



MILLFLOW Prescriber Portal Guide

Raising Service Feedback

Raising Service Feedback

Notes

There are 2 ways in which you can raise Service Feedback

1. You can raise feedback specific to a Service User – **See Pages 3 – 9**
2. You can raise feedback that is not linked directly to a service user – **See Pages 10 - 12**

Raising Service Feedback

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

Welcome to Community Equipment Services

Service user management **Browse catalogue** **Information centre**

[View](#) [View](#) [View](#)

Newsflash

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David P first edition
15/01/2025
By: 083DavidP
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13/02/2017
By: 083DavidL
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Notes

A – Select SERVICE USER MANAGEMENT

Raising Service Feedback

The screenshot shows the NHS service user search interface. At the top, there is a navigation bar with the MH Millbrook Healthcare logo, the NHS logo, and a user profile icon. Below the navigation bar, 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". The "Service user ref" field is highlighted with a red box and labeled "B". The "Forename" and "Surname" fields are highlighted with a red box and labeled "C". Below the search bar, there is a blue "Search" button highlighted with a red box and labeled "D". There is also an "Advanced Options" button to the left of the search button. The interface is in a development environment, as indicated by the "(083Test) DEVELOPMENT" text in the top left corner.

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 Service Feedback

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 Bkxaxie Inccioc MK43 OZA 21/12/1945 Select service user	Ref: 100049633 Other Uvrxbmfr 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 Ygultmab Prkqkqn Cacsyig Inragab 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

Raising Service Feedback

Mr David Parsonage More Information & Edit Client

Service user reference: 102708153

Service User details Other Contact Information

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

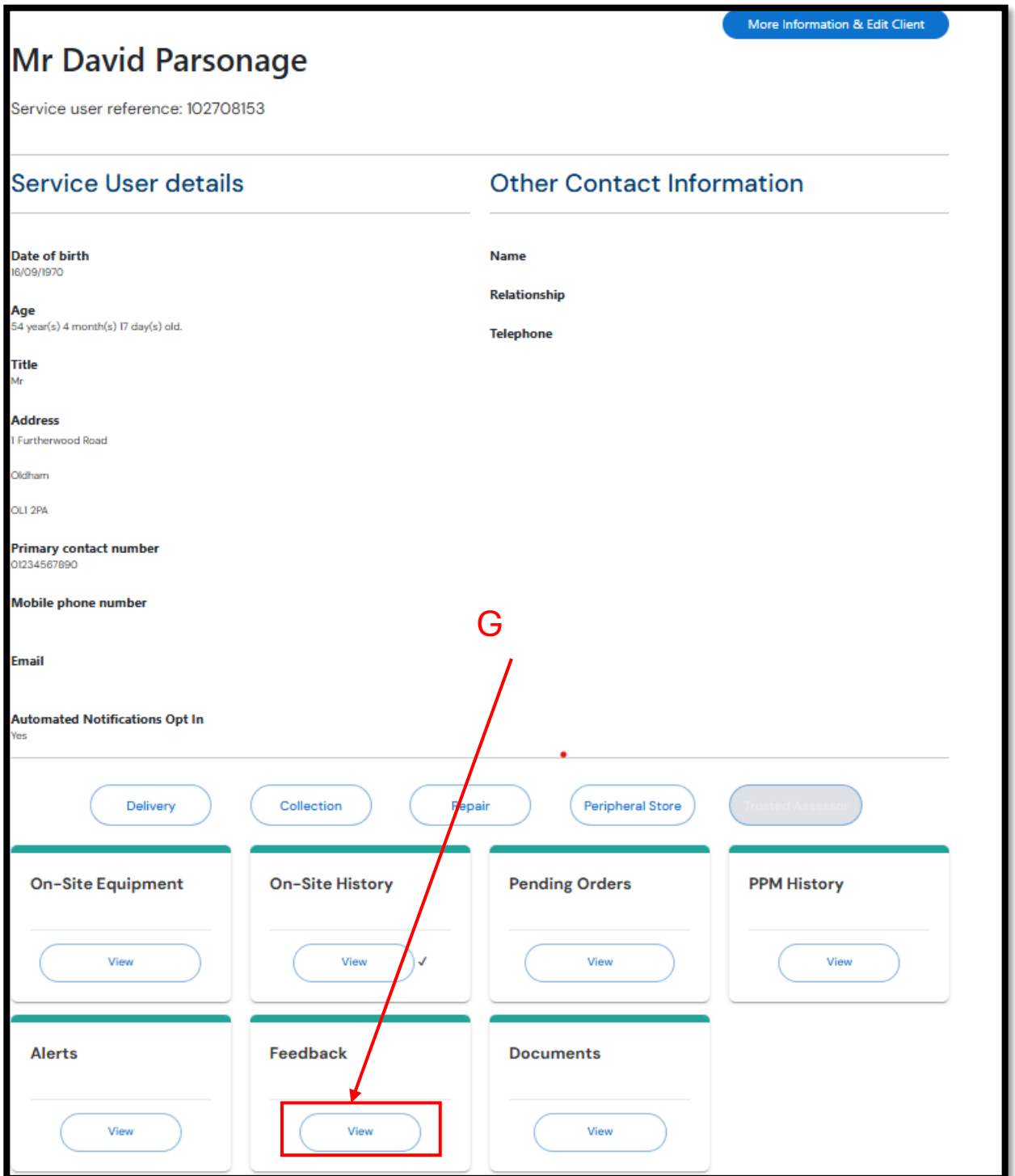
Delivery Collection **Repair** Peripheral Store Trusted Assessor

