



COLLEAGUE USER GUIDE

NHS

Property Services

Creating a facilities management job on behalf of a customer

Connect is your new online portal to interact with NHS Property Services. Connect has been built with the customer at the heart of the design so you will be able to use it as your one-stop-shop to log all your non-urgent facilities management (FM) jobs, queries, and complaints.

Non-urgent facilities management issues

Non-urgent facilities management issues include a light not working, requesting a whiteboard to be fitted or general gardening.

Emergency or urgent facilities management issues that are impacting the delivery of patient care, should be reported via our **Customer Service Centre** on **0808 196 2045** so we can resolve the issue more quickly.

Queries

Queries cover all questions you have for NHSPS, including asking for an explanation of charges, information about a property or a copy of a document. Queries should not be used to create facilities management jobs. They will need to be created using the **Facilities Management** function on Connect.

Complaints

Raising a complaint means letting us know about anything you are not happy about relating to NHSPS so that we can work to resolve it and drive continuous improvement. These include making a complaint about your billing, the condition of a property or conduct of colleagues.

By using Connect, you will be able to **track the status of your jobs, queries and complaints, 24/7**.

LET'S GET STARTED

If you have an account: Log in



connect.property.nhs.uk

If you don't have an account: Request access

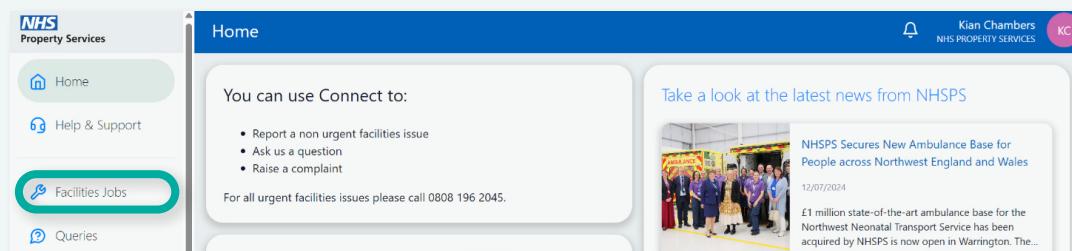


Email: customer.service@property.nhs.uk

Call: **0808 196 2045**

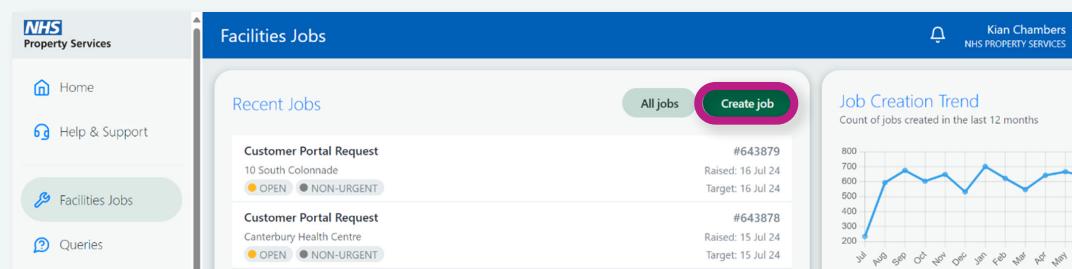
CREATE A FACILITIES MANAGEMENT JOB ON BEHALF OF A CUSTOMER

