

# NEWS2

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# User Guide

# NEWS2

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# Logging into the PPM+ mobile app, enrolling for single sign on, Ward View via PPM+ mobile app

1

[Click here](#) for the user guide for logging into PPM+ mobile app.

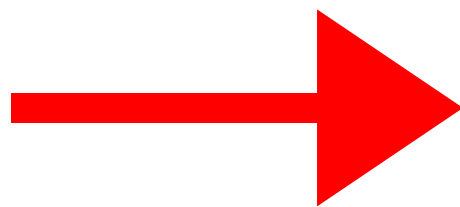
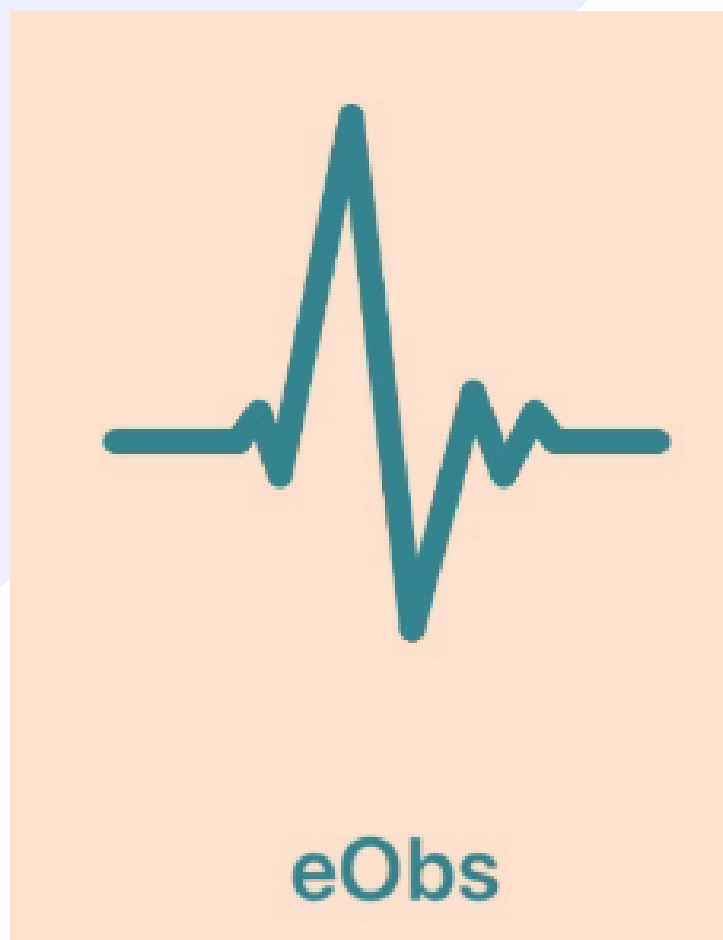
2

[Click here](#) for the user guide for viewing Ward View via PPM+ mobile app.

3

[Click here](#) for the user guide for enrolling for single sign on.

# Taking a Reading, Partial Observations and Interventions



Once you have selected your patient, to take an observation, select eObs and then Take Reading.

To ensure you are taking a reading on the correct patient. Scan the patient's wristband.

TESTTEAM, Seven (Mr)

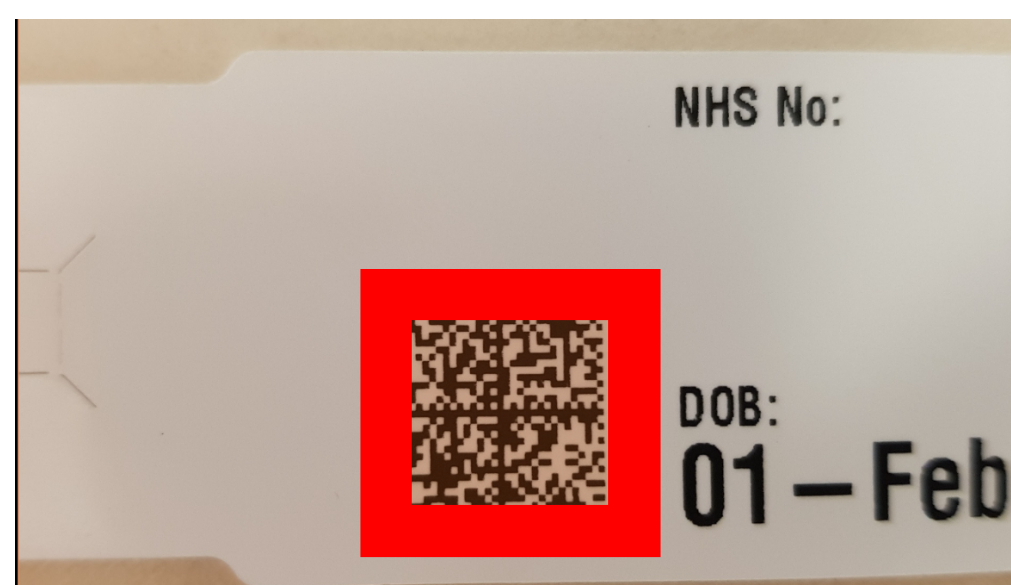
CONFIRM THE PATIENT'S IDENTITY

Before proceeding with your request, you need to verify the patient's identity by

