



IT Update

Dear Customer

We have successfully gone live with the new telephony platform for the Customer Resolutions Centre (CRC) and the Registration Authority (RA) services. In line with this there is a need to decommission the historic Kent telephony platform and the associated numbers.

What is changing?

From Tuesday 25 May you will need to dial a new phone number **03304 602511**.

03000 42 42 42 will no longer be available.

Please make a note of the new number and share with your colleagues.

The new telephony platform is highly resilient, and we hope you have already noticed the improved call quality when you are speaking with our support analysts. The system now provides queue messages, letting you know the estimated wait time before your call is answered.

Will there be an impact during transition?

The new number is available to use now. There will be automated messages reminding you of this change between now and 25 May.

There will be no interruption to service as part of this transition.

When is the change happening?

The 03000 424242 number will no longer be available after midnight on 24 May.

What happens next?

We will be sending out regular reminder communications, a poster will be distributed for you to print and display and the GPIT primary care team will be contacting all practices managers via email and or phone.

Our RA team will be contacting all pharmacy and independent organisations via email.

We continue to encourage you to use the self-serve option available
<http://crc.nelcsu.nhs.uk/MSMSelfService>

Regards
The Customer Resolution Centre (CRC) Team.



