



# MILLFLOW

## Prescriber Portal Guide

### Ordering a Minor adaptation

# Ordering a minor adaptation

David Personage 083 (083DavidP) **PREPRODUCTION** No service user selected Choose service user Clear

## Welcome to Community Equipment Services

Service user management **A**

Browse catalogue

Information centre

View View View

### Newsflash

Create newsflash

David P first edition  
15/01/2025  
By: 083DavidP  
Our first review of the New Flash function  
[Read More...](#)

Alert  
13/02/2017  
By: 083DavidL  
Alert  
[Read More...](#)

## Notes

A – Select SERVICE USER MANAGEMENT

# Ordering a minor adaptation

The screenshot shows the NHS Millbrook Healthcare search interface. At the top, there is a header with the NHS logo and navigation icons. Below the header, there is a search bar with the text "Search for service users". The search bar contains three input fields: "Service user ref", "Forename", and "Surname". A red box labeled "B" highlights the "Service user ref" input field. A red box labeled "C" highlights the "Forename" and "Surname" input fields. A red box labeled "D" highlights the "Search" button. There is also an "Advanced Options" button and a "Choose service user" button with a "Clear" button next to it.

## Notes

You have 2 default options

B – Input the Service user ID, if known

**OR**

C – Input Forename &/or Surname

D – When details input to fields A or B, then Click SEARCH

# Ordering a minor adaptation

Search for service users

Service user ref:  Forename:  Surname:

Advanced Options Add new service user Search

Results: 28 service users Found

Items per Page: 6

Ref: 100030343 Other Yimfrpp Pragmen Pykwoox Bkxkaie Inccioe MK43 OZA 21/12/1945 Select service user	Ref: 100049633 Other Uvrxbmf Prcjjsn Tavphrg Nsnbmtv Lhbmuca PH13 9AN dd/mm/yyyy Select service user	Ref: 100053454 MS Uahwbvl Pprkncx Xaixano Xlknwqu Ovyjdli CM20 9SE 05/10/1924 Select service user	Ref: 100056018 Other Iytprai Pirosym Xsilmbq Bymiqmi Opaktqr S66 1FP 06/09/1919 Select service user
Ref: 100056665 MRS Yguhmb Prkqkkn Cacsyig Irragsb Mtyvtvw SL2 3PP 14/04/1940 Select service user	Ref: 100064872 Other Dtyutbp Prgmigd Pbdunai Pjxrji Solimyy HAB OPF 08/08/1922 Select service user		

First Previous Page 1 of 5 Next Last

## Notes

E – Millflow will now return the closest matches to the search details input

You can now review all records returned by clicking on [Select service user](#) on each tile

F – You can use advanced options to narrow your search

# Ordering a minor adaptation

[More Information & Edit Client](#)

## Patients name

Service user reference: 102708153

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### Service User details

**Date of birth**  
16/09/1970

**Age**  
54 year(s) 4 month(s) 17 day(s) old.

**Title**  
Mr

**Address**  
1 Furtherwood Road  
  
Oldham  
OL1 2PA

**Primary contact number**  
01234567890

**Mobile phone number**

**Email**

**Automated Notifications Opt In**  
Yes

### Other Contact Information

**Name**

**Relationship**

**Telephone**

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[Delivery](#) [Collection](#) [Repair](#) [Peripheral Store](#) [Trusted Assessor](#)

#### On-Site Equipment

[View](#)

#### On-Site History

[View](#) ✓

#### Pending Orders

[View](#)

#### PPM History

[View](#)

#### Alerts

[View](#)

#### Feedback

[View](#)

