

	<b>Procedure for Primary Care Trusts to order Summary Care Record communications materials to support PIP campaigns</b>			
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**Procedure for Primary Care Trusts (PCT) to order Summary Care Record (SCR) communications materials to support Public Information Programme (PIP) campaigns**

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**Glossary of Terms:**

List any new terms created in this document. Mail the NPO Quality Manager to have these included in the master glossary above [1].

Term	Acronym	Definition

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## **1 Purpose**

The purpose of this process is to ensure that communications materials required by Primary Care Trusts (PCT) to support their Summary Care Record (SCR) Public Information Programmes (PIP) are ordered, printed and delivered in a timely and efficient manner.

## **2 Scope**

This process relates to the order, print and delivery of communications materials required by PCTs to support their SCR PIP. This document is for those PCTs wishing to order additional materials to support PIP awareness campaigns and those not using the central mail house facility.

N.B Those wishing to use the central mail house facility should refer to the SCR regional PIP website for guidance

<http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/regionalpip/mailhouseguide>.

## **3 Procedure for ordering communications materials**

### **3.1 Ordering materials**

During the planning stage of a PIP, the PCT is supplied with a 'materials order form' (see appendix 1). The form lists all the communications materials available to support the PIP. The majority of these materials are available to view on a secure section of the SCR website – the URL for each item is given on the order form in appendix 1.

Prior to completing the order form, it is the responsibility of the PCT to determine the quantities of each item that they require to support their local PIP campaigns, for example, additional materials for events and engagement activity. For the purpose of securing cost efficiencies through bulk printing, the PCT should attempt to provide an order which will encompass all its leaflet and material requirements from inception to completion of the PIP. NHS CFH would advise PCTs to order sufficient

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materials in order to account for potential unforeseen circumstances.

To reduce costs, materials are only currently available in a limited number of other languages. These seven languages represent the most commonly ordered languages by patients in the SCR 'Early Adopter' areas. If the PCT has a requirement based on local demographics for materials to be produced in a language not listed, they should contact [scr.comms@nhs.net](mailto:scr.comms@nhs.net) to discuss their requirements.

When completing the order form, the PCT should enter the total quantity required for each item and the date by which the materials will first be required. Wherever possible, a delivery address should be entered<sup>1</sup>.

On completion, the form should be submitted to [scr.comms@nhs.net](mailto:scr.comms@nhs.net)

The form should be submitted at least **four weeks** in advance of the required delivery date for the first materials required by the PCT.

NHS CFH recognises that a PCT will not always know at the start of its PIP, what materials are required. In the event that the PCT requires additional materials not specified on the original order form, a further order form should be submitted to [scr.comms@nhs.net](mailto:scr.comms@nhs.net) following the procedure outlined in section 3.1.

Wherever possible, we will aim to fulfil requests for additional materials.

### **3.2 Printing materials**

On receipt, we will review the order form and make an initial assessment of the quantities of each material being requested and confirm receipt of your order. If we anticipate any problem with the order, we will notify you as soon as possible.

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<sup>1</sup> The PCT will be able to amend the delivery address details at a later date should it be required.

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We will then arrange for the order to be printed in its entirety and delivered to the nominated fulfilment house<sup>2</sup>.

An email will be sent confirming an anticipated date of fulfilment. We will advise the PCT immediately if any problems arise in relation to the order.

### **3.3 Managing stocks online**

Once the order has been printed and delivered to the fulfilment house, we will email advising that the materials requested are now in stock and that stock levels can be viewed in the PCT's online stock management system at [www.sprintexpress.co.uk/nhspip](http://www.sprintexpress.co.uk/nhspip).

The email will include a user name and password enabling the PCT to access the stock management system. If access to the system is required by other colleagues at the PCT, the PCT should email [scr.comms@nhs.net](mailto:scr.comms@nhs.net) with their details and additional users will be set up.

The stock levels that the PCT will see online are the stock levels for that PCT's allocated materials. They are not total stock levels as each PCT will see only its own stock levels, based on the quantity of items they have ordered.

The online stock management and materials ordering system is very straightforward and easy to use.

### **3.4 Delivery of online stocks**

Once the materials are available on the PCT's online stock management system, it is the responsibility of the PCT to arrange delivery of required materials.

Delivery requests should be submitted via the online system a minimum of 48 hours before they are required to ensure they are delivered on time.

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<sup>2</sup> Sprint Express

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### **3.5 Support and troubleshooting**

The PCT should contact their nominated NHS CFH National Interface Manager in the event of any problems arising with orders, deliveries or the online stock management system. The PCT should include a detailed description of the problem and indicate the level of severity.



#### 4 Appendix 1: Summary Care Record PIP materials order form

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
<p>Patient PIP mailing packs</p> <p>As part of the Public Information Programme a personally addressed information pack needs to be sent to each registered patient over the age of 16. You should therefore order enough packs to cover this. You should also order contingencies, your mailing house may be able to advise you on this</p>				
Collated PIP packs (eg for new patients and/or those not using central mail house)	Collated packs contain one copy each of 4269, 3999 and 4000, collated into 4001 (Item 3933 can also be included –			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	please state if this is required) <b>N.B Please specify a return address for printing on the back of the outer envelope (4001) if required.</b>			
4269	<b>SCR summary leaflet</b> <a href="http://www.connectingforhealth.org.uk">(<a href="http://www.connectingforhealth.org.uk">http://www.connectingforhealth</a></a>			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<a href="http://h.nhs.uk/systemsandservices/scr/documents/summary.pdf">h.nhs.uk/systemsandservices/scr/documents/summary.pdf</a>			
3999	<b>Order form</b> (including foreign language translations) ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/order_form.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/order_form.pdf</a> )			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
4000	Business Reply Envelope (Not currently available to view)			
4001	<b>Outer envelope</b> (Not currently available to view) Please state which is required window or plain.			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	N.B Please specify a return address for printing on the back of the envelope if required.			
SCR summary leaflet (ref 4269) - <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/summary.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/summary.pdf</a>				
3716 Easy Read	NHS Care Records Service Easy Read leaflet			
4269 Braille	Braille			

