

Focusing on Web Ordering

Welcome to the 3rd edition of the Derbyshire ICES Newsletter. This time we are focusing on the Web Ordering System. We have now been up and running for over a year and are extremely pleased with the uptake in the number of staff using the system. Our initial target was 60% of all staff placing orders via the web in the first year. This has been passed and continues to rise. There are however, areas across the county where the figure of 60% has not yet been reached and if further training sessions are needed, these can be arranged through your Manager who will contact the ICES Team.

Following agreement at the Managers Forum, we are also hoping to work with a champion from each area to update on the refurb catalogue, attachments and the new features of the web ordering system. Dates will be circulated shortly.

Below is a one month snapshot of web usage across Health and Social Services

Summary				
Pin Number	Area	Total Number of Non Web Orders	Total Number of Web Orders	Total % Using Web to Order
H1	High Peak	110	280	72
H2	Chesterfield	128	301	70
H3	North Eastern	135	369	73
H4	Erewash	93	197	68
H5	Amber Valley	181	135	43
H6	South Derbyshire/Derbys Dales	83	165	67
H7	DRI	167	87	34
H8	DMHT	10	68	87
HA	Ashgate Hospice	1	189	99
HB	Chesterfield Royal	197	100	34
Average Web Usage Health Staff				65%
S1	High Peak & Dales	3	143	98
S2	Chesterfield	141	92	39
S3	North Dales	4	82	95
S4	North East	37	131	78
S5	Bolsover	41	173	81
S6	Amber Valley	141	81	36
S7	South Dales	36	37	51
S8	Erewash	75	148	66
S9	South Derbyshire	35	194	85
Average Web Usage Social Services Staff				70%
Average Web Usage for All Staff				68%

We are constantly working with Medequip to improve the system and are about to launch the latest version. Although only a few changes will be visible when you place an

order, several system changes have been made to make inputting quicker and more user friendly for staff. This new version is soon to be piloted by staff around Derbyshire and then rolled out County wide shortly after.

We have listed below a few of the issues both our staff and Medequip are reporting. We would appreciate if you would take time to read through them.

My Account Details

On initial log on to the web ordering system, these details should be fully completed to state the prescribers name, base address, telephone, fax numbers and your mobile if you have one.

There are a number of problems occurring due to incorrect registration of your personal details and these are listed below. –

- Many prescribers have not correctly provided their base details in full
- Fax numbers are routinely missing, resulting in Medequip being unable to contact you to feedback problems with your order
- Email addresses are frequently missing or incorrect and again prescribers regularly contact the ICES team to say that Medequip have not responded to an email query or forgotten password. This is due to missing and incorrect email addresses
- Incorrect telephone and fax numbers are now a major problem. These must be updated every time your work contact details change. This is a particular issue for Social Services following the recent change to their telephone numbers.
- Please do not state your personal home contact details as these are not required unless you work from home.

Please now review your “my account” details to check all are correct

CIN (Internal Notes)

This box should only be used in exceptional circumstances, to report to Medequip a risk issue i.e. key safe number, MSRA etc. Other information required by Medequip to facilitate your order, should be placed in “Delivery Notes” and is client viewable. If you need to share information with an authoriser, this should be done by telephone or in an email as Medequip do not need this information to facilitate your order.

Add Order Step 4 — Delivery/Assessment Information

Service User History

We recommend that staff confirm if their client is already known to the service, by using the Service User History screen. You can check what your client already has on loan, arrange any collections and if the client is listed and already has equipment, there is now an option at the bottom of that screen to go straight to add a new order. Don't forget to check you have the correct client by clicking on view and to search carefully for clients to reduce the number of duplicated records.

Add a New Service User

When adding a new service user, after you have completed all personal details, please tick the generate ID option to ensure that a unique number is given to the client. **Do not enter the frameworki number** in this field as this is resulting in duplicated records and does not provide a unique number across Medequip contracts for product traceability.

Social Services staff must enter the Frameworki number, at Add Order Step 5 – question 2 as this field is used by Derbyshire County Council to link information to Frameworki and to report on activity. For health prescribers, at this point enter your PIN.

Minor Adaptations

Medequip have highlighted this issue as their main area of concern for non-complaint orders placed both manually and via the web. Please always either attach drawings to your order or clearly mark in delivery notes that the site is marked. If you cannot attach drawings please clearly state in delivery notes that drawings have been faxed. Your requisitions cannot be actioned without instruction.

Refurb Catalogue

The Refurbished Equipment Catalogue is now up and running and can be accessed via your home page. A large number of products are viewable and stock is continuing to be catalogued and added to the web. We are continuing to work towards all products being listed but you can check stock availability by either emailing the depot at simon.robinson@medequip-uk.com to query refurb stock etc or to check measurements.

You can also contact Judy Green at judy.green@derbyshirecountypct.nhs.uk or by telephone at 07825 402631. Judy generally works Monday, Wednesday & Thursday 8.30am to 2.30pm.

As you will be aware, none of the non-contract equipment, when collected by Medequip, qualifies for a credit. Therefore, all of this stock is owned by the Service. When an order is placed for these products, we receive a delivery charge and not the cost of the item. There are however some stipulations that must be considered –

- all non-contract refurbished equipment requires authorisation, irrespective of initial purchase price
- if the initial purchase price was over £500 (this is stated on the web) the item should only be accessed through the Non-Contract Equipment Panel for Products over £500, the template for this can be found under Custom Links
- all refurbished equipment has a six day delivery standard as the norm and are not available sooner. This is due to the cleaning and servicing process at Medequip.

We hope you find the above information useful and would like to thank all prescribers who have provided ideas to improve the web ordering system. Should you have any further queries please don't hesitate to contact either Dominic Claxton or Christine Bould whose details are listed below.

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