

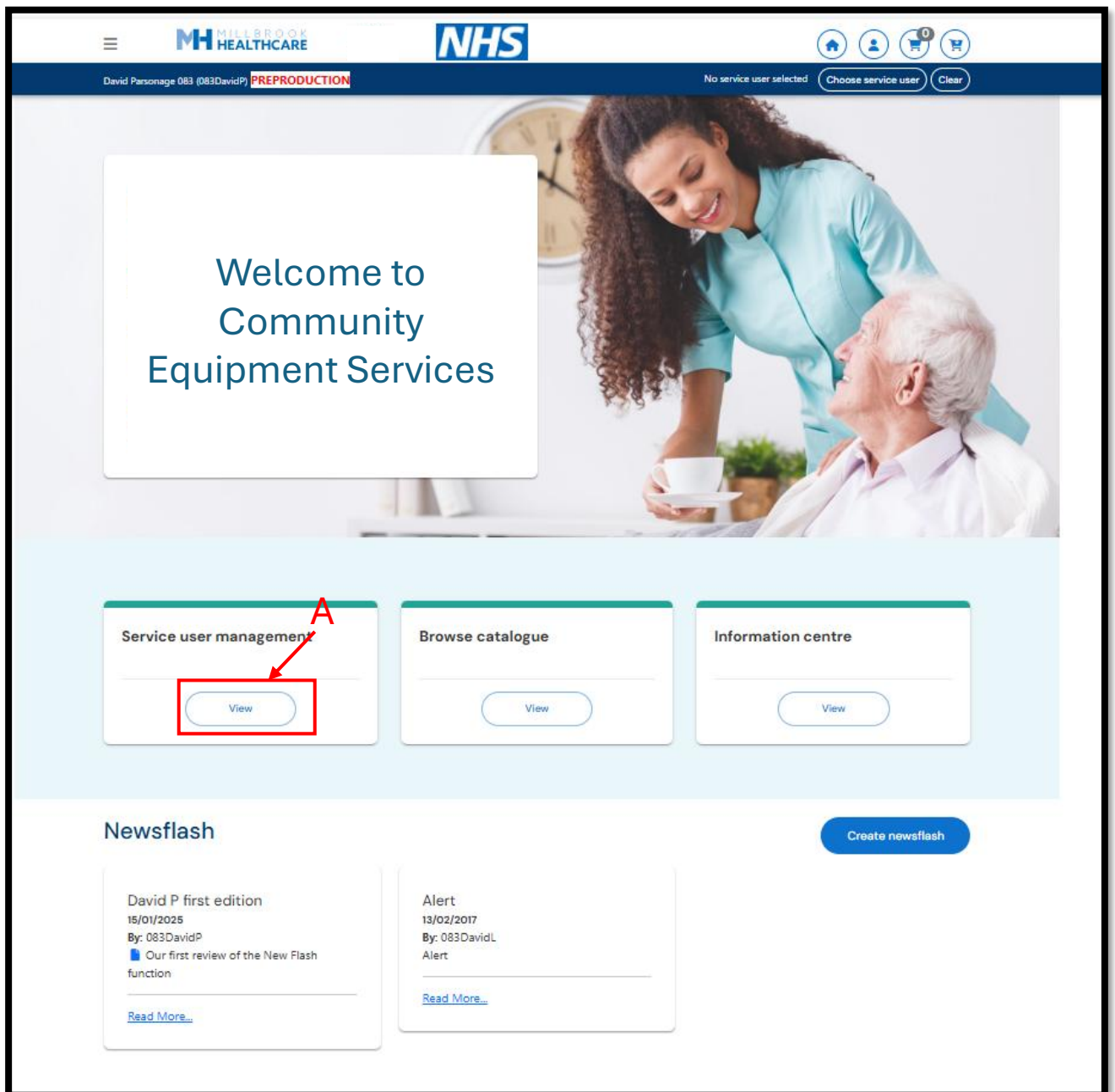


MILLFLOW

Prescriber Portal Guide

Raising a delivery order
for a client

Raising a delivery order for a client



Notes

A – Select SERVICE USER MANAGEMENT

Raising a delivery order for a client

The screenshot shows the NHS Millbrook Healthcare system interface. At the top, there are logos for Millbrook Healthcare and NHS. Below the logos, there is a navigation bar with icons for home, user profile, and shopping cart. The main content area is titled "Search for service users". It contains three input fields: "Service user ref", "Forename", and "Surname". A red box labeled "B" highlights the "Service user ref" field. A red box labeled "C" highlights the "Forename" and "Surname" 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