1. Click on '**Facilities Jobs**' on the homepage. A new page will open.



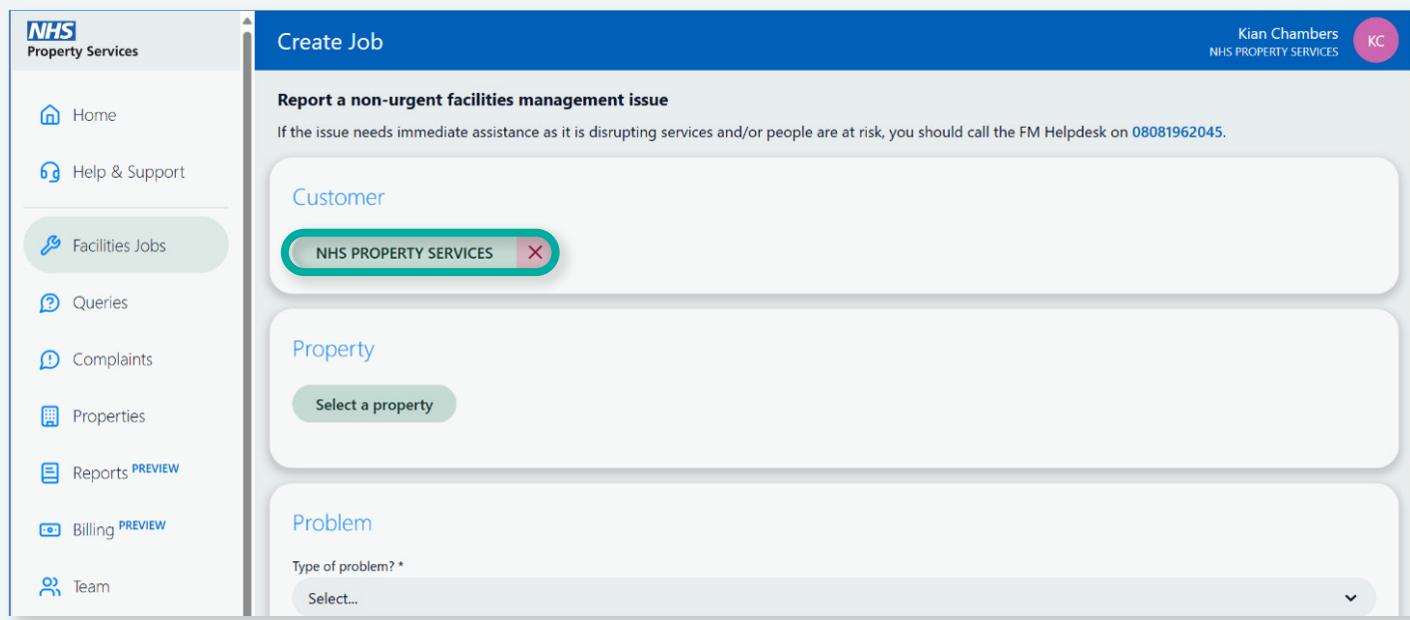
The screenshot shows the 'NHS Property Services' homepage. On the left, there is a sidebar with links: 'Home', 'Help & Support', 'Facilities Jobs' (which is highlighted with a teal border), and 'Queries'. The main content area has a blue header 'Home'. Below it, there is a 'You can use Connect to:' section with a list of options: 'Report a non urgent facilities issue', 'Ask us a question', and 'Raise a complaint'. A note says 'For all urgent facilities issues please call 0808 196 2045.' To the right, there is a 'Take a look at the latest news from NHSPS' section with a thumbnail image of a group of people and a brief description: 'NHSPS Secures New Ambulance Base for People across Northwest England and Wales'.

2. Click on '**Create Job**' to create a new facilities job. (Make sure you check the job history before you create a new job to avoid duplication).



The screenshot shows the 'Facilities Jobs' page. On the left, there is a sidebar with links: 'Home', 'Help & Support', 'Facilities Jobs' (highlighted with a teal border), and 'Queries'. The main content area has a blue header 'Facilities Jobs'. Below it, there is a 'Recent Jobs' section with two entries: 'Customer Portal Request' for '10 South Colonade' and 'Customer Portal Request' for 'Canterbury Health Centre'. Both entries show status as 'OPEN' and 'NON-URGENT'. To the right, there is a 'Create job' button and a 'Job Creation Trend' chart showing the count of jobs created in the last 12 months.

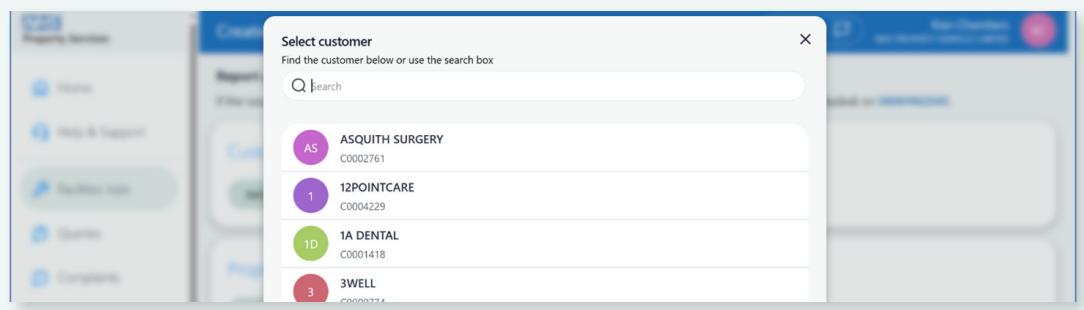
3. The create job form will be displayed; Colleagues are assigned to all customers so the customer they see is the latest customer they selected to view. If you want to log the job on behalf of a different customer, **click on the current customer name**.



