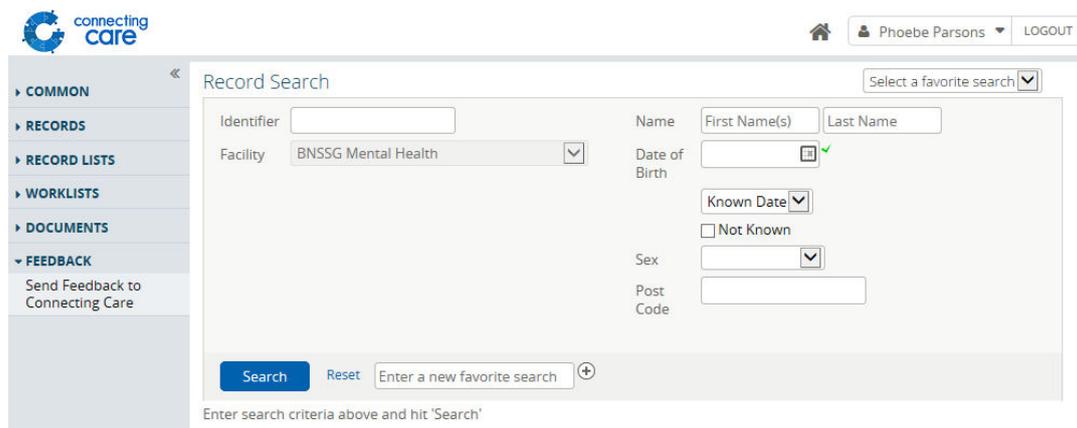


Quick Reference Guide – Feedback

Sending Feedback via the Menu

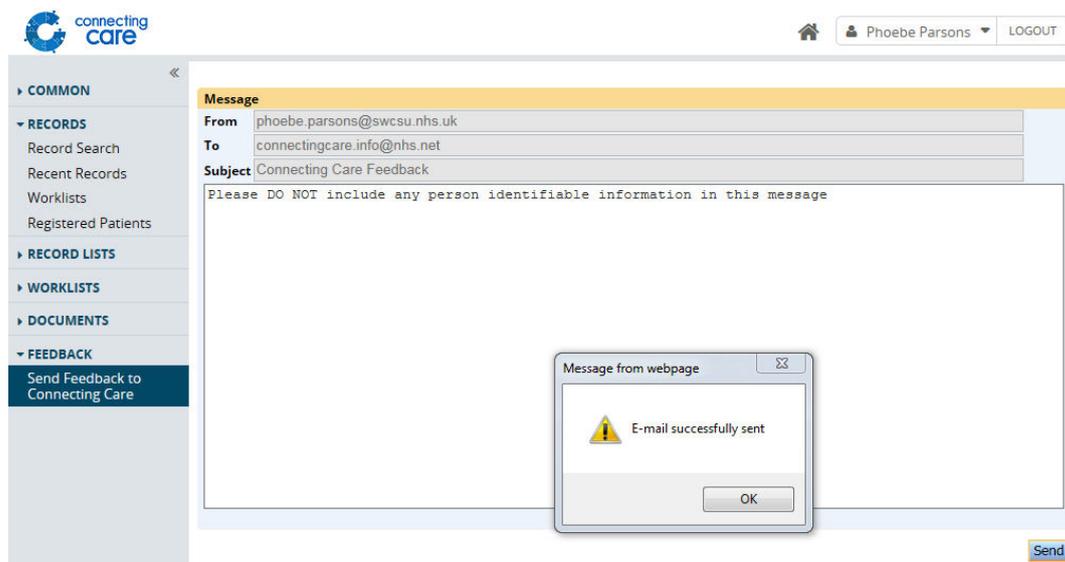
You can feedback to the Connecting Care team via the **Feedback** section on the menu on the left-hand side of the page.



The screenshot shows the 'Record Search' page in the Connecting Care system. On the left is a navigation menu with categories: COMMON, RECORDS, RECORD LISTS, WORKLISTS, DOCUMENTS, and FEEDBACK. Under FEEDBACK, the option 'Send Feedback to Connecting Care' is highlighted. The main area contains search criteria fields: Identifier, Facility (set to 'BNSSG Mental Health'), Name (First Name(s) and Last Name), Date of Birth, Known Date (with a 'Not Known' checkbox), Sex, and Post Code. A 'Search' button and a 'Reset' button are at the bottom. A 'Select a favorite search' dropdown is in the top right. The user's name 'Phoebe Parsons' and a 'LOGOUT' link are in the top right corner.

Click on the **Send Feedback to Connecting Care** option, this will then open a message screen as pictured below.

