

# Raising a query on Connect

Connect is your new online portal to interact with NHS Property Services. Connect has been built with the customer at the heart of the design so you will be able to use it as your one-stop-shop to log all your non-urgent facilities management (FM) jobs, queries, and complaints.

## Non-urgent facilities management issues

Non-urgent facilities management issues include a light not working, requesting a whiteboard to be fitted or general gardening.

Emergency or urgent facilities management issues that are impacting the delivery of patient care, should be reported via our **Customer Service Centre** on **0808 196 2045** so we can resolve the issue more quickly.

## Queries

Queries cover all questions you have for NHSPS, including asking for an explanation of charges, information about a property or a copy of a document. Queries should not be used to create facilities management jobs. They will need to be created using the **Facilities Management** function on Connect.

## Complaints

Raising a complaint means letting us know about anything you are not happy about relating to NHSPS so that we can work to resolve it and drive continuous improvement. These include making a complaint about your billing, the condition of a property or conduct of colleagues.

By using Connect, you will be able to **track the status of your jobs, queries and complaints, 24/7**.

# LET'S GET STARTED

If you have an account: Log in



[connect.property.nhs.uk](https://connect.property.nhs.uk)

If you don't have an account: Request access



Email: [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

Call: **0808 196 2045**

## RAISING A QUERY

1. Click **'Queries'** on the homepage. A new page will open.

The screenshot shows the NHS Property Services homepage. On the left, a navigation menu includes 'Home', 'Help & Support', 'Facilities Jobs', 'Queries' (highlighted with a red circle), and 'Complaints'. The main content area features a 'Home' header, a notification bell, and the user's name 'Kian Chambers'. Below this, there's a section titled 'You can use Connect to:' with a list of actions: 'Report a non urgent facilities issue', 'Ask us a question', and 'Raise a complaint'. A note states: 'For all urgent facilities issues please call 0808 196 2045.' To the right, there's a news section titled 'Take a look at the latest news from NHSPS' with an article about a new ambulance base. At the bottom, there are 'Recent Jobs' and 'Create job' buttons.

2. Click on **'Create query'** to create a new query. Make sure you check the query history first to avoid duplication as someone else might have already asked the same question.

The screenshot shows the 'Queries' page. The left navigation menu has 'Home' and 'Help & Support'. The main content area has a 'Queries' header, a notification bell, and the user's name 'Kian Chambers'. A 'Create query' button is highlighted with a red circle. Below it, there's a date range filter set to '16 Jul 2023 to 16 Jul 2024' with a dropdown arrow and a close button.

3. Type your query in the **message box** (please add as much information as possible).

The screenshot shows the 'Create Query' form. The left navigation menu includes 'Home', 'Help & Support', 'Facilities Jobs', 'Queries' (highlighted with a red circle), 'Complaints', and 'Properties'. The main content area has a 'Create Query' header, a notification bell, and the user's name 'Kian Chambers'. Below this, there's a text box with the prompt: 'Whether you have a question about your occupation or the services you receive, have a question about your bill, or need information from us - get in touch with us here.' The 'Message \*' text area is highlighted with a red circle and contains the text 'What are you're opening times?'. Below the text area, there's a note: '\*Please provide as much detail as possible' and a character count '30/1500'. At the bottom, there's a 'Properties \*' section with a 'Select properties' button.

## RAISING A QUERY

4. Select the property that the query relates to by clicking on **'Select Properties'**.

Whether you have a question about your occupation or the services you receive, have a question about your bill, or need information from us - get in touch with us here.

Message \*

What are you're opening times?

\*Please provide as much detail as possible 30/1500

Properties \*

Select properties

Submit

5. Select your property from the drop-down list and click on **'OK'**.

10004490

2SS 23 Stephenson Street 10010051

AHC Abercromby Health Centre 10003902

ACH Aldershot Centre for Health 10003914

AHA Allan House - Annex 10003970

AHW Altrincham Health and Wellbeing Centre 10009424

Cancel OK

6. Once you've provided the required information about the query, click **'Submit'** (the Query will be sent to the relevant Customer Officer to action).