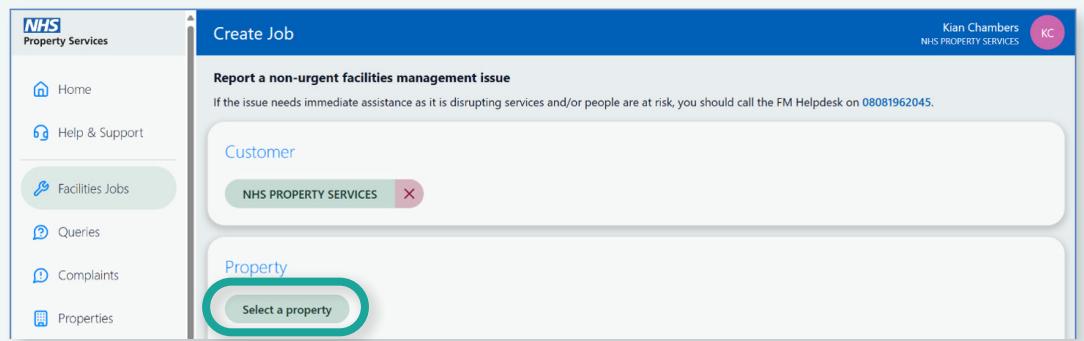
The screenshot shows the 'Create Job' form. On the left, there is a sidebar with links: 'Home', 'Help & Support', 'Facilities Jobs' (highlighted with a teal border), 'Queries', 'Complaints', 'Properties', 'Reports PREVIEW', 'Billing PREVIEW', and 'Team'. The main content area has a blue header 'Create Job'. Below it, there is a 'Report a non-urgent facilities management issue' section with a note: 'If the issue needs immediate assistance as it is disrupting services and/or people are at risk, you should call the FM Helpdesk on 08081962045.' There are three main sections: 'Customer' (with a dropdown menu showing 'NHS PROPERTY SERVICES'), 'Property' (with a 'Select a property' button), and 'Problem' (with a 'Type of problem? *' field and a 'Select...' button). A small 'v' icon is in the bottom right corner of the form area.

CREATE A FACILITIES MANAGEMENT JOB ON BEHALF OF A CUSTOMER

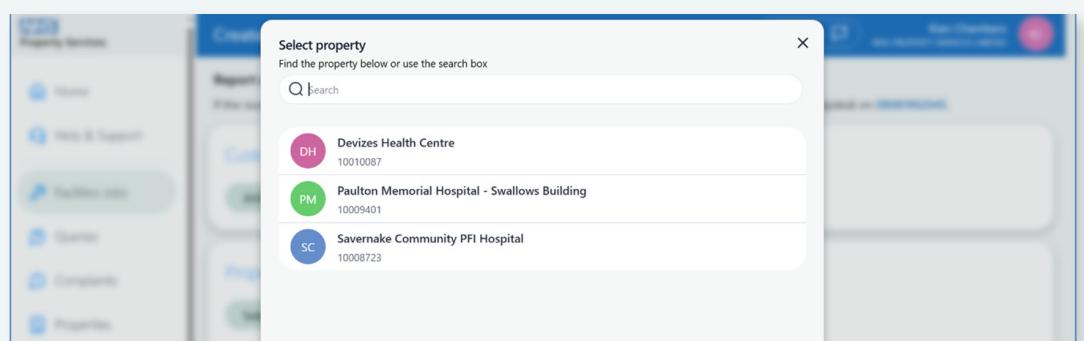
4. A list of all our customer will be displayed, use the search bar or scroll through the list to **select the customer you wish to log a job for.**