Scan wristband

Scan

ALTERNATIVE VERIFICATION

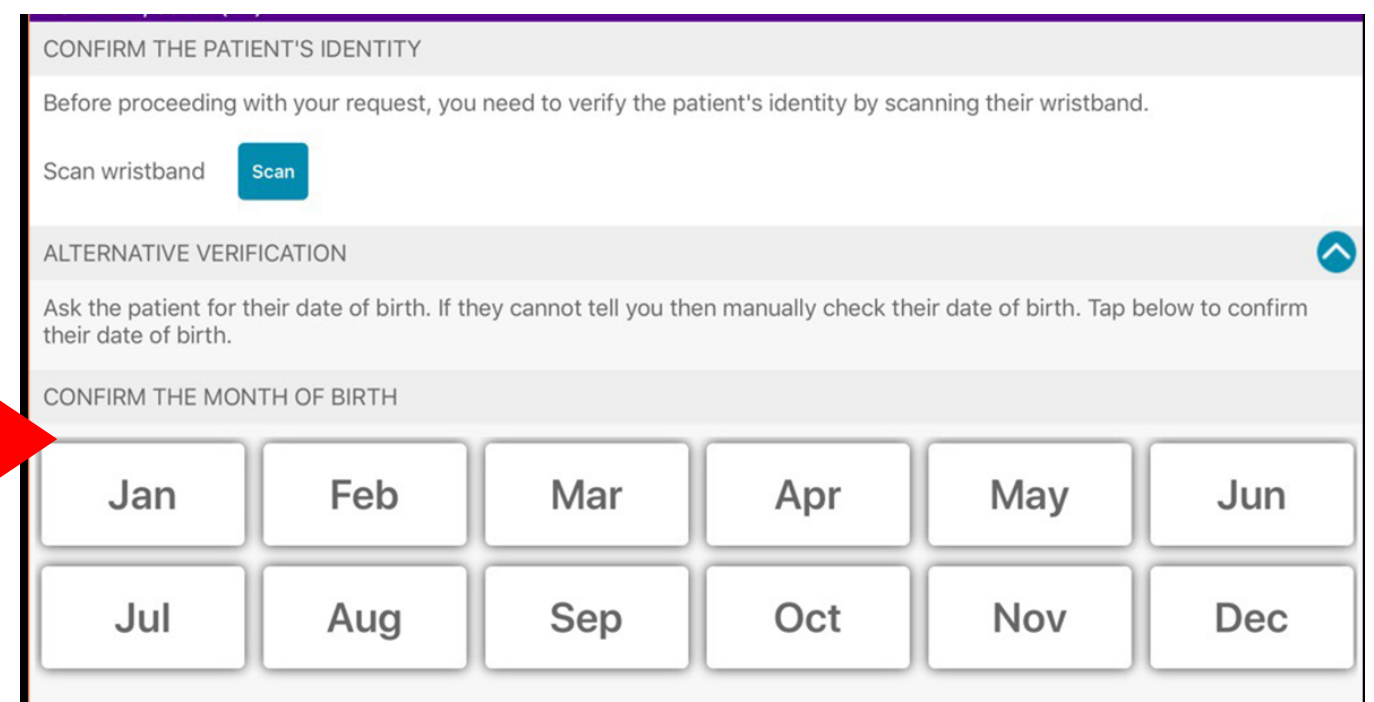
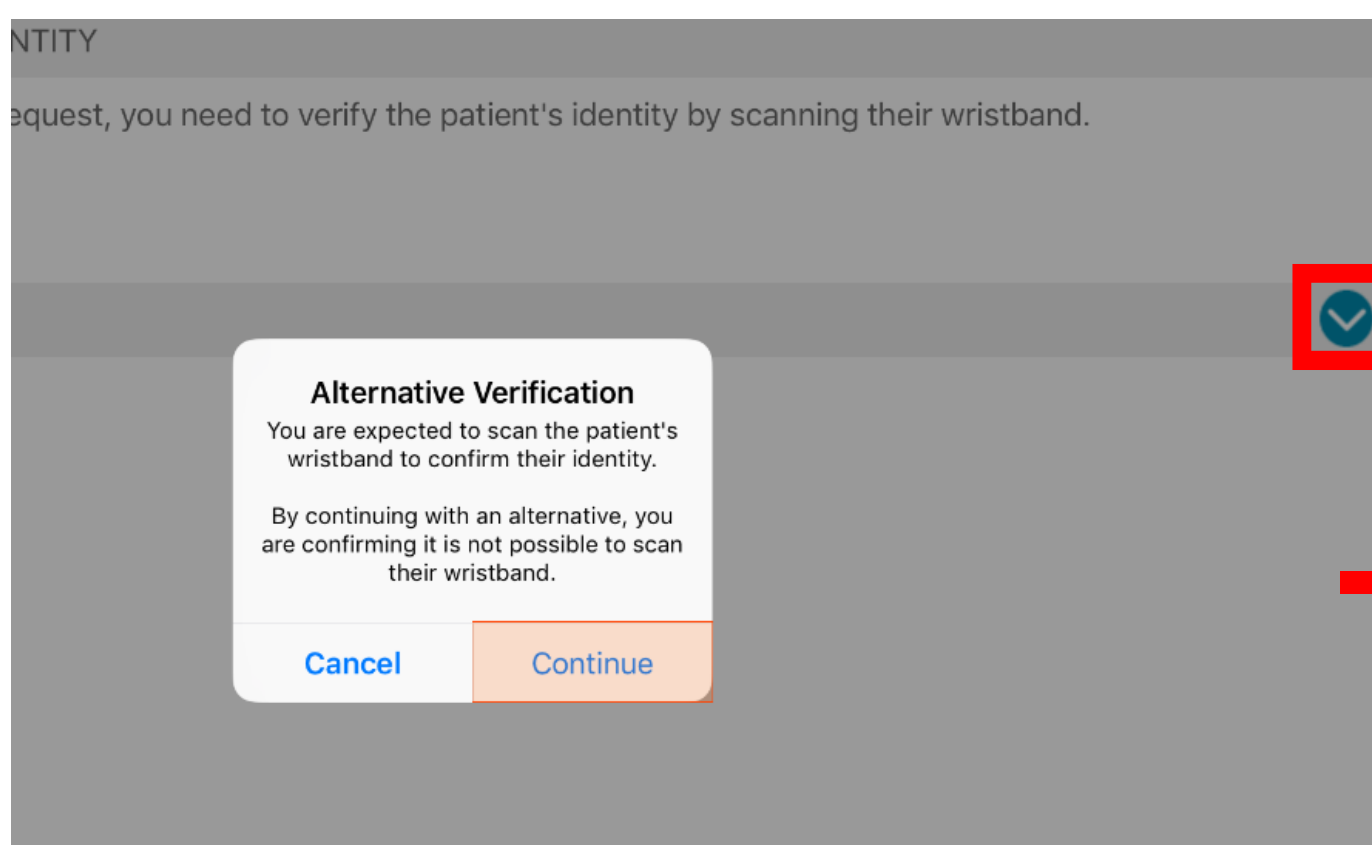


Remember, to scan the patient's square "QR" barcode on their wristband.

If you are unable to scan their wristband, please use PAS to print a new one.

# Taking a Reading, Partial Observations and Interventions

If it is still not possible to scan a patient's wristband, you are able to verify a patient by confirming their Date of Birth. Click on the blue drop down arrow and click continue on the message. Then enter the patient's Date of Birth.



TESTTEAM, Seven		Born 01-Jan-1942 (77y)	Gender Male	NHS number 999 009 9529
Address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF		PAS number 4933050		

### Standard Observations

Respiration Rate (breaths/min)

Respiration Support

No Yes

Note: Patient O2 Target Saturation Level has been set to Scale 1 (94-98%) following consultation with the Medical Team

Oxygen Saturation (%)

Temperature (°C)

Blood Pressure Systolic (mm/Hg)

Blood Pressure Diastolic (mm/Hg)

Add Standing Blood Pressure?

No Yes

Heart Rate (BPM)

The observations form will then be presented. You can now enter in the observations.



# Taking a Reading, Partial Observations and Interventions

Please note: Pain score is NOT incorporated in the Score

Additional Observations

Blood Glucose

Neurological

Spinal

Tracheostomy

Remember, you can now electronically record additional observations such as Blood Glucose, Neurological, Spinal, Tracheostomy at the bottom of the Observation form.

Select submit to record the observations to the Patient’s record.

Submit

ddress St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF

PAS No. 4933050

RESULTS NEWS2 (Adult) 4

Inform registered nurse, who must assess the patient

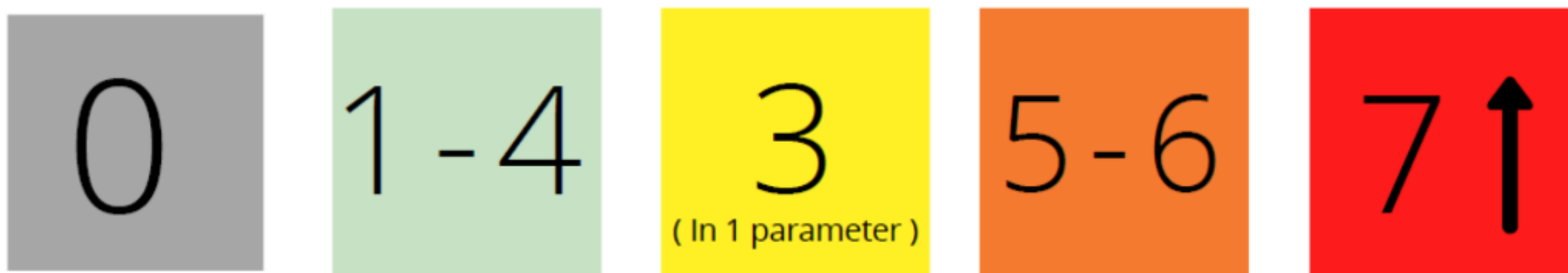
Registered nurse decides whether increased frequency of monitoring and/or escalation of care is required

Blood Pressure	1	Lying/Sitting 110/50
Oxygen Saturation	1	95 % - Target Scale 1 ( 94-98 % )
Respiratory Rate	1	11 breaths/min
Temperature	1	36 °C
Heart Rate	0	90 BPM
Consciousness	0	Alert
Pain	0 - None	

A summary of the observations will then be displayed along with the Graded Response Strategy.

