

EECL Escalation Guidance

01/04/2022

Version 4.0

NHS England and NHS Improvement



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Introduction

This pack has been created to communicate the end to end process for escalating EECL (Estates, Equipment, Consumables, and Logistics) issues via the SVOC (System Vaccination Operations Centre), RVOC (Regional VOC) and NVOC (National VOC) query route.

SVOCs/RVOCs are responsible for ensuring:

- requests are resolved on the Ordering Platform/ Supply Planner where possible
- all escalations to NVOC are correct, concise, and fully complete
- requests are reasonable and justified
- all appropriate regional approvals have been sought.

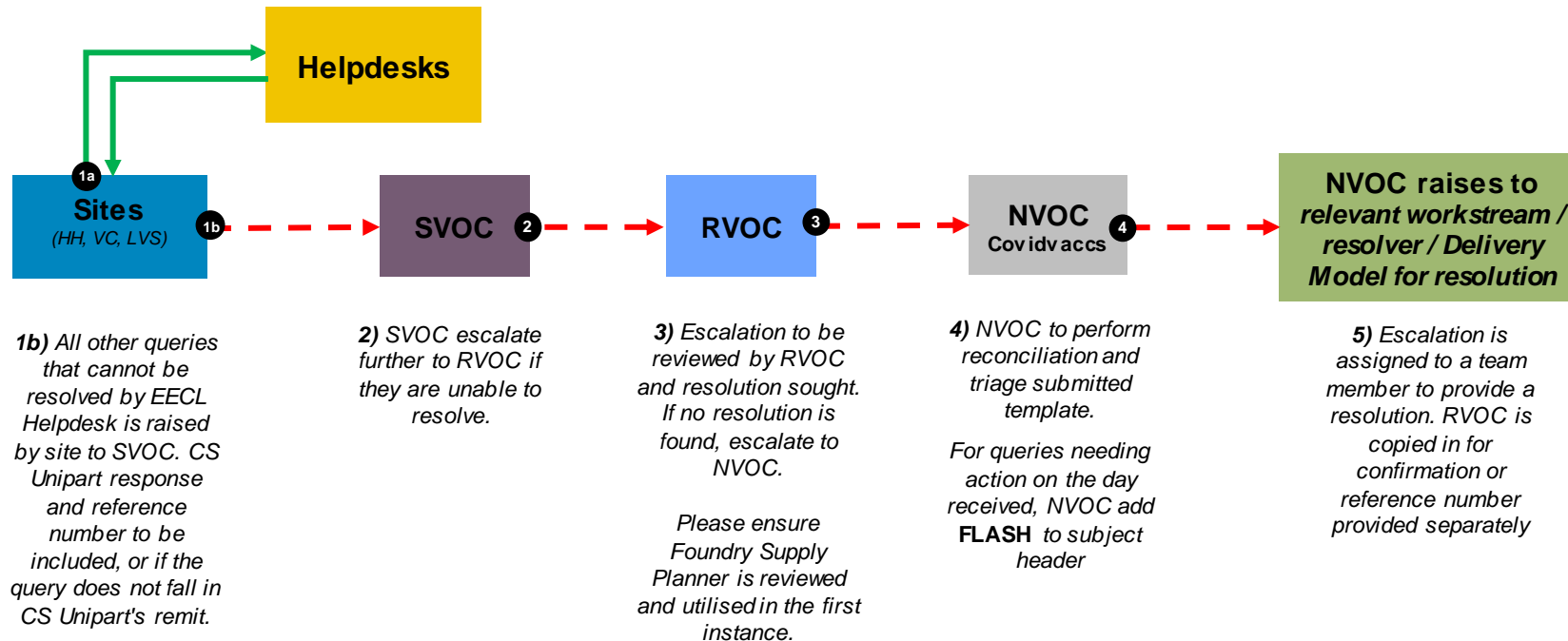
NVOC is responsible for:

- triaging queries and escalating to the correct teams
- tracking and following up on escalations to ensure timely responses
- monitoring issues and trends, liaising with EECL, and ensuring RVOCs / SVOCs / sites are made aware of any recurring or ongoing issues via cascades or daily calls.

NVOC Escalation Process



1a) Relevant queries should be raised direct with the relevant helpdesk (see tables on the right)



Example Helpdesk Queries

For EECL Helpdesk

- All queries/ requests regarding consumables and vaccine deliveries (please check the Foundry Supply Planner before raising to this helpdesk).

