



Connect





Your new way of interacting with NHS Property Services

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

Connect improves **the way we work together** and gives you more time **to focus on providing excellent patient care**.

Phase one features

The first features available to you with Connect are:

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

Accessing Connect

Throughout 2022, we invited customers to create an account with Connect via email.

If you don't have an account and would like one, get in touch with our [Customer Service Centre](#). It takes just two minutes for them to set you up and provide you with your login details.

You will be able to access Connect at 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

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 Service Centre who will be happy to assist you.

 customer.service@property.nhs.uk

 **0808 196 2045**

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 Service Centre on **0808 196 2045** or email 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 Customer Service Centre 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 Customer Service Centre 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 the near future. 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**.