Raising a delivery order for a client

The screenshot shows the NHS Millbrook Healthcare interface. At the top, there are logos for Millbrook Healthcare and NHS. Below the logos, there is a navigation bar with a home icon, a user profile icon, a shopping cart icon with a notification, and a 'Choose service user' button. The main content area is titled 'Search for service users'. It features three search input fields: 'Service user ref', 'Forename', and 'Surname'. Below these fields are three buttons: 'Advanced Options', 'Add new service user', and 'Search'. The 'Advanced Options' button is highlighted with a red box and a red arrow labeled 'F'. Below the search fields, the results are displayed as 'Results: 28 service users Found'. There is a dropdown menu for 'Items per Page' set to 6. The results are shown in a grid of six tiles. Each tile contains a reference number, a name, a date of birth, and a 'Select service user' button. Red arrows labeled 'E' point to the 'Select service user' buttons on three of the tiles. At the bottom of the results grid, there are navigation buttons: 'First', 'Previous', 'Page 1 of 5', 'Next', and '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

Raising a delivery order for a client

[More Information & Edit Client](#)

Patients name

Service user reference: 102708153

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
OLI 2PA

Primary contact number
01234567890

Mobile phone number

Email

Automated Notifications Opt In
Yes

Other Contact Information

Name

Relationship

Telephone

Delivery Collection Repair Peripheral Store Trusted Assessor

On-Site Equipment

[View](#)

On-Site History

[View](#) ✓

Pending Orders

[View](#)

PPM History

[View](#)

Alerts

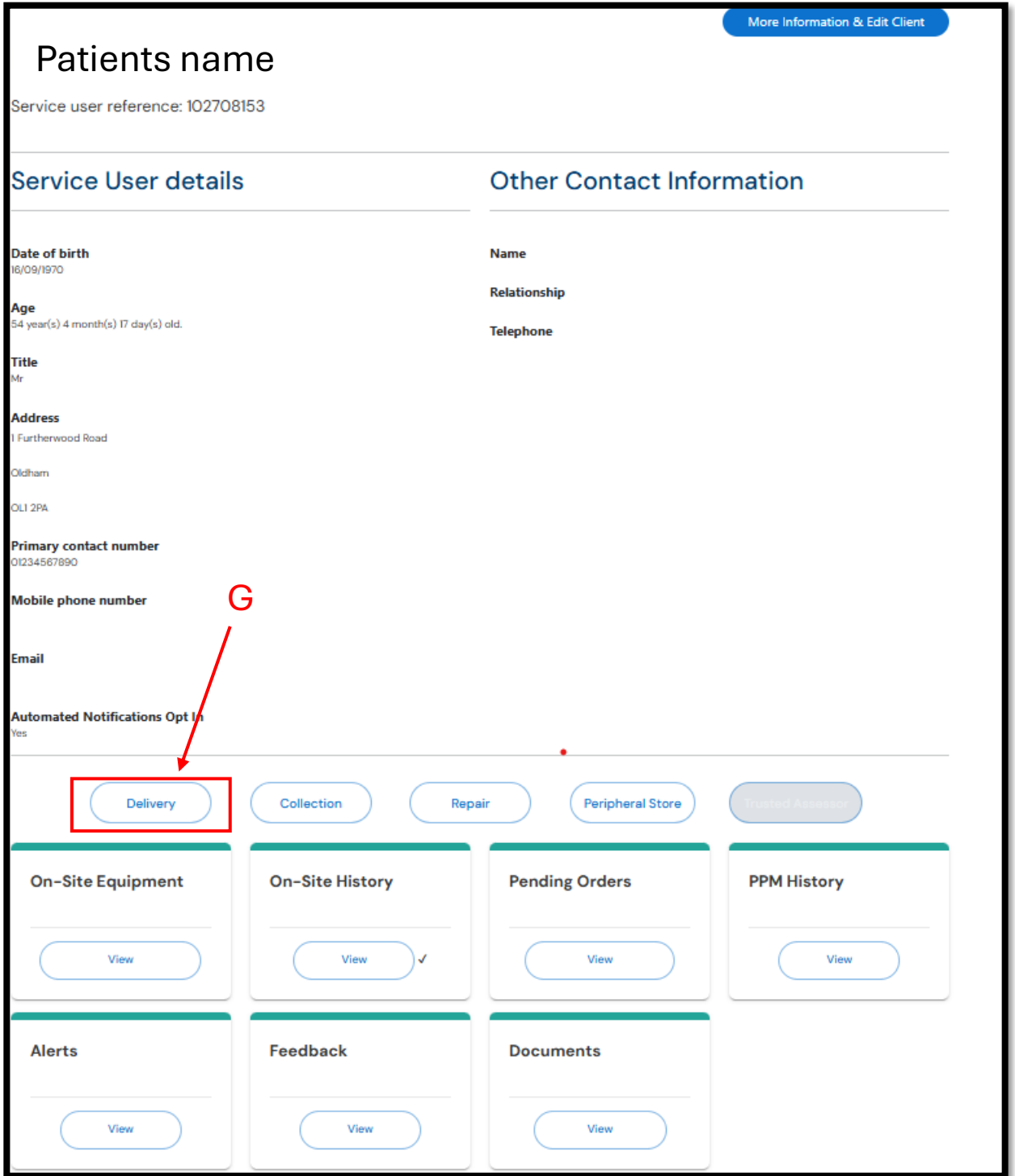
[View](#)