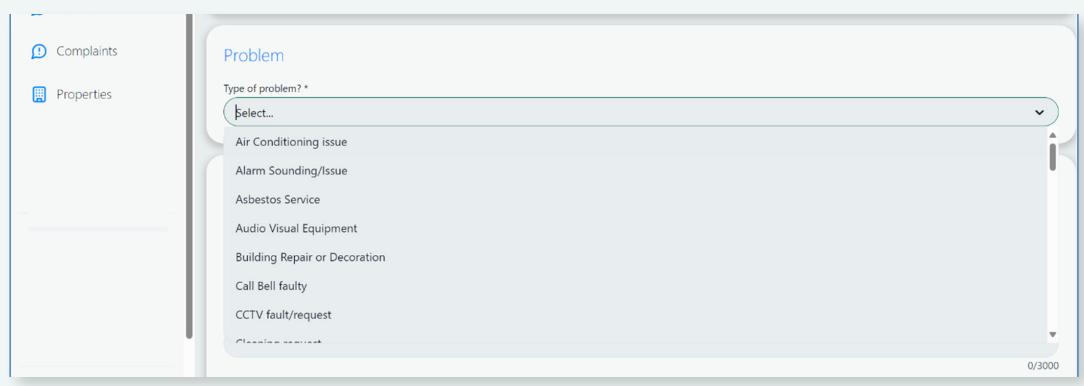
5. Click on 'Select a property' to search through all the properties that are attached to this customer.



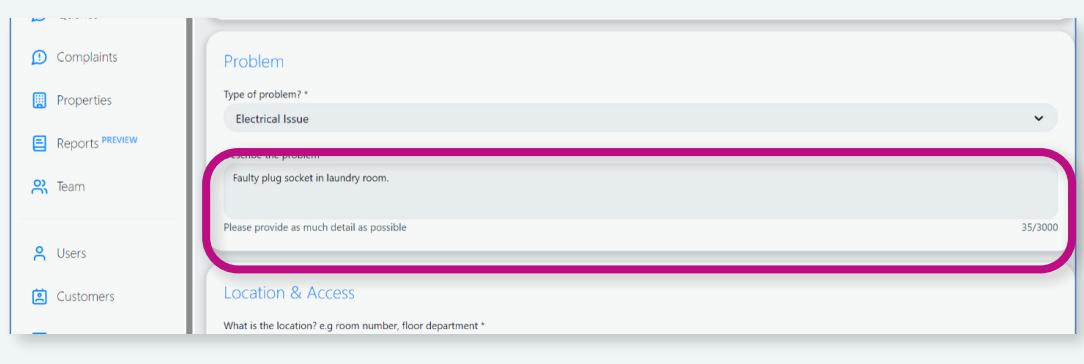
6. Select the property from the list.



7. Select the type of problem from the drop-down by typing the job in the search box or by **scrolling through the list of jobs**



8. Describe the problem



CREATE A FACILITIES MANAGEMENT JOB ON BEHALF OF A CUSTOMER

9. Under '**Location & Access**' let us know where the issue is in the building, what times the building can be accessed from and what times we can access the reported area.

Properties

Location & Access

What is the location? e.g room number, floor, department *

Laundry room, first floor

What are your building access times? *

09:00 - 17:00

What times can we access the reported area? *

09:00 - 17:00

10. Your name will automatically be displayed as the person raising the job. **Underneath you can provide your contact details.**

Reports PREVIEW

Billing PREVIEW

Team

Users

Customers

Contact Details

Raise on behalf of:

Kian Chambers

Name * Kian Chambers

Phone *

Location *

Add

11. If there are multiple users that you would like to raise the job against, click on '**Add**' to create a new contact line. Input their name, phone number and location. You can add as many users as you need.

Queries

Complaints

Properties

Reports PREVIEW

Billing PREVIEW

Team

Users

Customers

Content

Contact Details

Raise on behalf of:

David Decent

You are raising this job on behalf of another user

Name * David Decent

Phone * 0788888887

Location * 10 South Colinade

Name * Dr N Riviera

Phone * 0788888888

Location * 10 South Colinade

Add

Submit

12. Click on '**Submit**' to create the job.

Properties

Reports PREVIEW

Billing PREVIEW

Team

Users

Customers

Content

Raise on behalf of:

David Decent

You are raising this job on behalf of another user

Name * David Decent

Phone * 0788888887

Location * 10 South Colinade

Name * Dr N Riviera

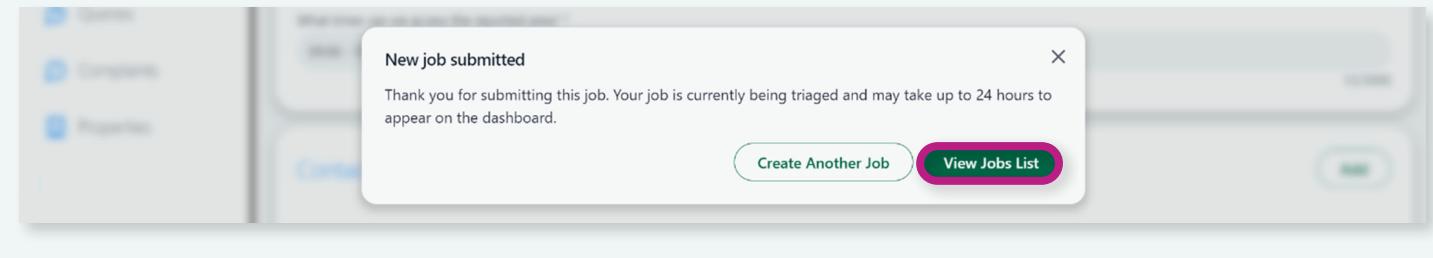
Phone * 0788888888

Location * 10 South Colinade

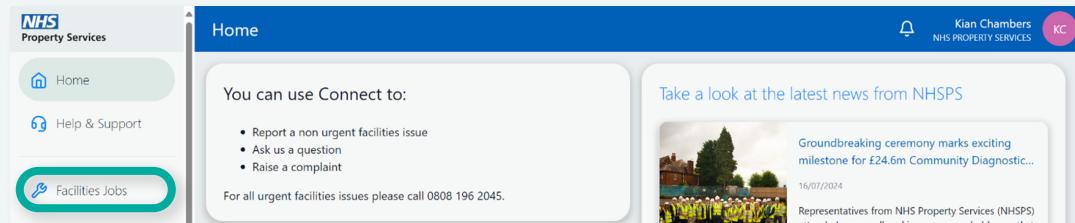
Submit

CREATE A FACILITIES MANAGEMENT JOB ON BEHALF OF A CUSTOMER

13. You can click '**'View Jobs List'** view this job or others that you have created. Or you can click on '**'Create Another Job'**, to raise another facilities management job.



14. To view your current and historic jobs, click on '**'Facilities Jobs'**.

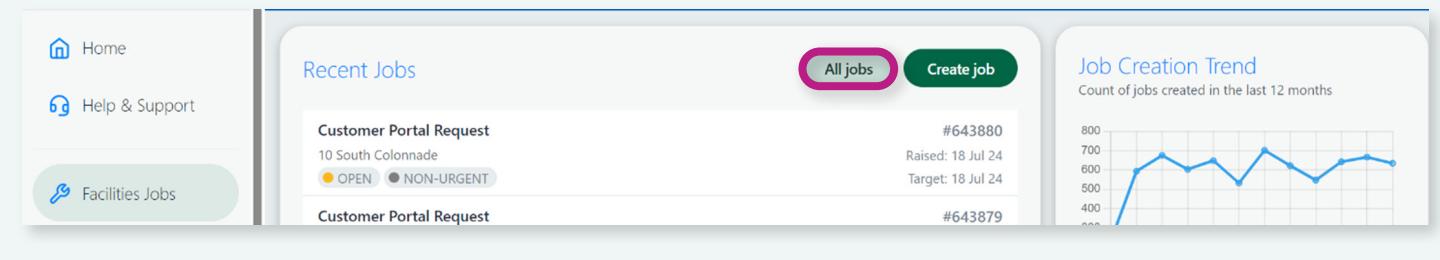


15. A list of your most recent jobs will be displayed. Each will give you the status of the job, the type of job, the job number, the date it was raised and the target completion date. **Click on any job** to get more information