# Taking a Reading, Partial Observations and Interventions

Please see below for a guide to NEWS2 results  
and their respective colours.



**If the patient's NEWS2 score is 5 or  
more or 3 in 1 parameter, their  
observation frequency will change to  
hourly for 6 hours.**

# Taking a Reading, Partial Observations and Interventions

When a full set of observations have been taken, the task will then be completed. In the example, the task is showing when the next observations are due. This is displayed below the observation results.

Consciousness	0	Alert
Pain	0 - None	
TASKS		
3h	Observations Due	
1m ago	Observations Intervention Required	

If you are unable to take a full set of observations, scroll down to the bottom of Observation form and select from the available reasons.

Please indicate why it has not been possible to obtain a full set of observations \*

Patient Not In Bed	Patient Asleep	<b>Patient Refused</b>	Other
--------------------	----------------	------------------------	-------

Select submit to record the Observations to the Patient's record.

Submit



# Taking a Reading, Partial Observations and Interventions

Partial observations will appear with a "P" next to it on the results screen but also on the Ewhiteboard column called 'Obseervations' for that particular patient.

Address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF			F
RESULTS NEWS2 (Adult)	3P		
Inform registered nurse, who must assess the patient			
Registered nurse decides whether increased frequency of monitoring and/or escalation of care			
Respiratory Rate	2	22 breaths/min	
Temperature	1	36 °C	
Heart Rate	0	80 BPM	
Oxygen Saturation	0	98 % - Target Scale 1 ( 94-98 % )	
Consciousness	0	Alert	
Pain	0 - None		

Partial observations will not complete the observations task.  
Only a full set of observations will complete the task.

# Taking a Reading, Partial Observations and Interventions

Partial observations will not change the observation frequency. However, if the NEWS2 is higher than the previous entry or the NEWS2 score has a score of 3 in one parameter, a task will be generated advising that a full set of observations should be taken immediately.

TEST TEAM, Four (Mr)		Location TEST EPR 222		Born 17-Feb-1998 (21y)		Gender	
Address Leeds General Infirm, Great George Street, Leeds, ,, LS1 3EX			PAS No. 4299863				
RESULTS NEWS2 (Adult) 7P							
Registered nurse to immediately inform the medical team caring for the patient - this should be at specialist registrar level or above. If no response within 20 minutes escalate to consultant							
EMERGENCY medical assessment. If no response within 20 minutes escalate to consultant							
Refer to Critical Care Outreach							
THINK SEPSIS! Complete sepsis screening tool and start BUFALO (Sepsis 6)							
Consider and document escalation care plan and resuscitation status							
Consider intensivist review and transfer of care to higher-dependency unit or ICU							
Respiratory Rate	3	8 breaths/min					
Consciousness	3	Unresponsive					
Temperature	1	39 °C					
Pain	3 - Severe Pain						
TASKS							
3m ago		Observations Intervention Required					
3m ago		Observations Due					

If an intervention is required, select the task underneath the results.

Address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF		PAS No. 4933050	
RESULTS NEWS2 (Adult) 4			
Inform registered nurse, who must assess the patient			
Registered nurse decides whether increased frequency of monitoring and/or escalation of care is required			
Blood Pressure	1	Lying/Sitting 110/50	
Oxygen Saturation	1	95 % - Target Scale 1 ( 94-98 % )	
Respiratory Rate	1	11 breaths/min	
Temperature	1	36 °C	
Heart Rate	0	90 BPM	
Consciousness	0	Alert	
Pain	0 - None		
TASKS			
3h		Observations Due	
1m ago		Observations Intervention Required	

CSWs can only complete interventions for results of 1-4 (without 3 in one parameter).

# Taking a Reading, Partial Observations and Interventions

Document Interventions Related To Escalation

Low NEWS2 1-4

Recommended Interventions:

- Registered nurse review
- Assess frequency of monitoring
- Assess need for escalation of clinical care

Is an intervention required for this set of observations? \*

Possible Interventions

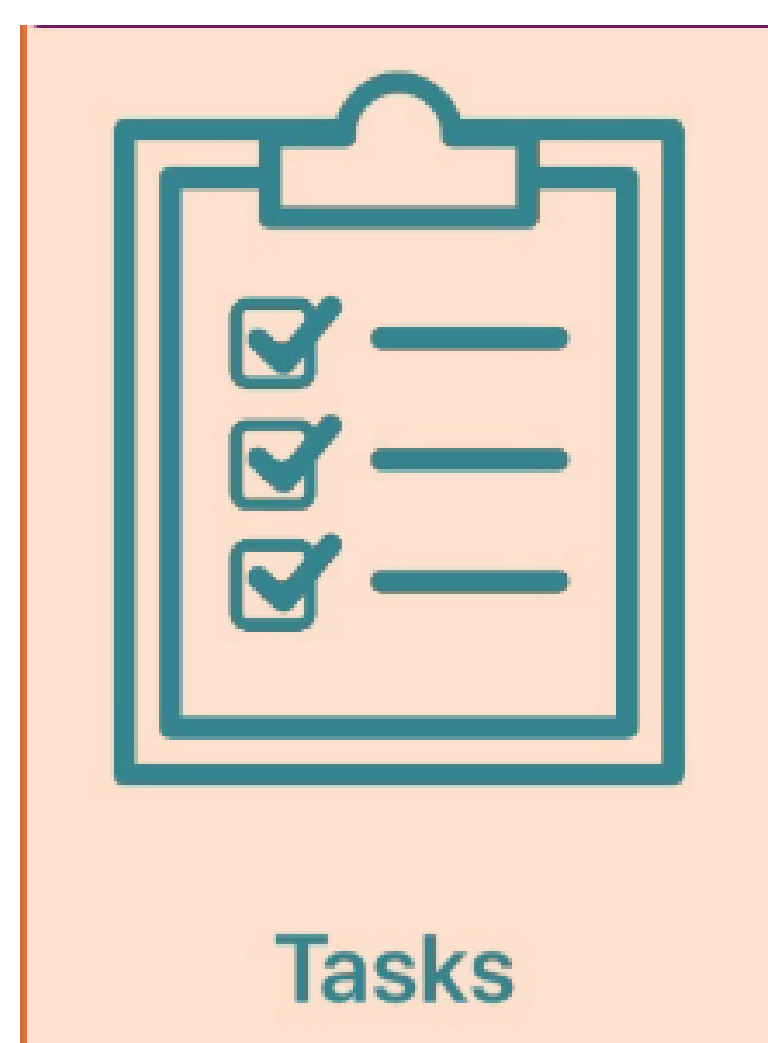
Nurse review completed

## \*Qualified Staff Only\*

Select from the available intervention responses and then select submit at the bottom of the intervention form.

You can also enter the interventions via tasks on the patient actions screen.