For IT Service Desk

- Pinnacle
- Foundry
- Immform
- NBS systems

For 119

- Queries about specific incidents/advice from 119 staff – complete the [Vaccine Service Booking Form](#)

Example SVOC / RVOC Queries

EECL

- Vaccine changes (that cannot be actioned in Supply Planner)
- Other vaccine delivery requests/ queries
- Change of fixed delivery day

Clinical Cell

- Incident reporting
- Clinical queries

Data and Tech Cell:

- Queries IT Service Desk unable to resolve

NBS

- NBS policy queries
- Non-system queries

Security

- Security incident reporting

SVOC, RVOC and NVOC Escalation Steps



Step 1: Before commencing the process, a site should have discussions with their SVOC (list of SVOCs available [here](#)) to ascertain the need for change and if the query can be resolved locally or via the Supply Planner.

Step 2: The site/SVOC must ensure all required information has been provided (consider using the Specific Query Template, as per slide 6).

Step 3: RVOC receives the request, checks all required information has been provided and query cannot be resolved at regional level. If not, RVOC sends request to NVOC. For all escalations, RVOC to ensure appropriate regional approvals are attained.

Step 4: NVOC sends to the agreed contacts within the EECL Team, with RVOC copied in for information, so they can track progress.

Step 5: The EECL Team reviews the request and informs NVOC and RVOC of the outcome. If the resolver has issues with the template, the RVOC can respond directly to resolvers keeping Incident58 cc'd.

Step 6: RVOC confirms the outcome to the requesting site.

Specific Query Template

While this form is no longer required, sites/SVOCs/RVOCs may find it useful to use this template (available [here](#)) to raise queries, to ensure all the relevant information has been included and avoid unnecessary back and for clarification.

Specific Query Template	
Requester details	
Name	
Email Address	
Mobile Telephone Number	
Site Details	
Site Name	
Site Address	
Site Postcode	
Region	
SiteID / ODS Code / Immform Number	
Delivery Model	
Query	
Describe the issue	
Other information	
Service Desk Reference Number <small>(If this query has been escalated to Foundry helpdesk, IT Service Desk or other)</small>	
Service Desk Outcome	
Date Query Raised	

Service Desk Details

If your query has been to a Service Desk in the first instance, such as EECL Helpdesk or the IT Service Desk, please provide their reference number and include their response to the query in your escalation email.

This template should also be used for raising queries to the EECL Helpdesk.

Key Contacts / Standard Processes



FutureNHS Delivery Schedules, Guidance, Webinars	https://future.nhs.uk/CovidVaccinations
NHS C19 Vaccination Website Guidance and Documentation	https://www.england.nhs.uk/coronavirus/covid-19-vaccination-programme/
Vaccine and consumables Supply, ordering and delivery queries/support	<p>EECL Helpdesk Phone: 0800 015 7707 (0900-1700 Mon-Fri) Email: england.c19vaccs-EECLhelpdesk@nhs.net (0800-1800 Mon-Fri, 0900-1700 Sat-Sun)</p> <p>Vaccine or associated products being issued by PHE: COVID19PHEsupplies@phe.gov.uk</p> <p>Deliveries of ordered vaccine (large sites) – Movianto: NHS.VaccineSupport@movianto.com 01234 587199</p>
IT queries IT hardware & 4G connectivity (for equipment provided by NHSE), NIMS & NIVS, Pinnacle & Foundry, Data & all other IT services	<p>IT Helpdesk: vaccineservicedesk@england.nhs.uk 0300 200 1000 0600 – 2200 everyday (inc. bank holidays) Guidance on what information the helpdesk requires is available here.</p> <p>Foundry: Foundry.Support@england.nhs.uk</p>
MYS Queries	MYS helpdesk : nhsbsa.mys@nhs.net
Flu Vaccine Queries	PHCO.fluops@nhs.net

Version Control



Version Number	Changes Made	Author
20210602 v1.0	Superseding all previous guidance on NVOC/EECL escalation templates.	NVOC
20210620 v2.0	Incorporated guidance on new bulk change requests. Removed LVS Cancellation and LVS Redirection templates as no longer in use.	NVOC
20210621 v2.1	Updated guidance around number of bulk change requests can be submitted per region, per day.	NVOC
20210704 v2.2	Updated Midlands RVOC email address.	NVOC
20210822 v3.0	Updated to reflect LVS supply planner process.	NVOC
20210902 v3.1	Further updates to reflect LVS supply planner process.	NVOC
20210902 v3.2	Further updates to reflect LVS supply planner process.	NVOC
20211006 v3.3	Updated to reflect that LVS sites can use supply planner for AZ requests	NVOC
20211013 v3.4	Updated to reflect HH/VC Supply Planner process.	NVOC
20220401 v4.0	Removed outdated processes related to VC/HH no longer on Immform, references to Unipart replaced by EECL Helpdesk	NVOC