

DCCR - Issue reporting

General Issues

Where an issue with the system is suspected users must contact their organisations normal first-line support service desk, or the nominated individual that they would normally report IT issue to. The organisation's support function will undertake initial triage and escalate the issue to the DCCR Support Team if the issue is found to be with the DCCR system.

Where necessary the central DCCR support team may contact individual users, either via e-mail or telephone.

Forgotten Password

If the self-service password option has not been set up (see Web Portal Access to the DCCR) a service request for a password reset must be initially logged with the first-line support function as described under General Issues above.

Account Expiration

By default, all accounts are set to expire following 180 days of inactivity. If an account has expired, the user should contact the account sponsor(s) at their organisation and ask them to request an account reactivation for their user account. If a user is unsure on who their account sponsor(s) are they can send an email to the DCCR Support Team to confirm this.

Organisations may also request that access is granted on a temporary basis e.g. locum cover. The steps outlined above must be followed to extend the period of access.'

Data Quality

If a data quality issue is identified within a person's record, this should be reported directly to the DCCR Support Team via e-mail to rcht.dccrsupport@nhs.net using the subject line DCCR DQ.

Please include the NHS number or local identifier and the DoB for investigation purposes but please do not include any other personal details relating to an individual's record.

For portal users, there is a menu option that provides these instructions.

Do not use this e-mail to report general issues or to log a service request such as a password reset.

Data corrections cannot be made directly on the DCCR. The provider organisations are responsible for making required changes to the information held on their systems. This in turn will enable the correct information to display on the DCCR.

General Feedback

General feedback on the system can be sent to the DCCR Support Team at rcht.dccrsupport@nhs.net using the subject line DCCR Feedback.

This should not be feedback related to an individual's record or used to report a data quality issue and must not therefore include any personal details relating to an individual's record.

For portal users, there is a menu option that provides these instructions.

Do not use this e-mail to report specific faults with the system or to log a service request such as a password reset.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=251>