Automated Query Submission form

This document outlines how to submit a written query, via the NHSP website.

NHS Professionals, Agency Support Team automated query submission form, enables both external and internal customers to submit a query, via NHSP Corporate Website. Please note that all queries submitted via the automated form will be prioritised.

All queries submitted using this form will enable the Agency Support Team to triage and better respond to the queries in a more streamlined and efficient manner (in order of date and time).

The query submission form must only contain relevant information regarding your query and if required, all supporting documentation should be attached.

You will be notified with a support desk request ID and will need to refer to this when requesting an update or supplying additional information.

You can access the NHSP Agency Management website to obtain additional support, user guides, and FAQ's.

NHSP Agency Management Services

How to Access the NHSP –

Agency Support Team - Automated Query Submission Form

- Access the NHSP corporate website click here
- From the top of the screen access

Contact Us

- Access Agency Support – Open and agency support ticket

Agency Support

If you are a NHSP CAMS supplier, an agency user or you're from a NHS Trust and your query relates to agencies you can open an agency support ticket below.

Open an agency support ticket

Contact NHS Professionals

You can visit our Help & Advice section here to view our FAQs.

Please enter your query and **submit once only**. Please note that **all fields are compulsory**.

| How can we help you today?* | Please select ⌄ |

- Please fully complete all fields utilising the drop downs such as customer type, your contact details, and your query.
- You will need to provide detailed and specific information relating to your query and attach any relevant supporting documentation.
- See below (example)

Contact NHS Professionals

You can visit our Help & Advice section here to view our FAQs.

Please enter your query and **submit once only**. Please note that **all fields are compulsory**.

How can we help you today?*	I am from an agency
Which agency are you from?*	New Agency
Enter your first name *	Elizabeth
Enter your last name*	Bennett
Enter your email address *	eliuzabeth.bennett@newagency.co.uk
Enter your telephone number *	07965482365 or 0203 85691145
What is the nature of query?*	Shift bookings
Description of query *	Please add all relevant information: Shift Ref Date of Shift Name of worker
Upload any documents relevant to your query	Choose File No file chosen

✓ I'm not a robot reCAPTCHA

Submit

- The system will confirm your query has been submitted.

Success

Thank you for filling in the agency support form. Your query has been forwarded to our customer service team, who will be in touch. You will shortly receive an email containing your query reference number.

Agency Management

- From here, you can access the Agency Management Service website.

- You will receive two emails confirming your submission has been successful and your relevant service desk request identification number.

- You will need the service desk request identification number for any further communications regarding this query.

www.nhsprofessionals.nhs.uk