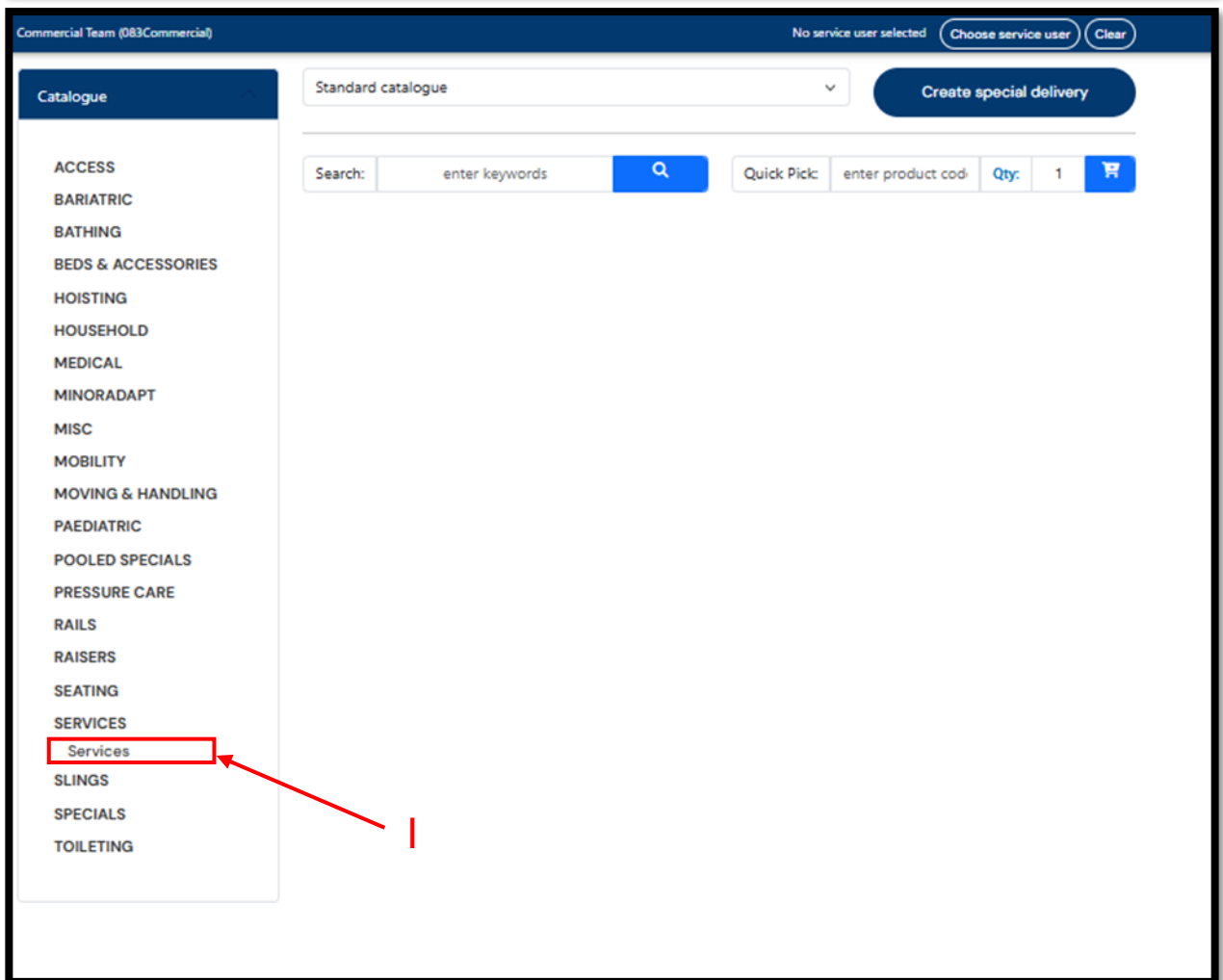
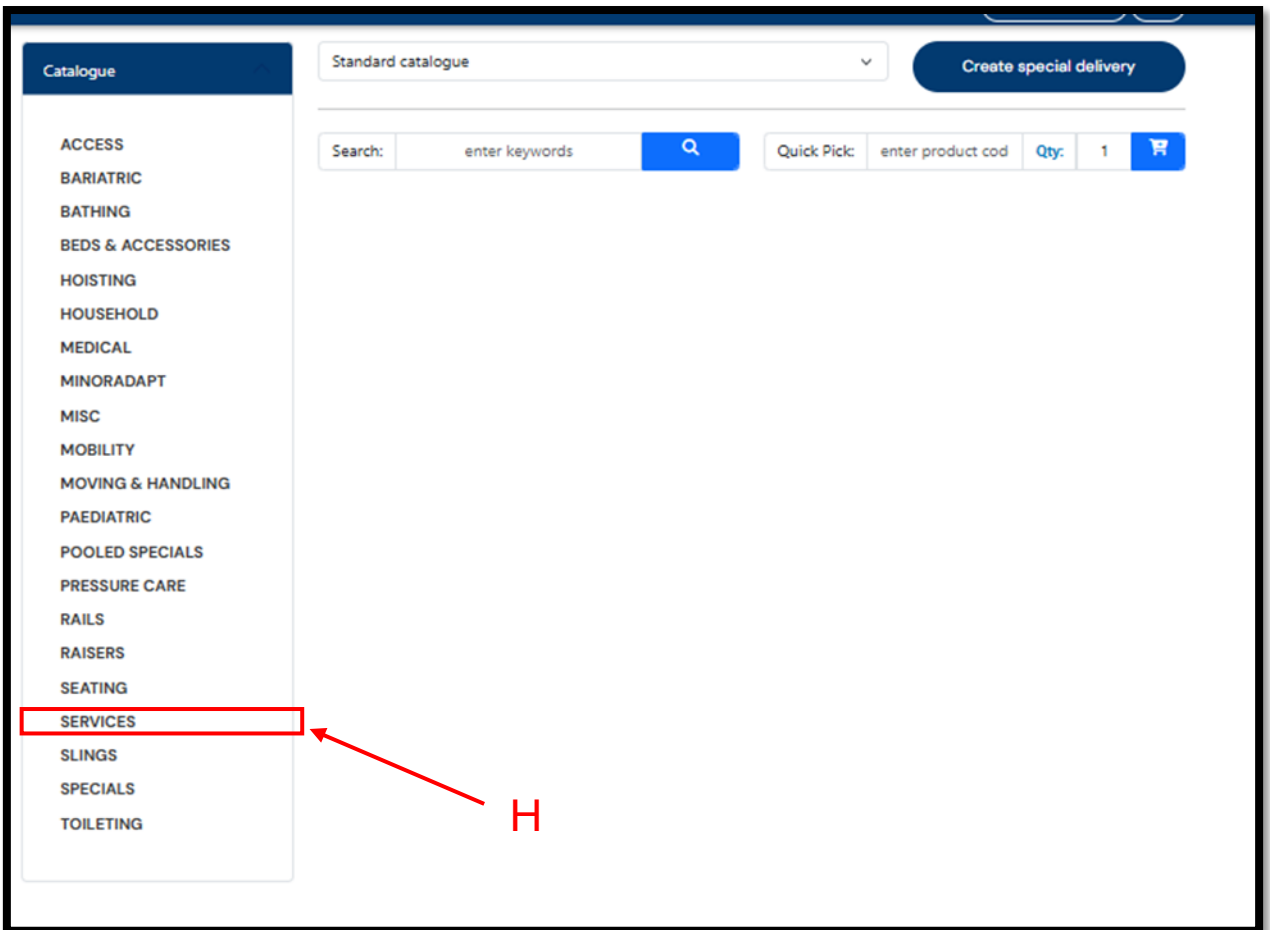
#### Documents