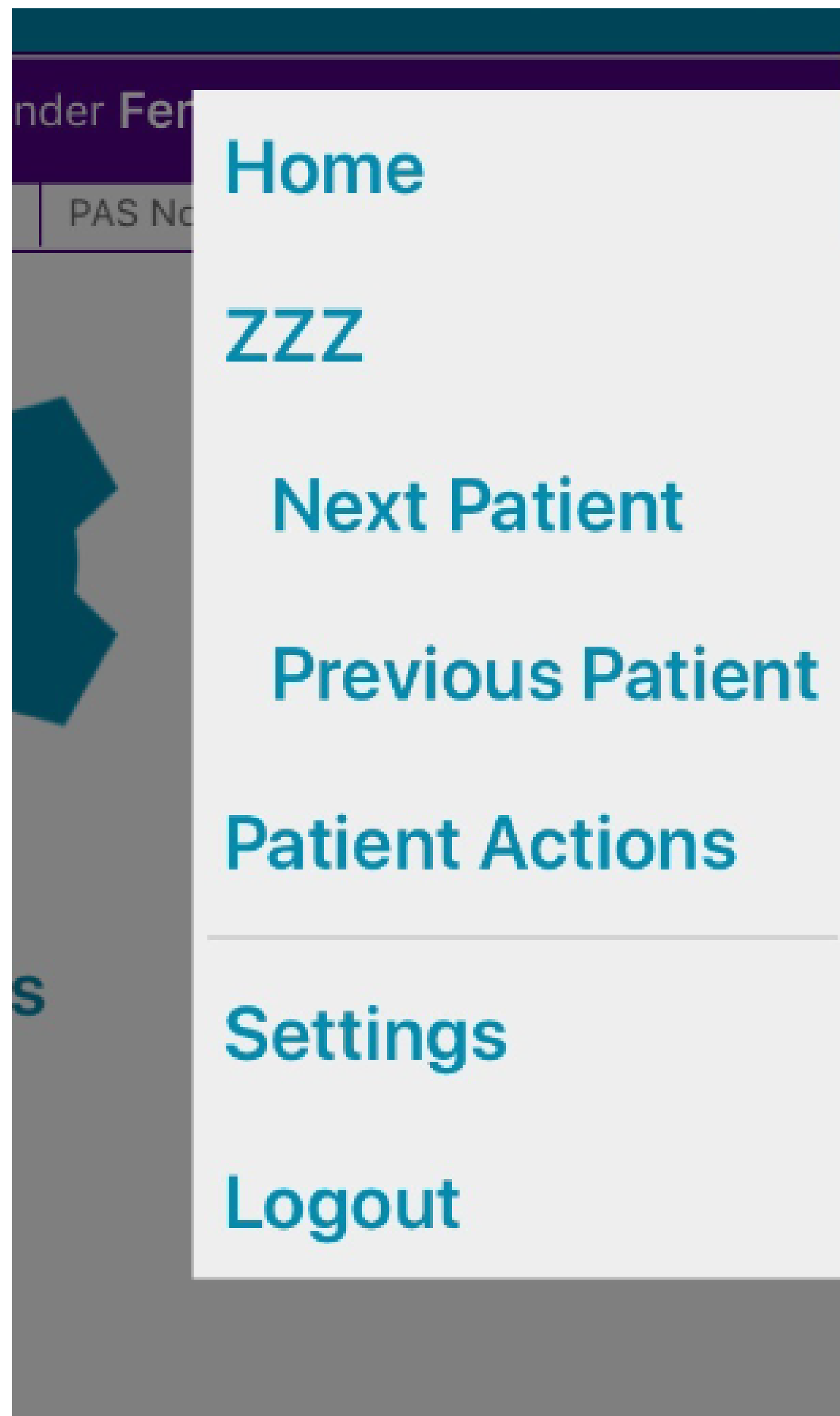
Only the most recent intervention will be available to complete.



<input type="checkbox"/> Alert	Withdraw Document	<input type="checkbox"/> Alert
0 - None	View Document	0 - None
	View Intervention	4.6
	Withdraw Intervention	15
		E4 -
		V5 -

You can withdraw an intervention from the table view by selecting the observation then Withdraw Intervention. More on accessing the table view later.

# Taking a Reading, Partial Observations and Interventions



Remember, you can use the menu in the top right to quickly navigate to the ward view, Patient Actions and the Next and Previous Patients on your ward.



# Countersigning, Charts and Tables

Address **St. James's University Hospital, Beckett Street, Leeds, LS9 7TF**
PAS No. **4933050**

COUNTERSIGN TASK

A task requires countersignature to signal your approval.

Enter your PPM+ credentials to authorise the task

Username

Password

The Leeds Teaching Hospitals NHS Trust

Authorise
Cancel

Countersign Options

TASK DETAILS

**RESULTS NEWS2 (Adult) 11**

Registered nurse to immediately inform the medical team caring for the patient - this should be at specialist registrar level or above  
EMERGENCY medical assessment. If no response within 20 minutes escalate to consultant  
Refer to Critical Care Outreach  
THINK SEPSIS! Complete sepsis screening tool and start BUFALO (Sepsis 6)  
Consider and document escalation care plan and resuscitation status

If an observation result requires a countersignature, the user will receive a prompt. The countersignature should be obtained as soon as possible to avoid any delays in the escalation process by a qualified member of staff.

## \*Qualified Staff Only\*

You may be asked to review the results and enter in your PPM+ Username and Password then tap authorise.

A task requires countersignature to signal your approval.

Enter your PPM+ credentials to authorise the task

Username

Password

The Leeds Teaching Hospitals NHS Trust

Authorise
Cancel

Once the observations have been authorised, remember to hand the iPad back as they will still be logged in.



