**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
* 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
* Portal: <https://selfservice.nelcsu.nhs.uk>
* Escalation 01268 243 725 or email NELCSU escalation@nhs.net
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| **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
* Telephone: 020 3688 2371 or 07534 221 007

Newham & Waltham Forest CCG (area)* Email: 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.net
* Tel: 020 3688 2366

**3rd Head of GPIT Operations – NELCSU (WELC POD)**WELC CCG (area)* Email: gary.mcguinness@nhs.net
* Tel: 020 3816 2949
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**For further information email NELCSU.GPITTRAINING@nhs.net or call 020 3688 2368**