**Escalation Process**

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| GP/CCG Service Desk(s) |
| Description:  **First point of contact for all GP IT related faults, issues and advice.** | |
| **Egton Service desk:**   * ***City & Hackney*:** 0845 125 5541 * ***Newham*:** 0845 125 5535 * ***Tower Hamlets:*** 0845 120 6284 * Email: [support@egton.net](mailto:support@egton.net) * Egton EMIS Now (for self-service call logging) - https:// www.emisnow.com/csm   **NEL CSU Service Desk**   * ***Waltham Forest*:** 0203 960 1631 * Email: [nelcsu.itservicedeskanglia@nhs.net](mailto:nelcsu.itservicedeskanglia@nhs.net) * Portal: <https://selfservice.nelcsu.nhs.uk> * Escalation 01268 243 725 or email NELCSU [escalation@nhs.net](mailto:escalation@nhs.net) | |
| **Support hours: Egton:** Service Desk   * **Mon to Fri: 07:00 – 22:00. Sat: 08:00-13:00** (excluding public holidays)   On site engineering hours   * **Mon to Fri: 08:00 -18:30. Sat: 08:00-13:00** (excluding public holidays) * 24 hours x 7 days a week for call logging via phone, email or self-service portal   **NEL CSU:** Service Desk   * 24 hours x 7 days a week   On site engineering hours   * **Mon to Fri: 08:00 -18:30. Sat: 08:00-13:00** (excluding public holidays) | |

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| Escalation and Dispute |
| Description:  **If you have been unable to resolve an incident through the standard channel (i.e. The Service Desk where the incident was originally logged) please use the escalation routes below.** | |
| Contact:  **1st GPIT Support Manager(s) - NELCSU (WELC POD):**  City & Hackney & Tower Hamlets CCG (area)   * Email: [seancoppin@nhs.net](mailto:seancoppin@nhs.net) * Telephone: 020 3688 2371 or 07534 221 007   Newham & Waltham Forest CCG (area)   * Email: [philip.woolley@nhs.](mailto:philip.woolley@nhs.)net * Telephone: 020 3688 2372 or 07954 574 294   **2nd Senior GPIT Manager - NELCSU (WELC POD):**  WELC CCG (area)   * Email: [ekeating@nhs.](mailto:ekeating@nhs.)net * Tel: 020 3688 2366   **3rd Head of GPIT Operations – NELCSU (WELC POD)**  WELC CCG (area)   * Email: [gary.mcguinness@nhs.net](mailto:gary.mcguinness@nhs.net) * Tel: 020 3816 2949 | |

**For further information email NELCSU.GPITTRAINING@nhs.net or call 020 3688 2368**