

## Support Statement under GPSoC

### Joint Statement by EMIS Ltd and the National User Group

EMIS have released a statement about delays that some practices are experiencing in having problems with their systems resolved by EMIS when they have had to report the problem to their local PCT help desk rather than directly to EMIS.

“A number of PCT’s are in the process of setting up their own local Help Desks. Whilst EMIS welcome these initiatives there is concern that some areas are looking to triage all calls to the EMIS Service Desk. In essence a third party will report the incident to EMIS verbally or by email. This will significantly reduce the first time fix rate and will result in a reduction of service to EMIS users. Figures are already indicating that the new set up adds significant additional delay to the resolution of EMIS issues. Despite our concerns some PCT’s are blindly pressing on with this policy. EMIS plan to write to all the LMCs, who are involved in negotiation of the Practice / PCT support agreements and publicise the problem as widely as possible.”

Richard Wilson, General Manager, Software Support Service, EMIS”

Charlie Stuart-Buttle, chair of the EMIS National User Group comments:

“The NUG is 100% supportive of EMIS’ stance on the issue of local helpdesks. The NUG Watchdog Committee regularly monitors EMIS’ support service and we believe that EMIS has built up a high quality support service over the years. Given that EMIS Support solves 80% of problems during the first call, it makes no sense to route these through a local help desk with a resultant reduction in speed and quality of service, as no local help desk can possibly achieve the same service levels.

In the next few months, as part of GP Systems of Choice, practices will be expected to sign a PCT-Practice Agreement, which contains a Service Level Agreement (SLA) specifying the support services that their PCT will provide. This SLA is negotiable so the NUG urges practices to read the documents carefully and insist that direct access to EMIS Support is allowed in the agreement. The NUG or practices’ Local Medical Committee will be happy to help if there are problems.”