[View](#)

## Notes

G – Click on the DELIVERY button

# Ordering a minor adaptation



## Notes

Millflow now takes you to the standard equipment catalogue page

H – Click on the word SERVICES in the catalogue categories

I – Click on the word SERVICES that appears below the word SERVICES

# Ordering a minor adaptation

The screenshot shows the NHS Millbrook Healthcare catalogue interface. The top navigation bar includes the Millbrook Healthcare and NHS logos, along with user selection options. A sidebar on the left lists various service categories. The main content area displays a grid of service tiles. Three tiles are highlighted with red boxes: the 'Joint Visit - CES' tile (labeled K), the 'Minor adaptation quote' tile (labeled J), and the 'Moving Equipment - between properties' tile. Each tile includes an image, a title, a price, and an 'Add to basket' button. The 'Joint Visit - CES' tile also shows '0 on shelf'.

Service Name	Price	Stock Status
Equipment/furniture move	£16.20	0 on shelf
Moving Equipment - between properties	£17.56	0 on shelf
Joint Visit - CES	£30.53	0 on shelf
Minor adaptation quote	£43.61	0 on shelf

## Notes

Millflow now takes you to the catalogue tiles for all services available

J – ON the CESQUOTE catalogue tile, click ADD TO BASKET

K – IF JOINT VISIT required click in ADD TO BASKET on the JOINT VISIT CES tile

# Ordering a minor adaptation

Commercial Team (083Commercial) No service user selected Choose service user Clear

Catalogue

Standard catalogue Create special delivery

Search: enter keywords Quick Pick: enter product cod Qty: 1

Services

Items per Page 9 Arrange by Price (Asc)

Item Name	Price	Status
CESMOVINGEQUIPMEN T Equipment/furniture move	£16.20	0 on shelf
CESMOVINGEQUIPMEN T Moving Equipment - between properties	£17.56	0 on shelf
JOINTVISIT Joint Visit - CES	£30.53	0 on shelf
CESQUOTE Minor adaptation quote	£43.61	0 on shelf