# Countersigning, Charts and Tables

Countersign

Login Options

HOW YOU LOGIN

Username

☒

Scan Badge

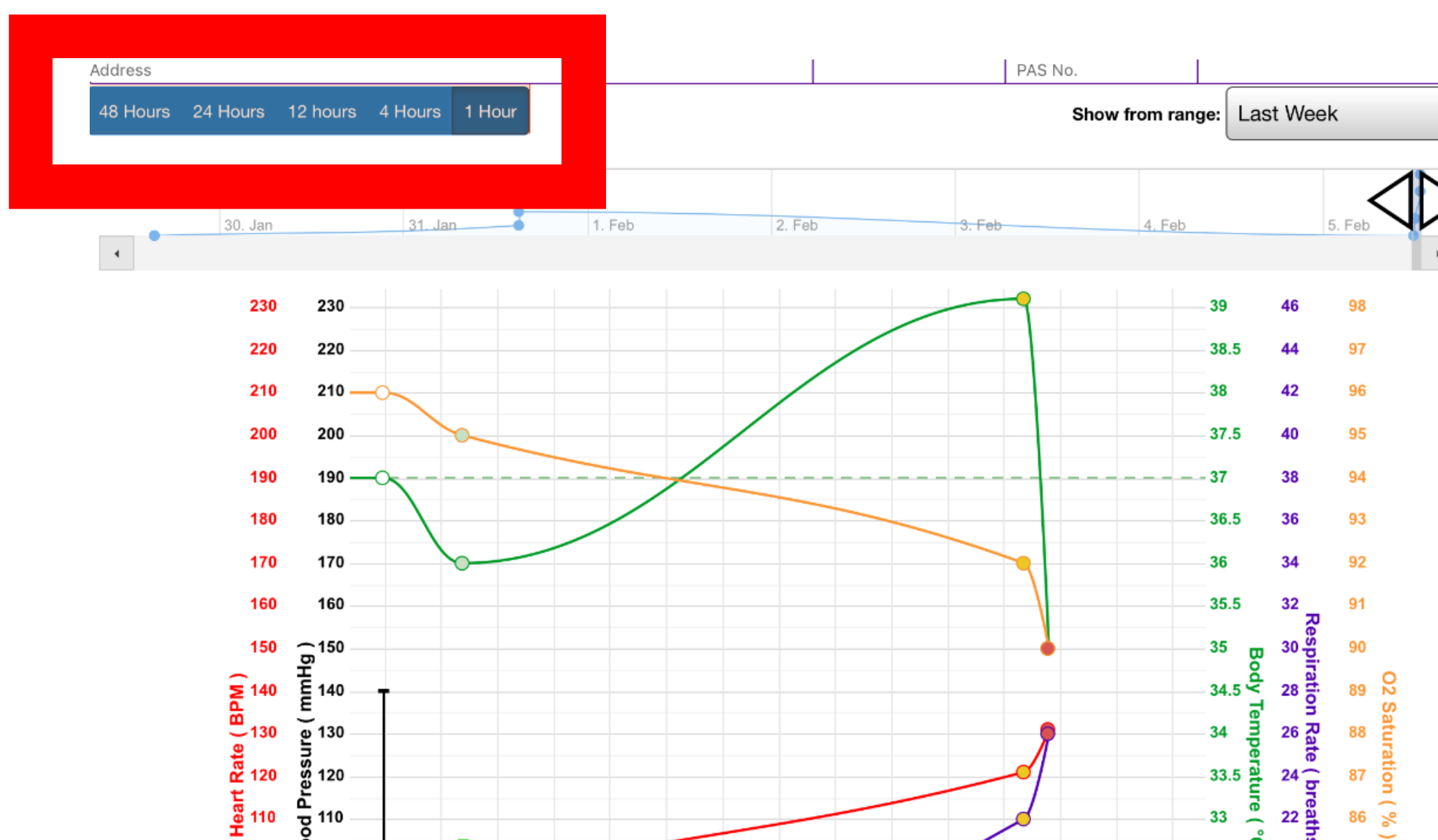
☐

If you need to enrol your badge you can set this up by selecting Login Options from the Login screen.

**\*Qualified Staff Only\***

Alternatively, you can also countersign using your badge and PIN (if registered) by selecting Countersign Options.

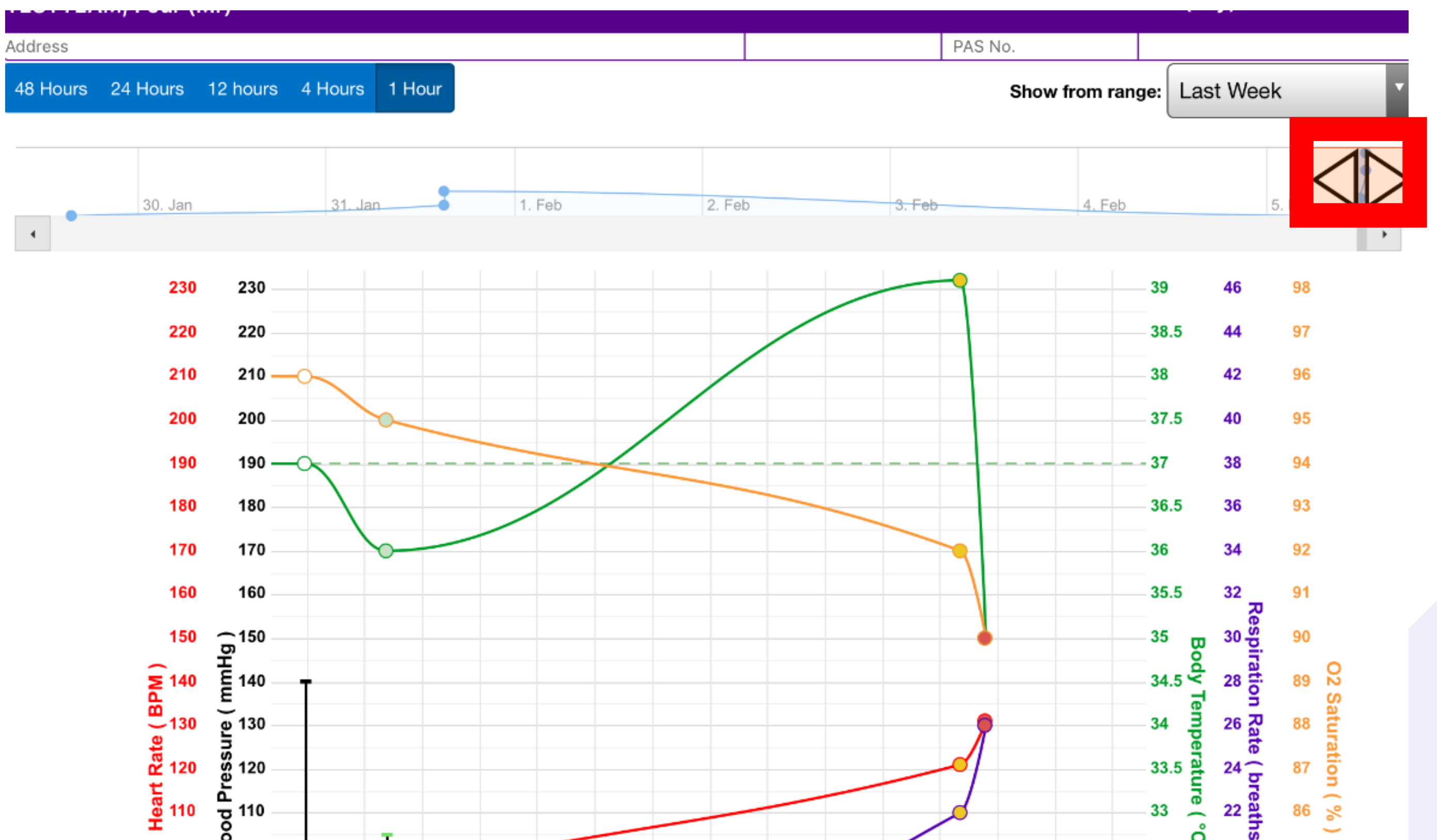
You can view all NEWS2 recorded observations in a chart form by selecting charts.



The chart view will default to the last 12 hours but you can change the time period displayed with the buttons in the top-left.