Feedback

[View](#)

Documents

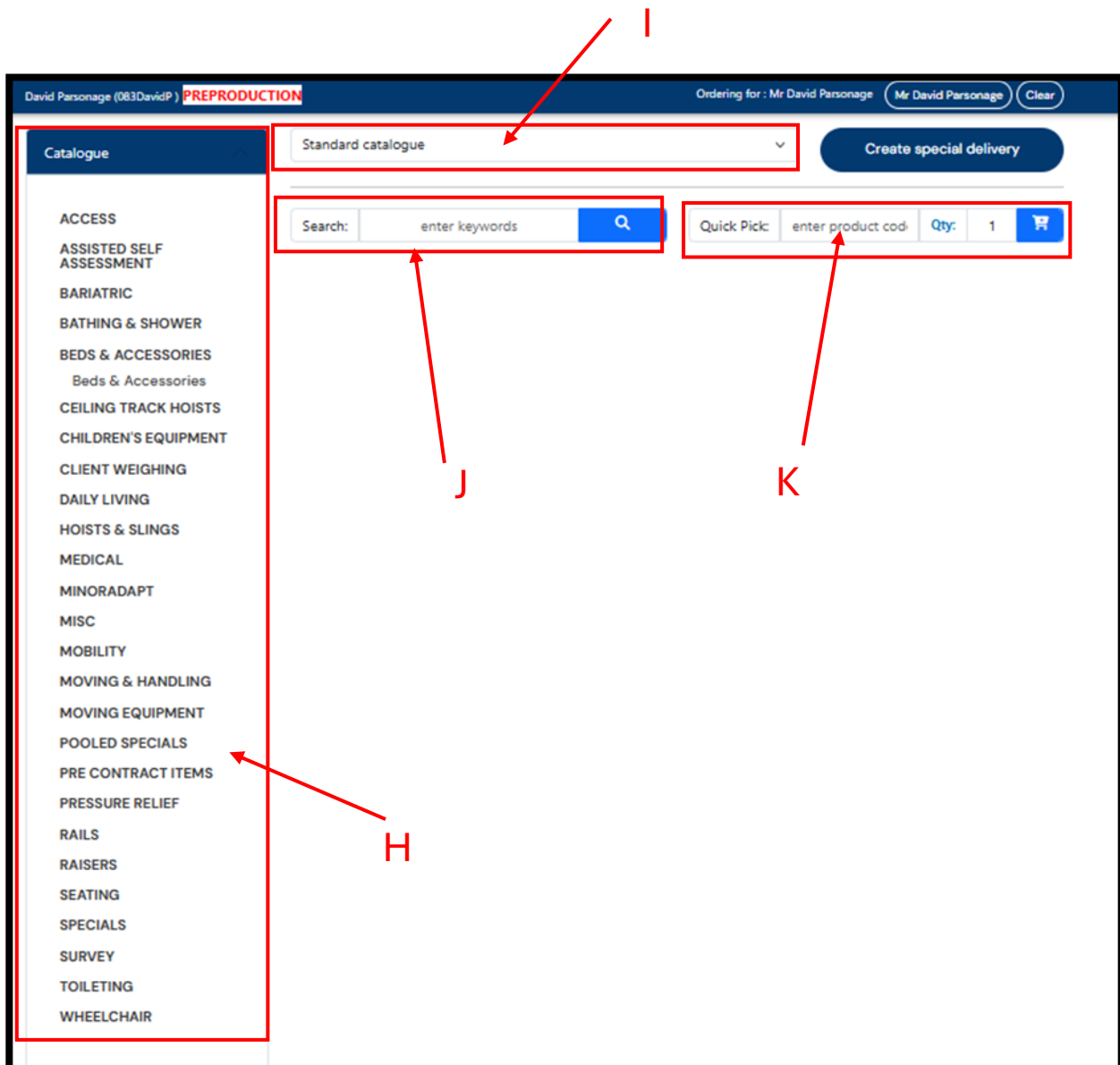
[View](#)