## Notes

L – As you add items to the basket you will notice that they are indicated in the basket ICON



Once you are happy you have added all required items to the basket, click on the basket ICON

# Ordering a minor adaptation

Commercial Team (1420LCommercial)    Ordering for: Mr David Parsonage    Mr David Parsonage    Clear

View Catalogue

## My basket

Product	Quantity	Price
 Low Access 4 section profiling bed - Casa Nuova 4 (Elite) - CASA/H/LOW/BECH CES30234-0433  <a href="#">Notes</a> Remove from basket X  <input type="checkbox"/> Do not use <input type="checkbox"/> No CTE <input type="button" value="Product form"/>	1	£385.00
 Bed Other - Extended Bed Rail - 10485NBE CES34084-0433  <a href="#">Notes</a> Remove from basket X  <input type="checkbox"/> Do not use <input type="checkbox"/> No CTE	1	£129.97

### Summary

Item Cost (including unit cost) : £514.97  
Delivery Cost : £0.00  
Estimated Total : £514.97

M

## Notes

You are now presented with all the items in the basket (**PLEASE IGNORE IMAGES ABOVE**)

M – Click CONTINUE TO CHECKOUT

# Ordering a minor adaptation

**Activity details**

**Activity information**

Issue type: Please Select (N)

Activity response: Customer Led (O)

Target date: 13/02/2025 23:45 (P)

Activity instructions: Please deliver (Q)

Confidential notes: Key safe 123456 (R)

**Activity specific contact**

Contact number: Telephone | 03301241247 (S)

**Activity address**

Activity address: 6 Queens Close Bisley Woking GU24 9AL (T)

Property type: Housing Association (U)

Dog at premises?  
 Yes  
 No (V)  
 Unknown

**Clinical information**

Clinical reasons: This field is for clinical notes ONLY. Millbrook will NOT be able to see these notes. (W)

**Order summary**

Item/s cost (including unit cost)	574.27	X
Delivery cost	17.91	
Total cost	592.18	

View Basket (Y)    Return to service user details (Z)    Place Order (AA)

## Notes

You are now presented with the CHECKOUT SCREEN. See page 11 supporting notes

# Ordering a minor adaptation

## Notes

N – Select the relevant ISSUE TYPE from the drop-down list

O– Select the **4-Day SPEED** from the drop down

P – Once you have selected the SPEED in O, then this field will update with the TARGET DATE to complete the quote

Q – In ACTIVITY NOTES place a clear description of the works for which you require a quote.

R – Place any sensitive or confidential notes in this field. Such as **Key safe number, and other information meant for Millbrook only**

S - Select the contact number that Millbrook will need to call to schedule the delivery Or you can add a different number specifically for this activity.

T - Select the correct activity address from the Drop-down list

U – Select the PROPERTY TYPE/TENURE from the Drop-down menu

V – When arranging delivery Millbrook ask if there are dogs at the premises. Please select the appropriate answer

W - The Clinical Reasons section is for explaining the orders justification to authorisers.