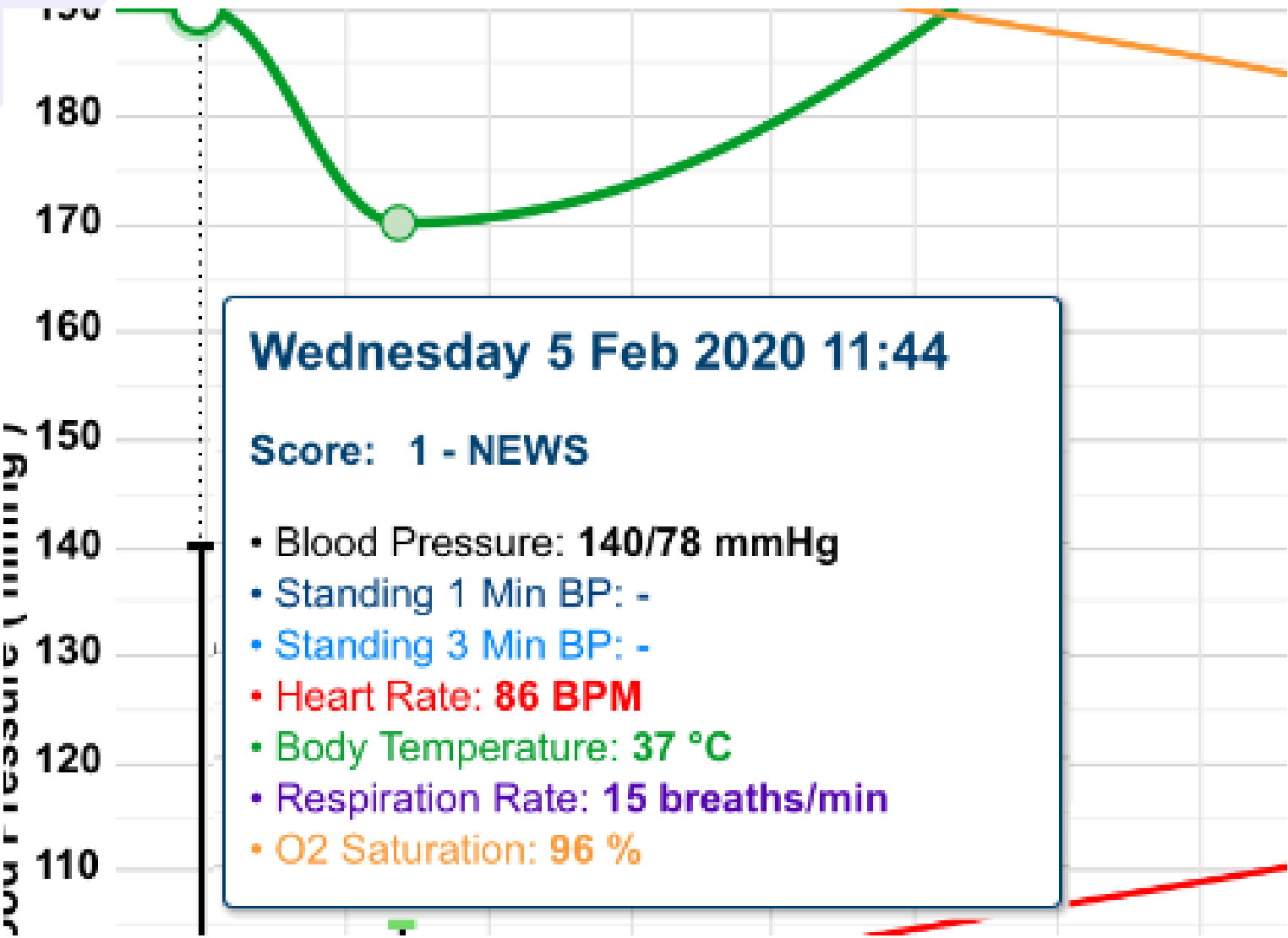
# Countersigning, Charts and Tables

You can also display a custom time period by using the sliders at the top right.



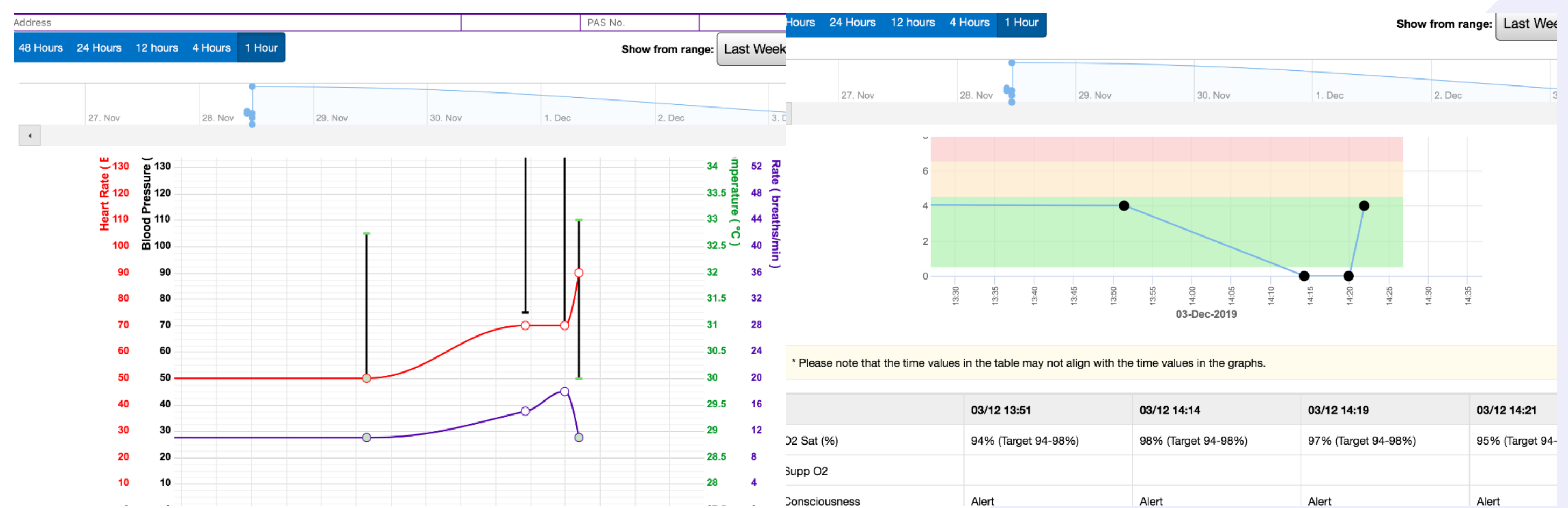
Notice how each individual observation point has been colour-coded to represent the result. **White=0 Green=1 Amber=2 Red=3**

# Countersigning, Charts and Tables



Select an individual result to view all readings displayed on the chart for that time.

Scroll down to view the rest of the charts and tables including overall NEWS2 scores and any additionally recorded observations.