Notes

G – Click on the DELIVERY button

Raising a delivery order for a client



Notes

Millflow now takes you to the standard equipment catalogue page

H – All the equipment categories are detailed to the left. Click on a Category to reveal the sub-categories.

I – Use the drop down to switch between, STANDARD CATALOGUE, YOUR MOST ORDERED ITEMS, YOUR RECENTLY ORDERED ITEMS or RECYLED SPECIALS

J – You can use keyword search to find all variants of an equipment item

K – If you know the Material Code of the item, inputting it here & indicating the quantity will add these to you order

Raising a delivery order for a client

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

Catalogue Standard catalogue Create special delivery

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

Hoists

Items per Page 6 Arrange by Price (Asc)

Product Name	Price	Action
Robinson Hoist - Servicing Only	£0.00	Add to basket
Hoist - Extension Arm - VOY-A8300	£48.00	Add to basket
Hoist - Oxford Electric Midi Hoist	£495.00	Add to basket
Hoist - Voyager - 2 Track Post Only - VOY-9220010	£550.00	Add to basket
Hoist - Oxford Electric Major Hoist	£700.00	Add to basket
Hoist Voyager Motor Only- VOY9800005.04UK	£785.00	Add to basket

< First < Previous Page 1 of 1 Next > Last >

Notes

L – In the above example the prescriber has clicked on HOISTS & SLINGS. The Sub-Categories of HOISTS & SLINGS then appear & the prescriber has decided to open up the HOISTS Sub-Category.

Raising a delivery order for a client

Notes

There are now 2 options to add the item to your basket. See both below

Option 1

The screenshot shows a web catalog interface for 'Hoists'. The page header includes the user name 'David Parsonage (083DavidP)', a 'PREPRODUCTION' status, and the text 'Ordering for : Mr David Parsonage'. A search bar and a 'Quick Pick' section are visible. The main content area displays a grid of six product tiles. Each tile contains an image, a product name, a price, and an 'Add to basket' button. The product 'Hoist - Oxford Electric Major Hoist' (CES20007) has its 'Add to basket' button highlighted with a red box. A red arrow points to this button, and the letter 'M' is placed next to the arrow. The bottom of the page shows navigation controls: '< First < Previous', 'Page 1 of 1', and 'Next > Last >|'.

Product Name	Price	Action
Robin Hoist - Servicing Only	£0.00	Add to basket
Hoist - Extension Arm - VOY-A8300	£48.00	Add to basket
Hoist - Oxford Electric Midi Hoist	£495.00	Add to basket
Hoist - Voyager - 2 Track Post Only - VOY-9220010	£550.00	Add to basket
Hoist - Oxford Electric Major Hoist	£700.00	Add to basket
Hoist Voyager Motor Only- VOY9800005.04UK	£785.00	Add to basket

Notes

M – Use the ADD TO BASKET button on the catalogue tile

Raising a delivery order for a client

Option 2

David Parsonage (063DavidP) PREPRODUCTION Ordering for : Mr David Parsonage Mr David Parsonage Clear

Catalogue Standard catalogue Create special delivery

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

Hoists

Items per Page 6 Arrange by Price (Asc)

Product Name	Price
CESROBINHOIST Robin Hoist - Servicing Only	£0.00
CES20049-0083 Hoist - Extension Arm - VOY-48200	£48.00
CES20006 Hoist - Oxford Electric Midi Hoist	£495.00

N

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

Medical - Salter Aire Elite Compressor - SO1774GN Item Code: CES90030-0032

Description Specification Supplier Details Documents

Description
The Salter Aire Elite is a durable, reliable and easy to use compressor. The Salter Aire is portable and easy to use on a table top, it provides quick, efficient, and convenient delivery of aerosolized medication, minimizing wasted medication and increasing patient compliance. Compatible with most nebulizers on the UK market.