Whether you have a question about your occupation or the services you receive, have a question about your bill, or need information from us - get in touch with us here.

Message \*

What are your opening times?

\*Please provide as much detail as possible 28/1500

Properties \*

Select properties 10 South Colonnade X

Submit

7. You can click **'View All Queries'** to see the reference number (the relevant customer service officer will receive an email to action the query). Or you can click on **'Create Another Query'**, to raise another query.

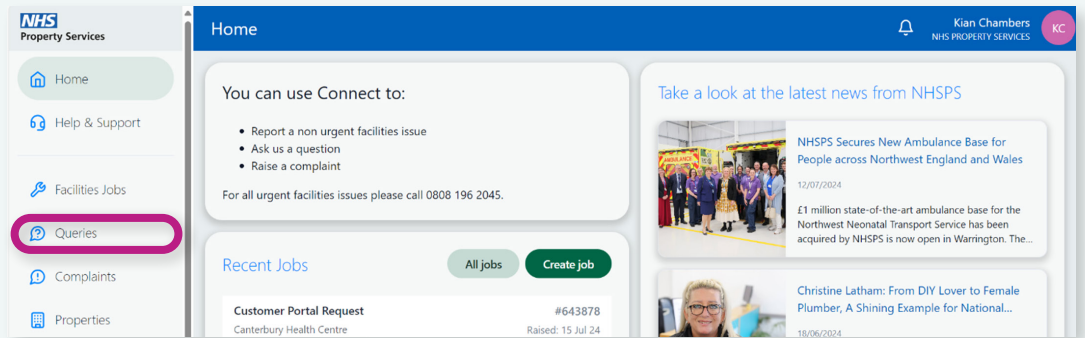
New query submitted

Your query has been submitted

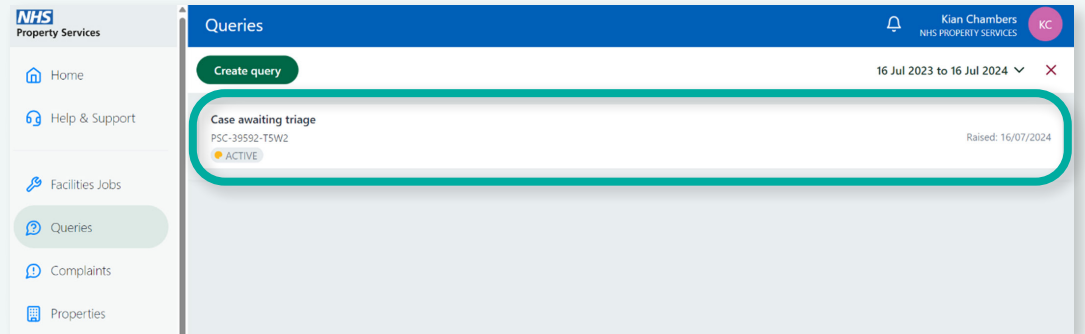
Create Another Query View All Queries

## HOW TO FOLLOW UP ON A QUERY

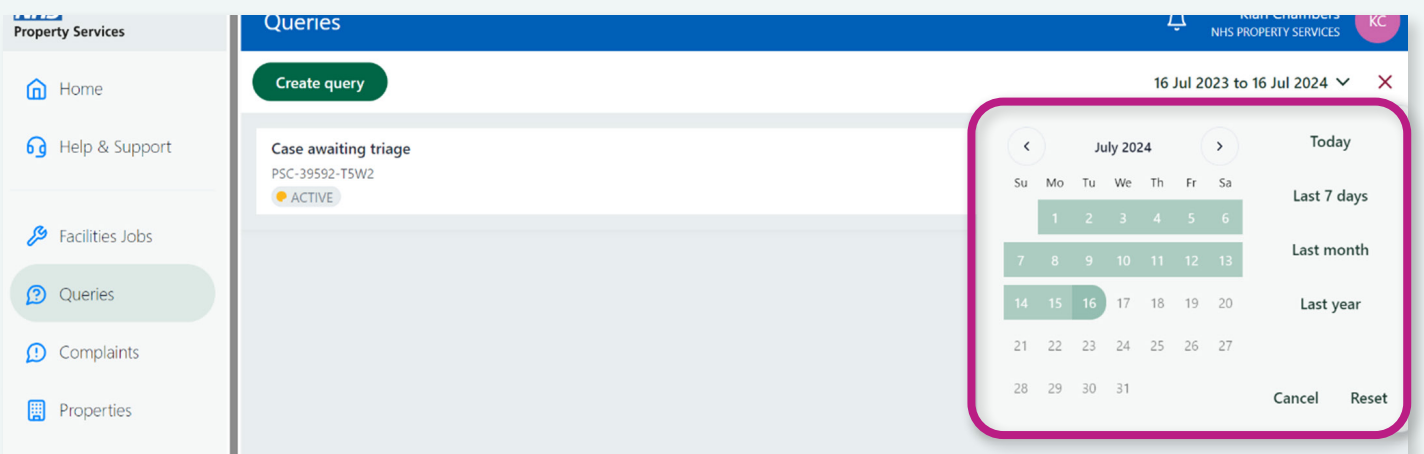
8. If you have not received any feedback from the customer service team, you can chase up the query. From the connect portal main screen, click on **'Queries'**.



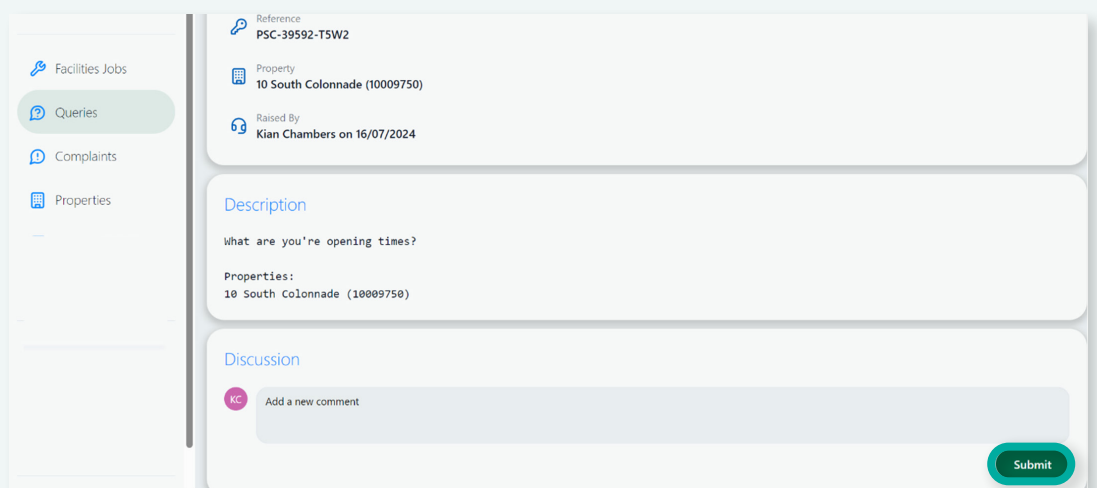
9. Then **click on the query** you wish to view (make sure it's the correct query you logged).



10. If the query you would like to view is not displayed, you can change the date range by **clicking on the date drop-down and select your time frame**.



11. Type your update or question in the discussion box and click on **'Submit'** (the case owner will receive an email notification of your update).



## 12. Your **update** to your query will be shown below.

Help & Support

Facilities Jobs

Queries

Complaints

Properties

Property  
10 South Colonnade (10009750)

Raised By  
Kian Chambers on 16/07/2024

### Description

What are you're opening times?

Properties:  
10 South Colonnade (10009750)

### Discussion

KC Add a new comment

Submit

KC Kian Chambers commented on 16 Jul - 10:37 AM  
please can i have an update to this query?

For more information about Connect, visit [www.property.nhs.uk/connect](http://www.property.nhs.uk/connect) or contact our Customer Service Centre on [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) or 0808 196 2045.