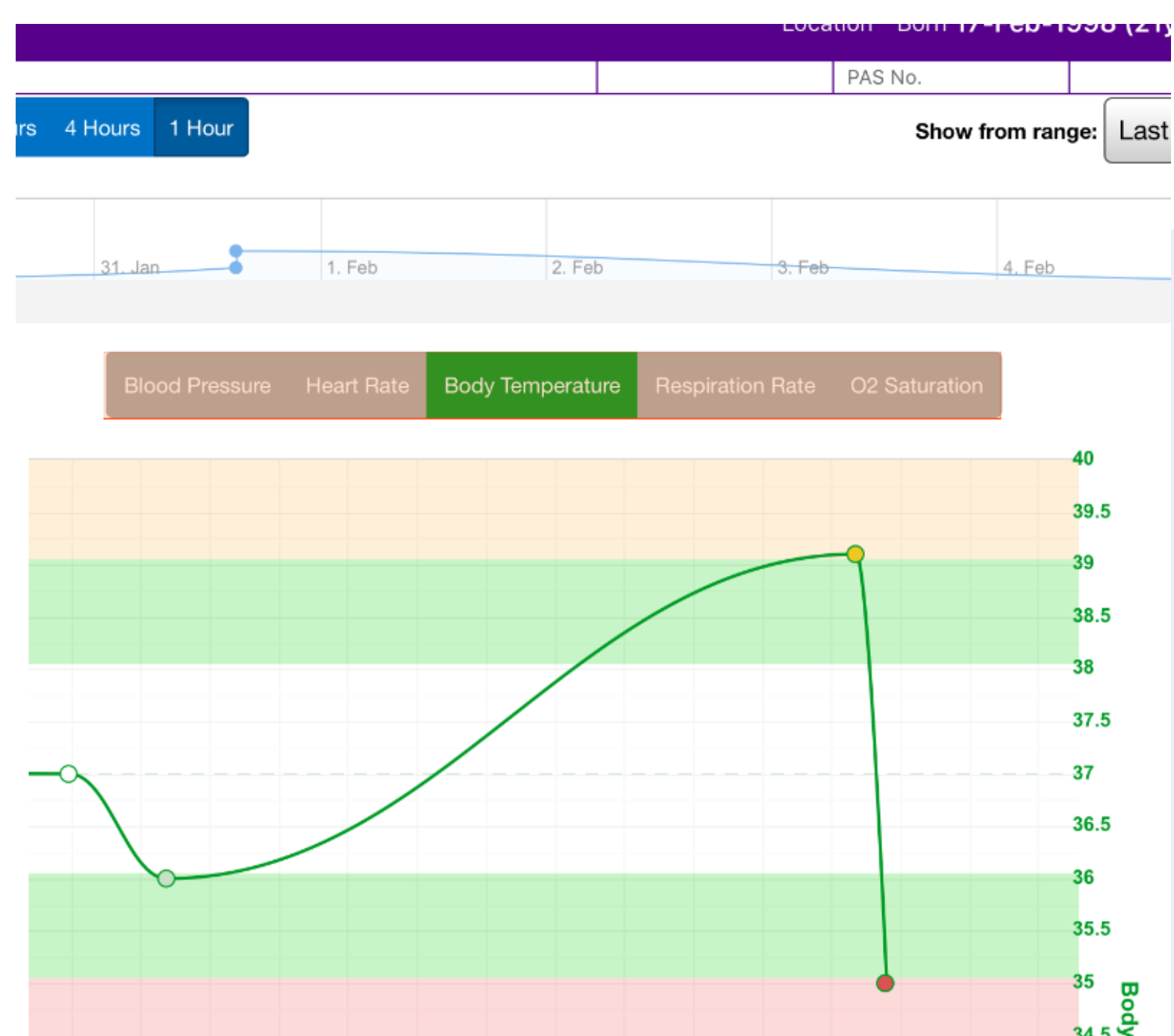


# Countersigning, Charts and Tables

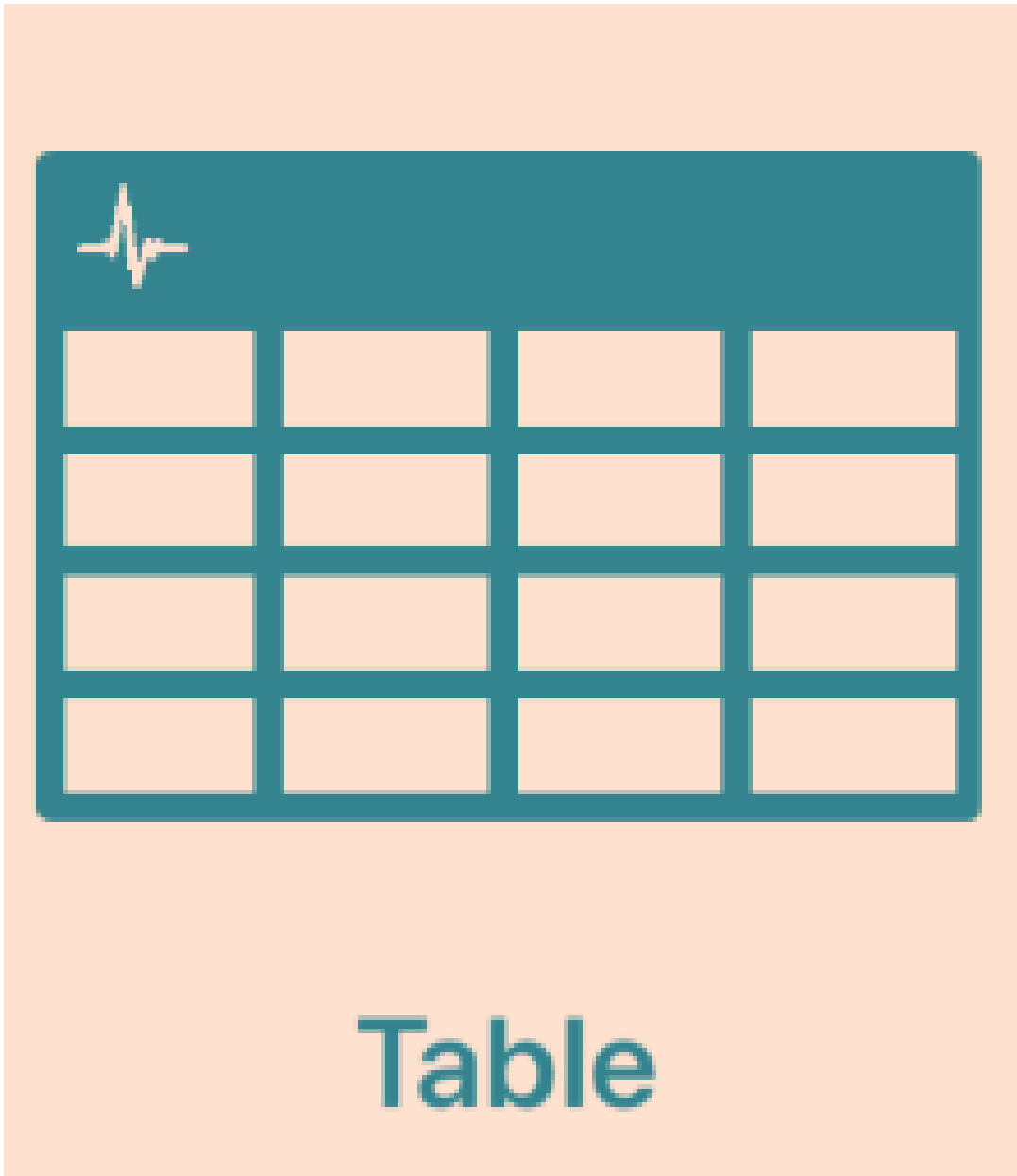


You can customise your chart to compare certain observations by selecting and deselecting the buttons at the top.

If you select one reading, the relevant NEWS2 colour-coding for that observation appears on the chart.



# Countersigning, Charts and Tables



Select table to view the results in an aggregated view.

Select the observation to view options for that entry.

EST TEAM, Seven (MR)		Location TEST EP
address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF		
SHOWING (All Admissions)		
	03-Dec-2019 14:21	03-Dec-2019 14:19
Score	<input checked="" type="checkbox"/> 4 (NEWS)	<input type="checkbox"/> 0 (NEWS)
Intervention	Yes	
Partial Indication		
RR (breaths/min)	<input checked="" type="checkbox"/> 11	<input type="checkbox"/> 18
O2 Sat (%)	<input checked="" type="checkbox"/> 95 (Target 94-98 %)	<input type="checkbox"/> 97 (Target 94-98 %)
Supp O2		



# Countersigning, Charts and Tables

You can withdraw document, which will then appear with a strikethrough once withdrawn.

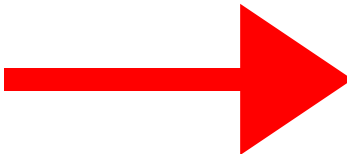
03-Dec-2019 14:21

Withdraw Document

View Document

View Intervention

Withdraw Intervention



Address <b>St. James's University Hospital, Beckett Street, Leeds, LS9 4SF</b>	
SHOWING (All Admissions)	
	03-Dec-2019 14:21
Score	<input checked="" type="checkbox"/> <del>4 (NEWS)</del>
Intervention	<del>Yes</del>
Partial Indication	
RR (breaths/min)	<input checked="" type="checkbox"/> <del>11</del>
O2 Sat (%)	<input checked="" type="checkbox"/> <del>95 (Target 94-98%)</del>
Supp O2	
Blood Pressure	<input checked="" type="checkbox"/> <del>110/50</del>
Standing 1 Minute BP	
Standing 3 Minute BP	
HR (BPM)	<input type="checkbox"/> <del>90</del>
Temp (°C)	<input checked="" type="checkbox"/> <del>36</del>
Consciousness	<input type="checkbox"/> <del>Alert</del>
CRT (Sec)	
Pain Score	<del>0 - None</del>

# Countersigning, Charts and Tables

You can view Document, which takes you back to the results screen for that set of observations.