The **From**, **To** and **Subject** fields cannot be edited.

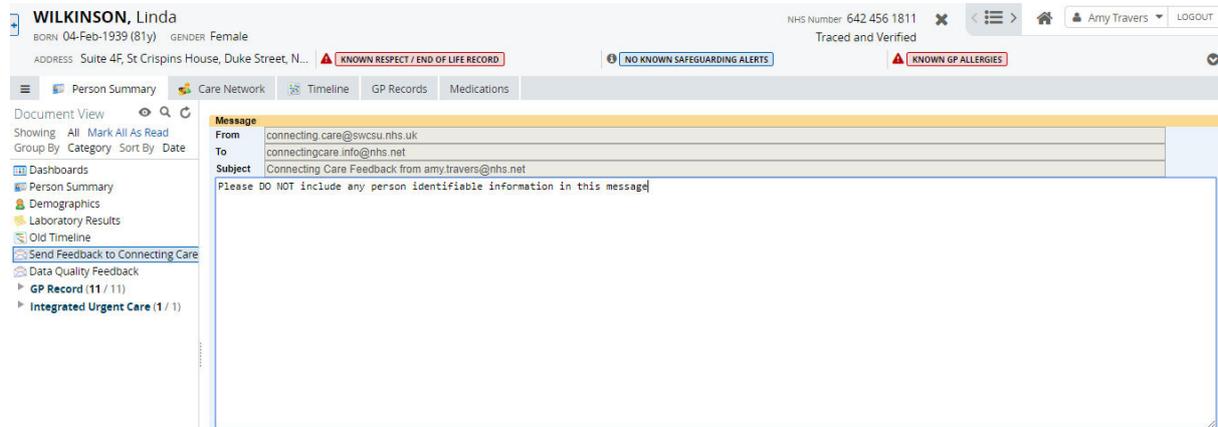


The screenshot shows the 'Message' screen in the Connecting Care system. The navigation menu on the left is the same as in the previous screenshot, but 'Send Feedback to Connecting Care' is now selected. The message form has pre-filled fields: 'From' (phoebe.parsons@swcsu.nhs.uk), 'To' (connectingcare.info@nhs.net), and 'Subject' (Connecting Care Feedback). A large white text area contains the instruction: 'Please DO NOT include any person identifiable information in this message'. A 'Send' button is in the bottom right corner. A pop-up dialog box titled 'Message from webpage' is displayed in the center, showing a yellow warning icon and the text 'E-mail successfully sent' with an 'OK' button.

You can type your message in the white box, **Please DO NOT include any person identifiable information in this message**. To send your message, press Send in the bottom right hand corner - a pop-up will appear to say the email has been sent successfully.

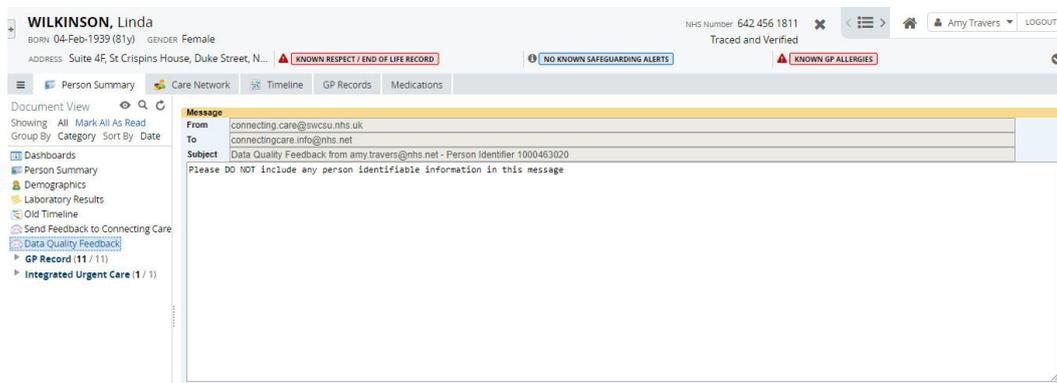
Sending Feedback via a Person's Record

You can also send feedback from the **Person Summary** tab in a person's record.



You will find 2 options to feedback on the left hand side of the screen –

- **Send Feedback to Connecting Care** – as pictured above, this will generate a message with the Subject 'Connecting Care Feedback'
- **Data Quality Feedback** – as pictured below, this will generate the Subject 'Data Quality Feedback' and include a Person Identifier that we can use to identify the person you are referring to



Please DO NOT include any person identifiable information in this message.

For more information & support contact your local IT Helpdesk