



# Connect





## Your new way of interacting with NHS Property Services

In Spring 2022, we are launching Connect; your new, online portal to interact with NHS Property Services (NHSPS) for a better customer experience when reporting issues and asking questions.

Connect will **improve the way we work together** and give you more time **to focus on providing excellent patient care**.

### Phase one features

This Spring, we're excited to be releasing these features to you via Connect:

-  Raising a query
-  Reporting a facilities management (FM) job
-  Logging a complaint
-  Viewing the status of your interactions with us

### Accessing Connect

When it's your turn to be onboarded, our Customer Support Centre will trigger an email, inviting you to **create an account with Connect**.

We're taking a **phased approach** to onboarding customers to ensure each customer gets adequate support, prioritising those that log the most FM jobs and CSC queries to make that process **smoother and faster** for them.

You will be able to access Connect at [connect.property.nhs.uk](https://connect.property.nhs.uk) or on the top right hand side of the [NHSPS website](#).

### The benefits to you

**Instant response:** You will receive a reference number for your job, query or complaint, giving you assurance that it's been received.




**Better updates:** You will be able to check the status of your job, query or complaint at any time by logging into Connect, saving you the time of checking up on it or wondering what the latest is.

**More personal responses:** If your query is related to a specific property, it will be directed to the local team who know your area, ensuring you receive a specific response.

**Higher quality service:** The services you receive from us will improve as we collect more data to identify trends and fix issues at the root cause.

### Future releases

Over the next year, we will be releasing a number of other features periodically to provide you with more information at your fingertips. These will include:

-  Viewing your billing information
-  Accessing compliance reporting on our FM services
-  Accessing occupancy data and support guides

This is a snapshot only. We will keep you informed about the complete list of phase two features, and timeframes, in due course.



## Support using Connect

If you have any questions relating to Connect, please contact our Customer Support Centre who will be happy to assist you.

 [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

 **0800 085 3015**

## Frequently Asked Questions

### **Q** Other than Connect, what other options do I have to contact NHSPS with a query?

**A** If you have any questions relating to your occupancy, FM services or something else, you can contact us in three ways:



#### **Option 1**

Raise your query via Connect. In doing so, you'll be able to see the progress of your query and you'll help us capture more data which we can use to inform changes and improvements for you.



#### **Option 2**

Call our Customer Support Centre on **0800 085 3015** or email [customer.services@property.nhs.uk](mailto:customer.services@property.nhs.uk)



#### **Option 3**

Write to us at NHS Property Services, Regent House, Heaton Lane, Stockport, Cheshire, SK4 1BS

### **Q** Do I have to report all FM issues through Connect?

#### **A** Non-urgent issues

If you are able to, report your non-urgent jobs via Connect. However, if you are not able to log your jobs online, you can call our FM Helpdesk on **0808 196 2045**. Non-urgent issues include things like a dripping tap, lightbulb not working or singular blocked toilet/shower where others are available.

#### **Urgent and emergency issues**

If the job you are reporting is an emergency or requires urgent attention, you should call our FM Helpdesk on **0808 196 2045** which is available 24/7/365. An emergency/urgent job is one which impacts your ability to deliver patient care such as lift entrapment, severe leaks or no heating/air conditioning.

By only using the phone line to report emergency or urgent FM issues, you are helping us keep the lines open to support your NHS colleagues across the country who need to report FM issues quickly to be able to care for patients.

### **Q** Will the current online form for logging FM jobs be switched off?

**A** Yes, the current online form will be turned off in late Spring 2022. The exact date will be communicated nearer the time.

From then on, you'll need to use Connect or if needs be, call us on **0808 196 2045**.