- * Efficient aerosol delivery
- * 5 year no quibble swap out warranty
- * Lightweight, compact 1.8kg
- * Piston-style compressor
- * Quiet, low noise level
- * Nebuliser docking port
- * Flow rate > 5 lpm
- * 80% of particles below 5 microns*
- * Complete range of disposable and reusable accessories
- * Compatible with most nebulisers available (inc NHS Supply Chain)

Price: £47.00

P

O

Notes

N – Click on the catalogue image. Review the catalogue description, Specification, supplier details & documents

O – Click ADD TO BASKET

P – When finished click on BACK

Raising a delivery order for a client

The screenshot displays the NHS Millbrook Healthcare online ordering interface. At the top, the user is logged in as 'Mr David Parsonage' with a 'PREPRODUCTION' status. The main navigation includes a 'Catalogue' sidebar on the left and a search bar at the top. The 'Medical' category is selected, showing three items for sale:

Item Name	Code	Price
Medical - Salter Aire Elite Compressor - SO1774GN	CES90030-0032	£47.00
Drip Stand - Code: 17	CES34011	£53.65
Suction Machine - 7305P-U	CES90000	£243.00

A red box highlights the shopping basket icon in the top right corner, which has a '2' next to it. A red arrow points from this icon down to a red letter 'Q' on the page.

Notes



Q – 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 of the basket ICON Q

Raising a delivery order for a client

Commercial Team (142OLCommercial) Ordering for: Mr David Parsonage Mr David Parsonage Clear

My basket

Product	Quantity	Price
 Low Access 4 section profiling bed - Casa Nuova 4 (Elite) - CASA/H/LOW/BECH CES30234-0433	1	£385.00
 Bed Other - Extended Bed Rail - 10485NBE CES34084-0433	1	£129.97

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

Continue to checkout

Annotations:
W: View Catalogue
R: Notes
S: Remove from basket X
T: Do not use
U: No CTE
V: Product form
X: Continue to checkout

Notes

You are now presented with all the items in the basket

R – You can add item notes here

S – You can remove this item from the basket here

T – You can flag an item as DO NOT USE here

U – You can ensure that no Close Technical Equivalent items are issued by using this flag

V – **IF** the PRODUCT FORM box appears against an item. You are required to click on the box & complete the form. **You will not be able to proceed to checkout until the PRODUCT FORM is completed**

W – If you need to add an item, then you can return to the catalogue

X – Once you are happy CONTINUE TO CHECKOUT

Raising a delivery order for a client

Activity details

Activity information

Issue type: Please Select (Y)

Activity response: Customer Led (Z)

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

Activity instructions: Please deliver (BB)

Confidential notes: Key safe 123456 (CC)

Activity specific contact

Contact number: Telephone | 03301241247 (DD)

Activity address

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

Property type: Housing Association (FF)

Dog at premises?
 Yes
 No (GG)
 Unknown

Clinical information

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

Order summary

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

View Basket (JJ) Return to service user details (KK) Place Order (LL)

Notes

You are now presented with the CHECKOUT SCREEN. See page 13 supporting notes

Raising a delivery order for a client

Notes

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

Z – Select the SPEED you would like the delivery to be performed on

AA – Once you have selected the SPEED in Z, then this field will update with the TARGET DELIVERY DATE.

BB – Place ACTIVITY NOTES to support the delivery, such as **equipment height** or **location**. Do not place any sensitive or confidential information in this field. THESE NOTES ARE PRINTED ON THE CUSTOMER'S ORDER COPY AND LEFT WITH THE SERVICE USER.