X – Millflow provides you with a summary of the order costs

Y – This button offers you the option to VIEW BASKET

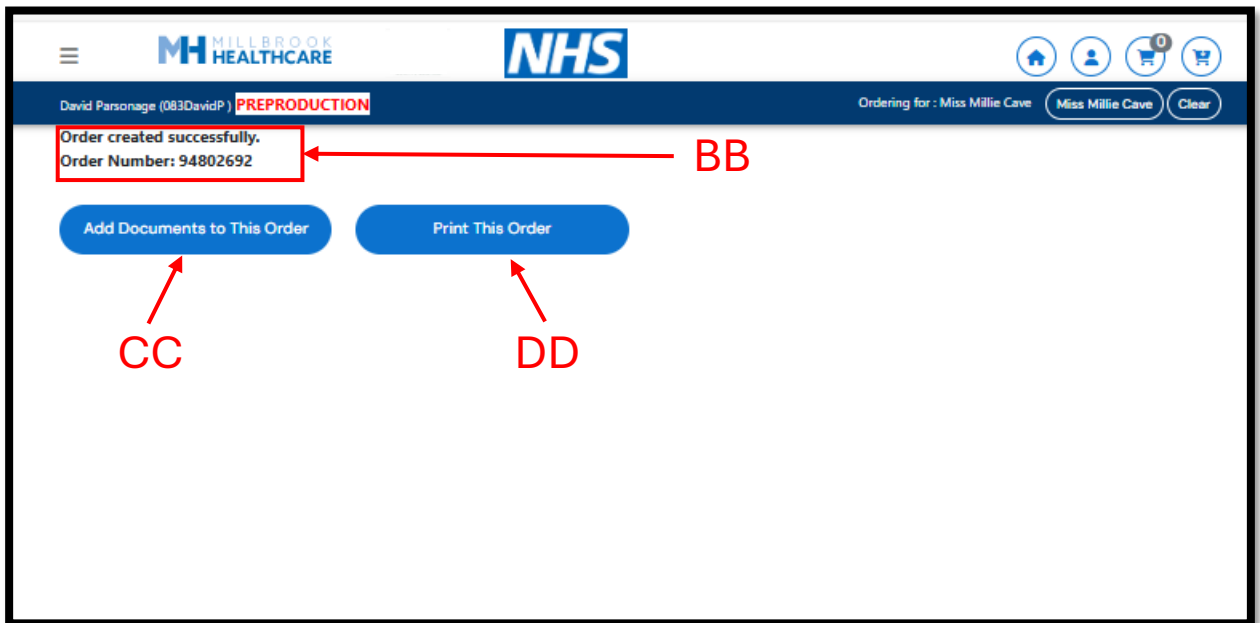
Z – This button offer you the option to RETURN TO SERVICE USER DETAILS. The basket is saved and can be accessed again by clicking on the BASKET ICON (L Page 8)

AA - Once you are satisfied that all the information is correct, you can click on the PLACE ORDER button.

Millflow will now inform you that your order requires authorization & what the order number is.

YOU NOW HAVE THE ABILITY TO UPLOAD DOCUMENTS/ DIAGRAMS TO THE ORDER. SEE PAGE 12

# Ordering a minor adaptation



## Notes

Once order placed Millflow will return the screen above

BB – Millflow confirm if order successfully placed or if the order needs authorisation.  
It also confirms order number.

CC – Click ADD DOCUMENTS TO THIS ORDER – **See pages 13 to 15 for notes**

DD – Click PRINT THIS ORDER – **see page 16 for notes**

# Ordering a minor adaptation

David Parsonage (083DavidP) **PREPRODUCTION** Ordering for: Mr David Parsonage Mr David Parsonage Clear

[More Information & Edit Client](#)

## Mr David Parsonage

Service user reference: 102040505

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### Service User details

**Date of birth**  
17/12/1988

**Age**  
36 year(s) 1 month(s) 17 day(s) old.

**Title**  
Mr

**Address**  
Millbrook Healthcare Ltd Pirbright Road  
Guildford  
Surrey  
GU3 2DX

**Primary contact number**  
01234098765

**Mobile phone number**

**Email**

**Automated Notifications Opt In**  
Yes

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Delivery Collection Repair Peripheral Store Trusted Assessor

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On-Site Equipment On-Site History Pending Orders PPM History

View View View View

## Notes

Millflow presents the page above,

YOU NEED TO SCROLL DOWN THE PAGE TO THE BOX BELOW

## Documents

Viewing documents for Mr David Parsonage

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Filter Search Results

Search Criteria:

All

[Upload Document](#)

# Ordering a minor adaptation

**Documents**  
Viewing documents for Mr David Parsonage

Filter Search Results  
Search Criteria:  
All

EE

Upload Document

## Notes

EE – Click on UPLOAD DOCUMENT

Once again Millflow will return you to the top of the page

YOU NEED TO SCROLL DOWN THE PAGE TO THE BOX BELOW

**Documents**  
Viewing documents for Mr David Parsonage

Filter Search Results  
Search Criteria:  
Type

Filter by type :  
Quotation  
Notification

Filter  
Upload Document

**Enter Document Details**  
Please enter the details relating to this document

Document Name

Document Type  
Please Select

Notification

Please tick this box if the document you're uploading is clinically sensitive

File to Upload  
Choose File No file chosen

Cancel Upload

## Notes

See page 15 for supporting notes

# Ordering a minor adaptation

**Documents**  
Viewing documents for Mr David Parsonage

Filter Search Results  
Search Criteria: Type  
Filter by type: Quotation, Notification

**Enter Document Details**  
Please enter the details relating to this document

Document Name: [Text Field] → FF

Document Type: [Please Select] → GG

Notification: [Notification] → HH

Please tick this box if the document you're uploading is clinically sensitive  → II