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

View View ✓ View View

Alerts **Feedback** **Documents**

View View View



Notes

G – Click on the FEEDBACK button

Raising Service Feedback

Events

Search

By state and added by me Not Started

Filter

0 Rows returned

Ref	SU ref	SU name	Target Date	Last Updated	Added By	Type	Action State	Actions	Edit	View
-----	--------	---------	-------------	--------------	----------	------	--------------	---------	------	------

Add new event

H

Notes

H – Click on the ADD NEW EVENT button

Raising Service Feedback

Ref SU ref SU name Target Date Last Updated Added By Type Action State Actions Edit View

Add new event

Create / Edit event

Event Id -1 Service user 102040505 Mr David Parsonage

Last updated Contract SURR

Date communication added

Raised by Please Select I

Name of Correspondent J

Contact number of correspondent K

Event type Please select L

Communication sub type

Link to activity type No Type M

Activity Id No Activity N

Previous notes

New notes O

Cancel Add / Update P

Notes

I – Select WHO RAISED the feedback from the drop-down list

J – Input the name of who Millbrook Healthcare should correspond with

K – If possible, provide a contact number for the correspondent

L – Select the EVENT TYPE from the drop-down

M – You can now link the feedback to an activity. Select the ACTIVITY TYPE from the drop-down

N – You can now select the specific ACTIVITY ID (Order no.) from the drop-down

O – Add the details of the feedback in this box

P – Once complete click on the ADD/UPDATE button

Raising Service Feedback

Events

Search

By state and added by me Not Started

[Filter](#)

1 Rows returned

Ref	SU ref	SU name	Target Date	Last Updated	Added By	Type	Action State	Actions	Edit	View
131229	102040505	David Parsonage	18/02/2025 23:45:00	07/02/2025 10:48:44	Presc-David Parsonage	Complaint	Not Started	0		

[Add new event](#)

P

Notes

Millflow now returns the screen above

P – Make a note of the REFERENCE NUMBER, for future interactions on this feedback

Raising Service Feedback

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

Welcome to Community Equipment Services

Service user management [View](#)

Browse catalogue [View](#)

Information centre [View](#) **Q**

Newsflash

[Create newsflash](#)

