# Pathology Messaging Support for Primary Care Practices receiving results from UHS

Generally, support is provided Monday to Friday 09:00 to 17:00 excluding bank holidays.

Should staff not be able to answer your call, facilities are provided to leave answer-phone messages and send email. Please ensure that you identify the problem as a Pathology Messaging issue, this will ensure that calls are logged then allocated to the appropriate team.

| PROBLEM | CONTACT | RATIONALE |
| --- | --- | --- |
| If all, or a large proportion of electronic reports are missing | UHS 023 8120 3379 / 6821 (State GP links/IT issue)[UHS.GPLinks@nhs.net](mailto:UHS.GPLinks@nhs.net) Your GP supplier helpdesk  Healthcare Computing | 1. UHS will be able to ascertain whether reports have arrived within your practice mailbox.2. If you are advised results have arrived in your mailbox, and following a repeat results download process there are still no messages, then the call should be referred to your GP supplier.3. Should your supplier not respond to your call then escalation should be via Healthcare Computing. Remember to quote the supplier log numberNote, delay may also be caused by loss of service across the NHS.net or problems with other servers, UHS should be able to advise on this. |
| To obtain an urgent result which for some reason has not been received or further lab service information. | Key lab service contacts can be found in the Pathology handbook [here](http://www.uhs.nhs.uk/HealthProfessionals/PathologyServices/Handbook/LaboratoryMedicine.aspx#contacts) | Please keep calls to a minimumMaybe the practice needs to set more result collection schedules |
| Other Problems, including:Individual reports, or some individual results are suspected missingPatients details do not match on Pathology and Practice computers Report sent to wrong GP/Practice Changes to reference data within the system, e.g. new GPs, patient address details. Queries on Read codes. | 023 8120 3379 / 6821 [UHS.GPLinks@nhs.net](mailto:UHS.GPLinks@nhs.net) | Please include the lab sample reference number(s) e.g. 19M123456X in your email. Please provide your practice telephone contact details in all correspondence and include your national practice code. |
| ICE issues | 023 8120 3379 / 6821 [UHS.GPLinks@nhs.net](mailto:UHS.GPLinks@nhs.net) | If you experiencing issues logging into ICE please include a screenshot of the error message in your email along with your full name and GMC/NMC number. |