File to Upload: Choose File (JJ) | No file chosen | Cancel | Upload (KK)

## Notes

FF – Give the Document a memorable name, that can be linked to the order

GG – Identify the document type from the drop-down list

HH– IGNORE THIS FIELD. It is for future development

II – **\*\*IMPORTANT\*\* IF YOUR DOCUMENT CONTAINS SENSITIVE/CLINICAL INFORMATION YOU NEED TO FLAG THE DOCUMENT AS CLINICALLY SENSITIVE. FAILURE TO USE THIS FLAG WILL ENABLE MILLBROOK HEALTHCARE TO ACCESS THE DOCUMENT**

JJ – Clicking here will open the browse function & you can browse your drives to find the document to upload

KK – Click UPLOAD to upload the document. The document will now be uploaded to the clients record

# Ordering a minor adaptation

Activity Printing - Work - Microsoft Edge  
https://prescriber.preprod.mhcportal.com/ActivityPrinting.aspx?UId=94802694&Typeld=1

**Click Here To Print** LL

**EQUIPMENT LOAN SERVICE DELIVERY** Customer Led

Millbrook Healthcare Block 8, Henley Business Park  
Pirbright Road GU3 2DX  
Tel: 0330 124 1247 Fax: 0845 293 7264

**Service User**  
Mr David Parsonage  
Millbrook Healthcare Ltd  
Pirbright Road  
Caulfield  
GU3 2DX  
Tel: 01234098765

**Prescriber**  
David Parsonage  
01234567890

**Orderno/Reqno/Date**  
Activity Number/Date  
94802694/Req 13 2025 11:45PM  
Service User/Prescriber  
102040505/0830dwdP

Line	Material	Description	Unit	Qty
20	CES30202 0066	Bed - Ultimate 4 section Care Bed II - UBER7001	-	1
20	CES30202 0066	Bed - Grab Rail - Standard - UBER7004	-	1

**Notes**

**Activity Notes:**  
None

**Additional Notes:**  
Top secret

**Clinical Reasons:**  
These are required

**Equipment Demonstrated:**  
Yes [No] 1

## Notes

Once you have clicked Click PRINT THIS ORDER (OO on page 14). Millflow presents this screen view of your order

LL – CLICK HERE TO PRINT will open up your printer search function. Allowing you to print the order locally, should you need. See below

**Print** Total: 1 sheet of paper

**Printer**  
on mhc-print01

**Copies**  
1

**Layout**  
 Portrait  
 Landscape

**Pages**  
 All  
 Odd pages only  
 Even pages only

**Print** Cancel

**Click Here To Print**

**EQUIPMENT LOAN SERVICE DELIVERY** Customer Led

Millbrook Healthcare Block 8, Henley Business Park  
Pirbright Road GU3 2DX  
Tel: 0330 124 1247 Fax: 0845 293 7264

**Service User**  
Mr David Parsonage  
Millbrook Healthcare Ltd  
Pirbright Road  
Caulfield  
GU3 2DX  
Tel: 01234098765

**Prescriber**  
David Parsonage  
01234567890

**Orderno/Reqno/Date**  
Activity Number/Date  
94802694/Req 13 2025 11:45PM  
Service User/Prescriber  
102040505/0830dwdP

Line	Material	Description	Unit	Qty
20	CES30202 0066	Bed - Ultimate 4 section Care Bed II - UBER7001	-	1
20	CES30202 0066	Bed - Grab Rail - Standard - UBER7004	-	1

**Notes**

**Activity Notes:**  
None

**Additional Notes:**  
Top secret

**Clinical Reasons:**  
These are required

**Equipment Demonstrated:**  
Yes [No] 1

# Ordering a minor adaptation

## What happens next

1. If a joint visit is ordered Millbrook will contact you to confirm availability
2. Millbrook will contact the service user to agree the date of visit
3. A Millbrook adaptations technician will attend site & will produce a quotation
4. Millbrook will produce a formal quotation document & will email this to you
5. If you are happy with the quotation, you will need to forward the quotation to your authoriser
6. If your authoriser approves the quotation, then the authoriser will need to email Millbrook customer service confirming authorisation and quotation number
7. Millbrook customer service will then use your PIN to raise a Minor Adaptation Order on Millflow. They will authorise the order using your authorisers PIN
8. Millbrook will contact the service user to agree the date for the work to be completed
9. A Millbrook adaptations technician will attend site & will complete the work