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

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

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

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

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

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

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

JJ – This button offers you the option to VIEW BASKET

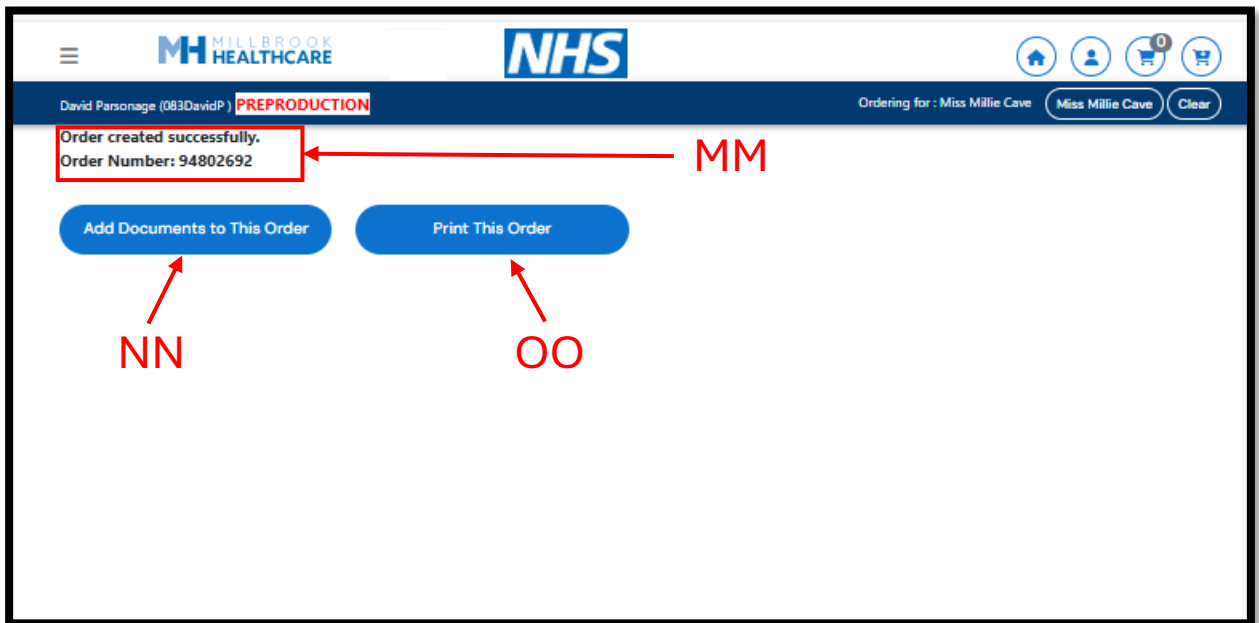
KK – This button offer you the option to RETURN TO SERVICE USER DETAILS. The basket is saved and can be accessed again by clicking on the BASKET ICON (Q Page 10)

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

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

YOU NOW HAVE THE ABILITY TO UPLOAD DOCUMENTS TO THE ORDER. SEE PAGE 14

Raising a delivery order for a client



Notes

Once order placed Millflow will return the screen above

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

NN – Click ADD DOCUMENTS TO THIS ORDER – **See pages 15 to 17 for notes**

OO – Click PRINT THIS ORDER – **see page 18 for notes**

Raising a delivery order for a client

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

[More Information & Edit Client](#)

Mr David Parsonage

Service user reference: 102040505

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

Other Contact Information

Name

Relationship

Telephone
01234098765

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

[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

Filter Search Results

Search Criteria:

All

[Upload Document](#)

Raising a delivery order for a client

Documents
Viewing documents for Mr David Parsonage

Filter Search Results
Search Criteria:
All

PP

Upload Document

Notes

PP – 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 17 for supporting notes

Raising a delivery order for a client

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] → QQ

Document Type: [Please Select] → RR

Notification: [Notification] → SS

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

File to Upload: [Choose File] No file chosen → UU

[Cancel] [Upload] → VV

Notes

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

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

SS – IGNORE THIS FIELD. It is for future development

TT – ****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**

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

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

Raising a delivery order for a client

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

Click Here To Print **WWW**

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
 Guelkford
 GU3 2DX
 Tel: 01234098765

Prescriber
 David Parsonage
 01234567890

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

Line	Material	Description	Unit	Qty
20	CES30202 0066	Bed - Ultimate 4 section Care Bed II - UBE87001	-	1
20	CES30202 0066	Bed - Grab Rail - Standard - UBE87004	-	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

WW – 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
 Guelkford
 GU3 2DX
 Tel: 01234098765

Prescriber
 David Parsonage
 01234567890

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

Line	Material	Description	Unit	Qty
20	CES30202 0066	Bed - Ultimate 4 section Care Bed II - UBE87001	-	1
20	CES30202 0066	Bed - Grab Rail - Standard - UBE87004	-	1

Notes

Activity Notes:
None

Additional Notes:
Top secret

Clinical Reasons:
These are required

Equipment Demonstrated:
Yes [No] 1