16. A **detailed view of the job** will be displayed, including all the information you gave when you raised the job.

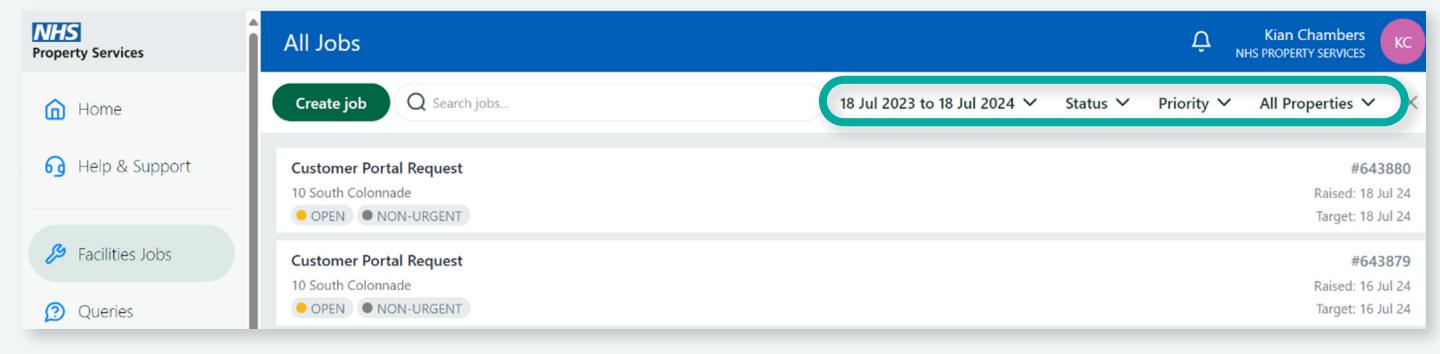
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17. If the job you are looking for is not displayed amount the most recent, click on '**All Jobs**' to view all the jobs that you have raised.



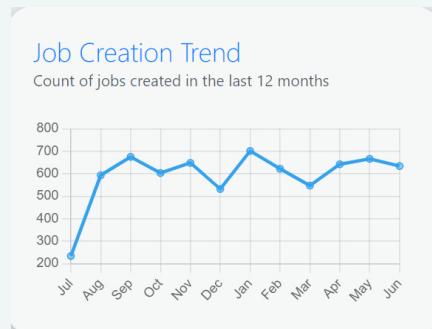
The screenshot shows the 'Recent Jobs' section with a 'Customer Portal Request' for '10 South Colonnade' (status: OPEN, priority: NON-URGENT) and job numbers #643880 and #643879. It also shows a 'Job Creation Trend' chart with a line graph showing the count of jobs created in the last 12 months, ranging from 400 to 800.

18. All your current and historic jobs will be displayed. **Scroll down to find the job you are looking for.** You can also **use the filters** at the top of the screen to help find your chosen job. You can filter by date, status, priority or property

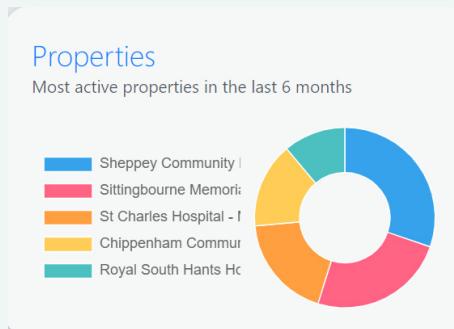


The screenshot shows the 'All Jobs' section with a search bar and filters for '18 Jul 2023 to 18 Jul 2024', 'Status', 'Priority', and 'All Properties'. It lists two 'Customer Portal Request' jobs for '10 South Colonnade' (status: OPEN, priority: NON-URGENT) with job numbers #643880 and #643879, and their respective details: Raised: 18 Jul 24, Target: 18 Jul 24.

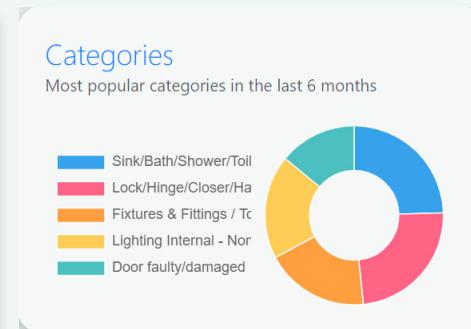
19. You will be able to view three different graphs and charts that relate to your jobs.



'Job Creation Trend' will show a count of all jobs you have created in the last 12 months.



'Properties' will show your most active properties in the last 6 months.



'Categories' will show your most popular categories in the last 6 months.