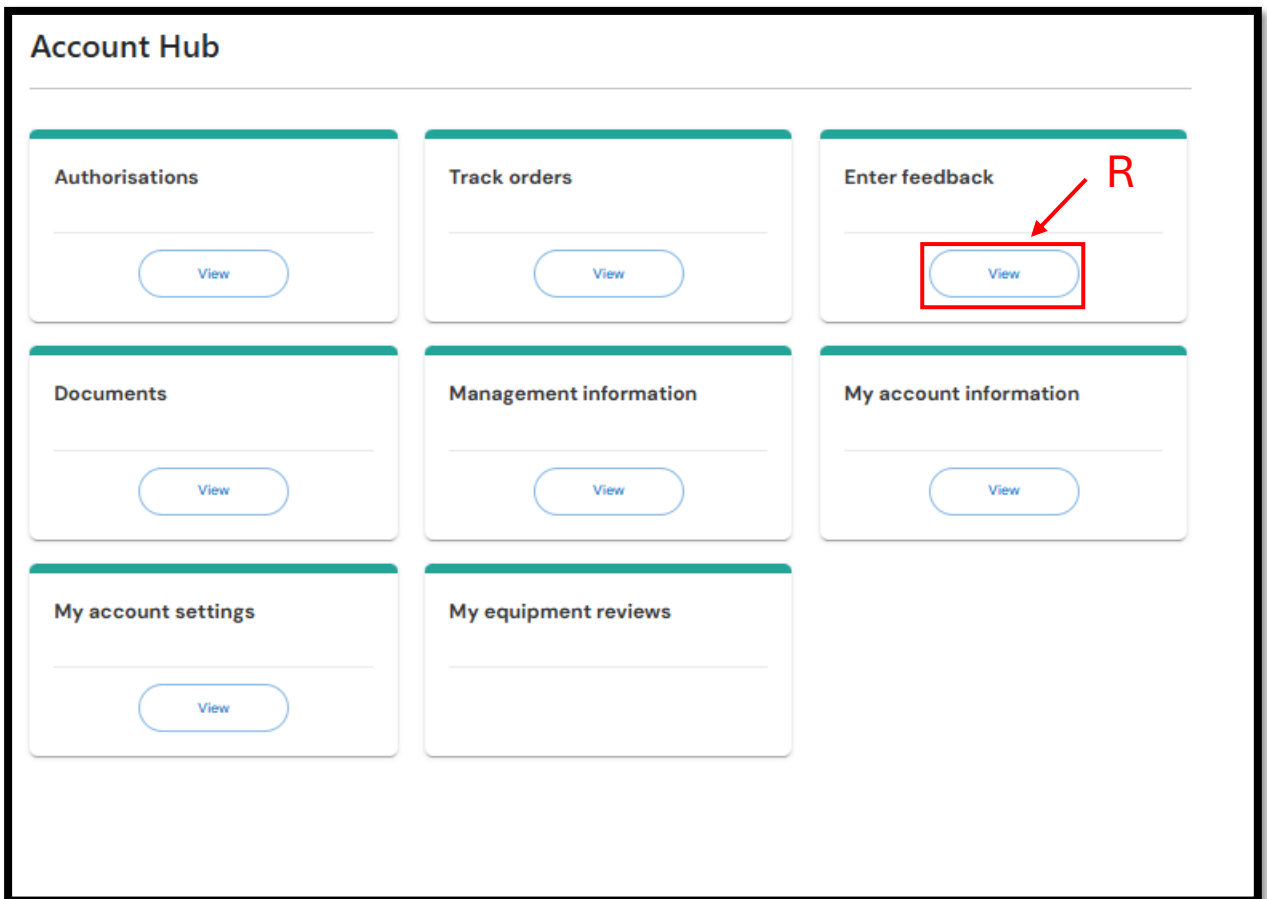
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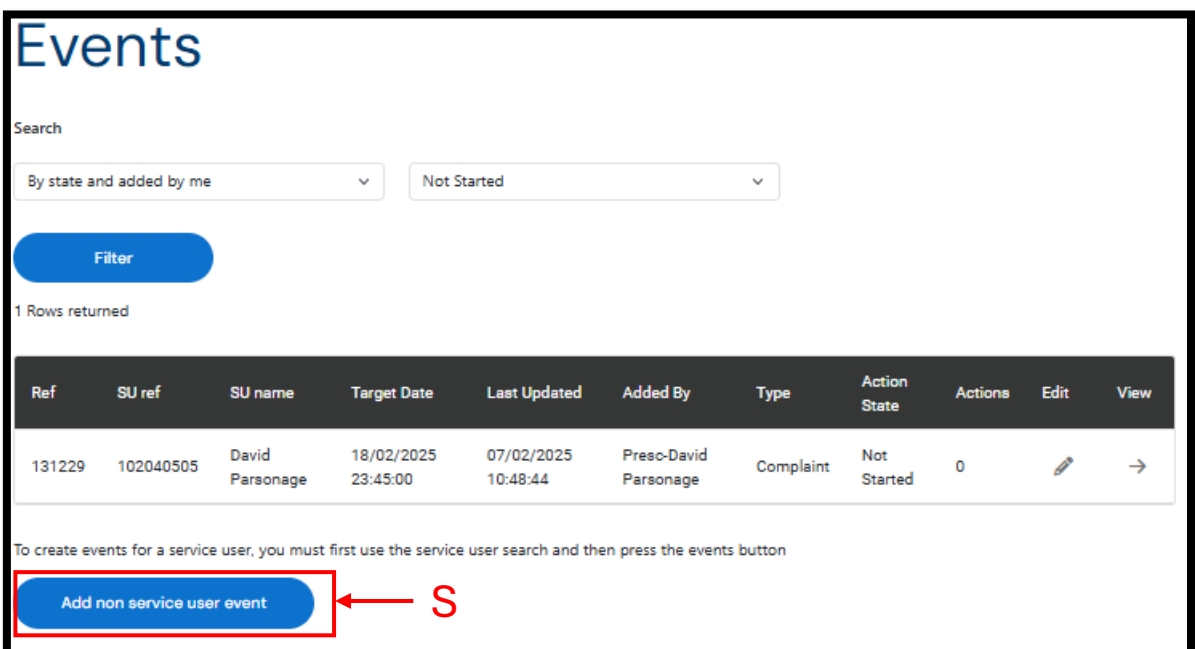
Q – Select INFORMATION CENTRE

