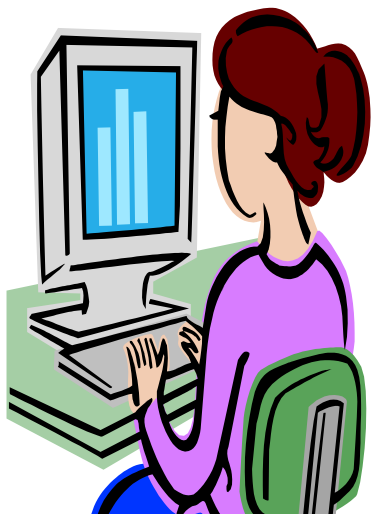## Focusing on Web Ordering

We have just completed the third quarter since the launch of Medequip's Web Ordering System and are happy to report we have exceeded the benchmark on uptake, set back in April last year. Our target was for 65% of requisitions to be web orders and we can confirm that this has been surpassed with still 1 quarter remaining of the year. The uptake on web ordering and the enthusiasm of staff with the new system have allowed the ICES team and Medequip, to engage more staff to place electronic orders than originally thought. Several areas are now running well over 80% of all orders placed via the web with the lowest area inputting only 27% of web orders. Training is still ongoing, with most localities now in receipt of at least one session. For anybody who still needs to book a session for a group of staff, please email Dominic Claxton at dominic.claxton@derbyshire.gov.uk

Detailed reports are currently being produced to enable individual managers to receive a snap shot of what is happening within their own locality. These reports highlight not only the total figures but also a breakdown of each member of staff during the month of December.

When introducing any new system there are always teething problems and although Medequip and the ICES Team are quick to investigate these issues, some can take longer than others to resolve. Staff have been excellent in both adapting to the new system and also making suggestions to improve it. Listed below are some of these areas where ongoing work is taking place to rectify problems and a few tips on speeding up input via the web.

My Account – Access this via your home page. All fields must be fully completed by staff including email address, all contact numbers and your work base address. Do not forget to amend these details whenever your personal information changes. Medequip rely on this information to raise queries on orders placed and to feedback problems directly to you.

Derbyshire – To reconfirm, our service is provided only for the residents of Derbyshire excluding Derby City and Glossop. This does not also include the patients of our GP's who reside outside of the Derbyshire border. Prescribers must verify if unclear with the Service User to establish to whom they pay their Council Tax.

No Diagrams – Medequip are still receiving web orders without diagrams attached or an indication in the delivery note box that the walls have been marked. These orders cannot be processed without this information.

Deceased Flag – This can be accessed by finding your client using the Service User History screen and clicking view on your clients record. Activate the deceased flag and save the change to stop additional orders being placed in error.

Home Page – We are currently liaising with Medequip to alter the layout of the Custom Links section on your home page. Please remember to check the notices posted in this section. These changes will allow staff to navigate their way easily around this section in a more logical way and will enable the ICES team to highlight important news and updates in a timely way.

Collections – When a Service User is no longer with us, activate the deceased flag if appropriate and arrange the collection of all equipment irrespective of which agency placed the original order. Credits will automatically be returned to the initiating PIN number.

When arranging a collection you can only do this is the actual product is already listed. Please do not enter unlisted equipment onto the system or your order will generate a delivery - this is a frequent problem. If you are lucky and other equipment is listed which you want to collect, you can ask for additional items to be collected by using the delivery note box. Failing this a manual requisition should be raised.

Collection Standard – Please select only the 10-day collection standard when arranging collections. Remember to highlight in the delivery note box if this needs to be a priority due to a large amount of equipment at the Service Users home.

Repairs – repairs can be put onto the system by selecting repair in the 'product description box'. You must state in the delivery note box the product to be repaired or exchanged.

Internal Notes – Please ensure that this box is only used for risk information i.e. key safe numbers, infection risk etc. Any details regarding access to the property etc should be placed in the delivery note box to enable these to be printed onto the delivery note. Communication with an authoriser should be done by telephone or fax as agreed by the locality and not by using internal notes.

Add a Special – This field should be used only to order non-contract products or minor adaptations. Please do not use for collections, repairs etc as these orders will be cancelled and you will need to re-input again.

Add New User – Do not enter a Service User ID onto this screen, please click generate id to ensure a unique Medequip number is allocated. Some staff have been adding Service Users Framework i numbers into this field which is then causing a major issue with duplicate records. These are currently all being identified and records merged.

Finding an existing Service User – Please ensure that a thorough search is done before adding a new client.   To do this, you can use part or all of the options below:

Postcode – either full or partial
Date of Birth – either full or partial
House Number
Forename / Surname (forenames are often listed by initial only in error)

Always assume that previous records are not accurate and a partial search is likely to identify other spellings etc which should minimise duplicated records. If a clients personal details are incorrect or duplicated, contact Medequip who will update the client details for you. Problems in this area are causing increased workload for colleagues, Performance Management at Social Services and Medequip due to poor data entry.

Improvements to the web ordering system are ongoing and the ICES Team are working closely with Medequip to implement changes as they are highlighted. This will ensure we maximise the efficient use of staff time. Some changes will take place over the next few weeks but this should not affect the running of the system. Should you have any suggestions to improve the system please email Dominic at the email address listed in paragraph 1.