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
4269 Large Print	Large print			
4269 Farsi	Farsi			
4269 French	French			
4269 Gujarati	Gujarati			
4269 Mandarin	Mandarin (Chinese)			
4269 Polish	Polish			
4269 Spanish	Spanish			
4269 Urdu	Urdu			
NHS Care Record Guarantee (ref 3984) ( <a href="http://www.nigb.nhs.uk/guarantee/2009-nhs-crg.pdf">http://www.nigb.nhs.uk/guarantee/2009-nhs-crg.pdf</a> )				
3984	English			

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
3984 Large Print	Large print			
3984 Braille	Braille			
3984 Farsi	Farsi			
3984 French	French			
3984 Gujarati	Gujarati			
3984 Mandarin	Mandarin (Chinese)			
3984 Polish	Polish			
3984 Spanish	Spanish			
3984 Urdu	Urdu			
<b>Confidentiality leaflet (ref 3717) – “Your health information, confidentiality and the NHS Care Records Service”</b>				

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
<a href="http://www.connectingforhealth.nhs.uk/systemsandservices/nhscrs/publications/patients/confidentiality.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/nhscrs/publications/patients/confidentiality.pdf</a>				
3717	English			
3717 Braille	Braille			
3717 Large Print	Large print			
3717 Farsi	Farsi			
3717 French	French			
3717 Gujarati	Gujarati			
3717 Mandarin	Mandarin (Chinese)			
3717 Polish	Polish			
3717 Spanish	Spanish			



Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
3717 Urdu	Urdu			
Audio CD				
3716 audio	Audio CD – includes SCR Summary leaflet, Confidentiality leaflet and NHS Care Record Guarantee  (Not currently available to view)			
<b>SCR Pop up exhibition stand</b> - One set of three roller banner stands available for each PCT.				

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
Please confirm if these are to be NHS branded or PCT branded. <b>(One set only per PCT)</b> (Not currently available to view)				
4507	NHS or PCT branded (please state)  N.B If ordering a PCT branded banner please supply EPS (Encapsulated Postscript) format of PCT logo.			
<b>SCR Posters</b> – Available in A3, A4 & A5 <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/publicatio">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/publicatio</a>				

Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
<a href="#">ns)</a>				
4491 A3	A3 SCR Poster			
4491 A4	A4 SCR Poster			
4491 A5	A5 SCR Poster			
4574 A3	A3 SCR Poster with image			
4491 A4	A4 SCR Poster with image			
4491 A5	A5 SCR Poster with image			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
4573 A3	A3 SCR Poster in SCR programme colour (Pantone 234)			
4573 A4	A4 SCR Poster in SCR programme colour (Pantone 234)			
4573 A5	A5 SCR Poster in SCR programme colour (Pantone 234)			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
SCR case studies				
4470	SCR Benefits case study - Health and social care professionals <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/scare.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/scare.pdf</a> )			
4471	SCR Benefits case study - Hospital			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	Pharmacists ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/hpharmacists.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/hpharmacists.pdf</a> )			
4472	SCR Benefits case study - District Nurses ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices">http://www.connectingforhealth.nhs.uk/systemsandservices</a> )			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<a href="#">/scr/documents/dnurses.pdf</a> )			
4321	SCR case study – Fairfield General Hospital  ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/4321fairfieldcs.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/4321fairfieldcs.pdf</a> )			
4322	SCR case			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	study - Bury and Rochdale doctors on call ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/case/babybenefits.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/case/babybenefits.pdf</a> )			
4323	SCR case study – Bradford PCT ( <a href="http://www.con">http://www.con</a>			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<a href="https://nhs.uk/systemsandservices/scr/documents/bradford.pdf">nectingforhealth.nhs.uk/systemsandservices/scr/documents/bradford.pdf</a>			
SCR films				
4042	SCR – the story so far A film designed for NHS Staff interested in finding out more about the SCRs. Includes interviews with			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	the BMA, patients, GPs and other health-care staff involved in implementing SCRs in their area.			
Teenage DVD	Informing teenagers about Summary Care Records  This film explains to teenagers			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	approaching 16 what the SCR is, benefits and the options available to them.			
HealthSpace leaflets and posters				
3933	<b>HealthSpace introduction leaflet</b> - create awareness of HealthSpace amongst patients.			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/healthspace.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/healthspace.pdf</a> )			
3891	<b>HealthSpace Advanced</b> – Completing the registration process. This leaflet explains how to complete the registration			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<p>process and the information needed to do this.</p> <p>(<a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/38911hsadv.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/38911hsadv.pdf</a> )</p> <p>N.B This leaflet should be localised, so please provide contact details</p>			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	of your PCT's registration agent.			
3892	<b>HealthSpace Advanced GP leaflet</b> - raise awareness of HealthSpace amongst GPs and their practice staff. <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents</a>			

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Ref number	Item	Total quantity required across all mailings, including extra stocks for new patients	Date first wave materials required	Delivery details for first wave (contact name, address, telephone number)
	<a href="#">/38921hsadv.pdf</a> )			
3893 (A4)	A4 poster ( <a href="http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/hsposter.pdf">http://www.connectingforhealth.nhs.uk/systemsandservices/scr/documents/hsposter.pdf</a> )			

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