Raising Service Feedback



Notes

R – Select ENTER FEEDBACK



Notes

S – click on ADD NON SERVICE USER EVENT

Raising Service Feedback

The screenshot shows a web form titled 'Create / Edit event' with a table header at the top: Ref, SU ref, SU name, Target Date, Last Updated, Added By, Type, Action State, Actions, Edit, View. Below the header is a blue 'Add new event' button. The form fields are: Event Id (-1), Service user (102040505 Mr David Parsonage), Last updated, Contract (SURR), Date communication added, Raised by (dropdown with 'Please Select'), Name of Correspondent (text input), Contact number of correspondent (text input), Event type (dropdown with 'Please select'), Communication sub type, Link to activity type (dropdown with 'No Type'), Activity Id (dropdown with 'No Activity'), Previous notes, and New notes (text input). A blue 'Cancel' button is at the bottom left, and a blue 'Add / Update' button is at the bottom right. Red annotations T through AA point to these fields: T points to 'Raised by', U to 'Name of Correspondent', V to 'Contact number of correspondent', W to 'Event type', X to 'Link to activity type', Y to 'Activity Id', Z to 'New notes', and AA to the 'Add / Update' button.

Notes

T – Select WHO RAISED the feedback from the drop-down list

U – Input the name of who Millbrook Healthcare should correspond with

V – If possible, provide a contact number for the correspondent

W – Select the EVENT TYPE from the drop-down

X – You can select the ACTIVITY TYPE from the drop-down if necessary

Y – THIS LINK IS NOW INACTIVE, CONSEQUENTLY NO ACTIVITY IDs ARE LISTED

Z – Add the details of the feedback in this box

AA – Once complete click on the ADD/UPDATE button