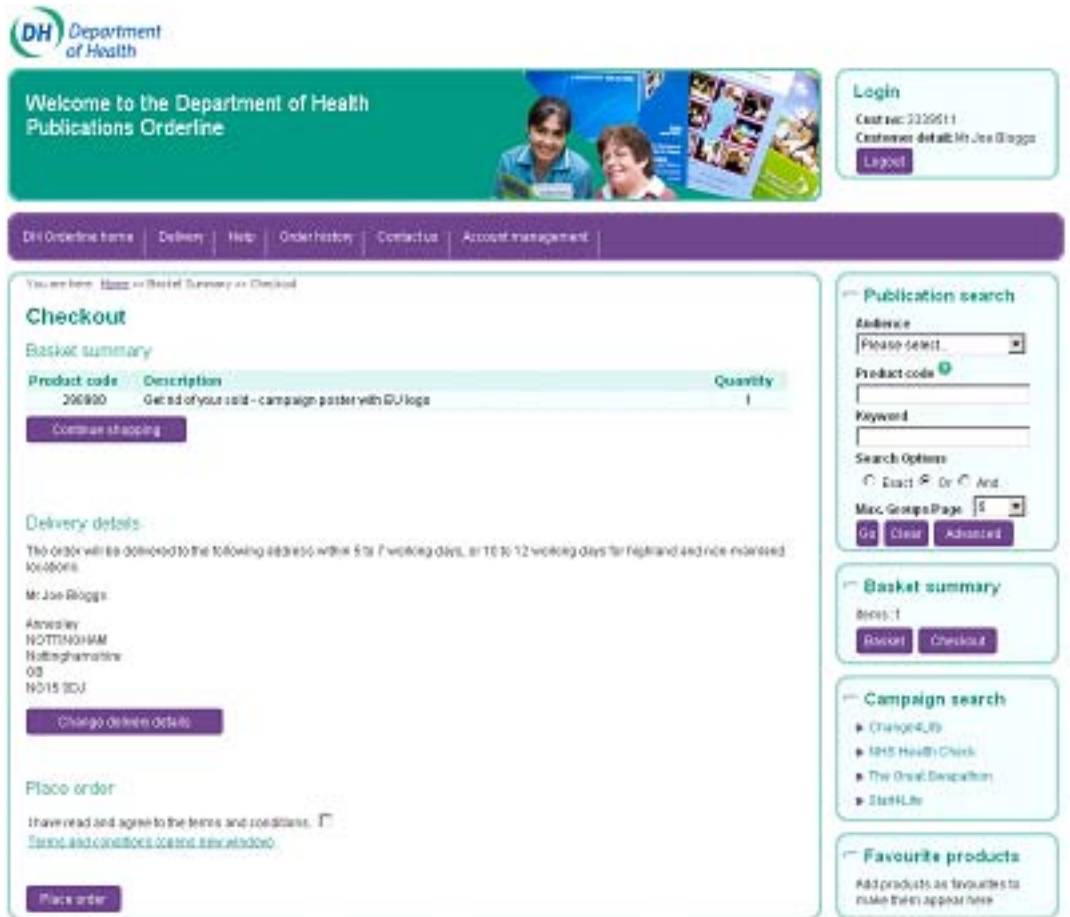


Figure 4. Checkout page

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

For escalations, please email scr.comms@nhs.net copying your National Implementation Manager.