03-Dec-2019 14:21

Withdraw Document

View Document

View Intervention

Withdraw Intervention



Address St. James's University, Beckett Street, Leeds, LS9 7TF		PAS NO. 4933050
RESULTS NEWS2 (Adult)	4	
Inform registered nurse, who must assess the patient		
Registered nurse decides whether increased frequency of monitoring and/or escalation of care is required		
Blood Pressure	1	Lying/Sitting 110/50
Oxygen Saturation	1	95 % - Target Scale 1 ( 94-98 % )
Respiratory Rate	1	11 breaths/min
Temperature	1	36 °C

# Countersigning, Charts and Tables

You can view interventions (if applicable) which will take you back to the completed intervention form.

03-Dec-2019 14:21
Withdraw Document
View Document
View Intervention
Withdraw Intervention



Address St. James's University, Beckett Street, Leeds, LS9 7TF

PAS number

## Document Interventions Related To Escalation

Medium NEWS2 5-6 or 3 in one parameter

Recommended Interventions:

- Minimum hourly observations
- Registered nurse review
- Check blood glucose
- Urgent assessment by medical/surgical team within 30 minutes
- Hourly fluid balance (input/output)
- Sepsis Screen
- STOP Acute Kidney Injury (AKI)

Is an intervention required for this set of observations?

- Yes

# Countersigning, Charts and Tables

**Withdraw intervention (where applicable). This will remove the intervention for that set of observations.**

03-Dec-2019 14:21

Withdraw Document

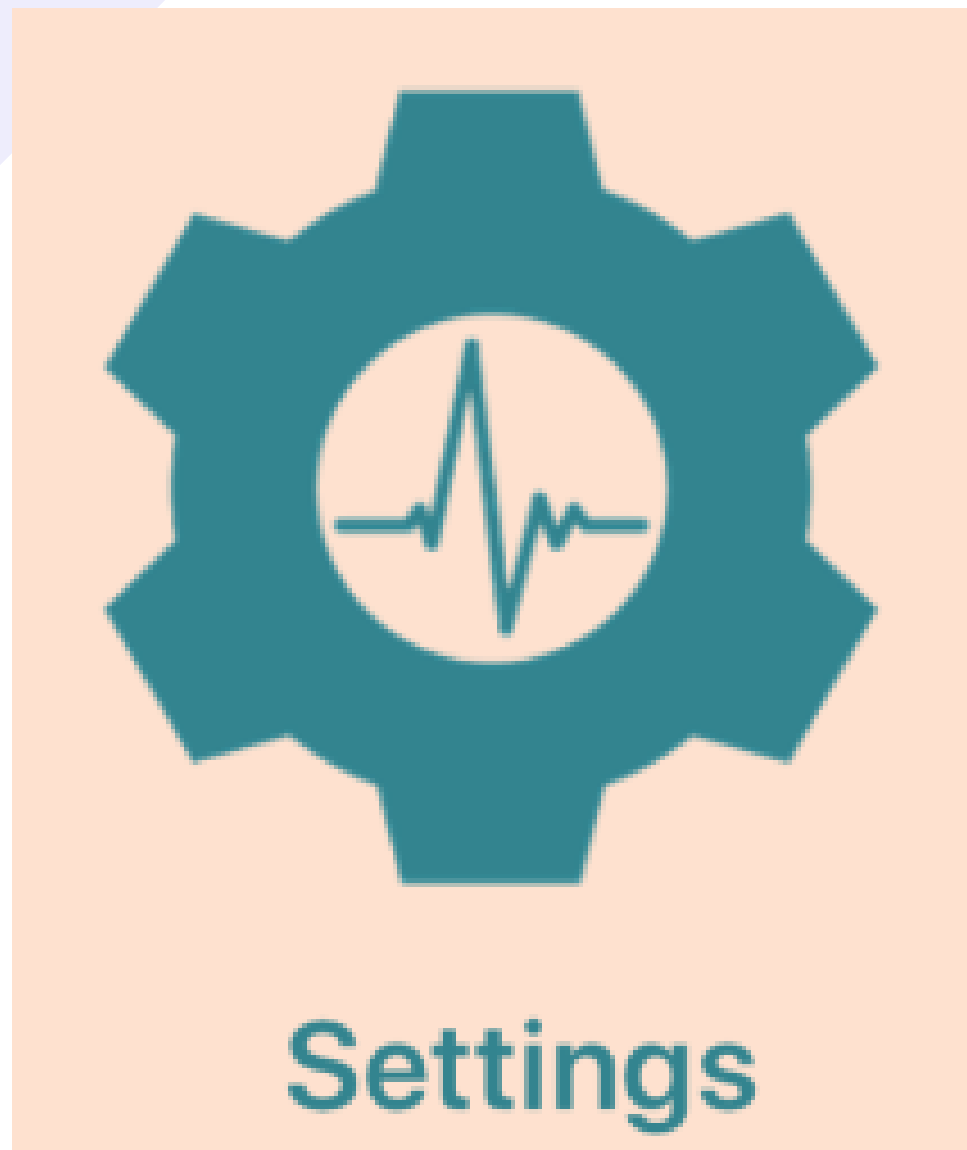
View Document

View Intervention

Withdraw Intervention

# Settings

**\*This Section Is For Qualified Staff Only\***



Select settings to override the graded strategy, suspend observations and change the O2 target saturation.

Select override graded strategy to select an observation frequency.

TEST TEAM, Seven (Mr) Location TEST EPR 224

Address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF

OBSERVATION FREQUENCY

Make changes to the patient's observation frequency by selecting below. Changes to subsequent observations are not applied until you save.

Use Graded Strategy ☒

Override Graded Strategy ☐

Suspend Observations ☐

NEXT OBSERVATION

☒

☐

-- select observation frequency --

Due in 11 hours 48 minutes

Make changes to the patient's observation frequency by selecting below. Changes to subsequent observations are not applied until you save.

Use Graded Strategy ☐

Override Graded Strategy ☒

Suspend Observations ☐

Frequency -- select observation frequency --

NEXT OBSERVATION

30 mins

1 hour

2 hours

4 hours

6 hours



# Settings

You will see an amber exclamation mark on the eWhiteboard for patients whose frequency has been overridden.

If you have selected an observation frequency as Never, Select an Override reason.

OBSERVATION FREQUENCY

Make changes to the patient's observation frequency by selecting below. Changes to subsequent observations are not applied until you save.

Use Graded Strategy

Override Graded Strategy

Suspend Observations

Frequency

Never

Override reason

-- select override reason --

NEXT OBSERVATION

Done

End-of-life

Discharge

If you have overridden to Never, the observation column will be blank on the Ewhiteboard for that patient and there will be an amber exclamation mark in the Observations due column.

# Settings

You can suspend observations by selecting the button and a suspension reason.

Override Graded Strategy

☐

Suspend Observations

☒

Suspension reason

-- select suspension reason --

NEXT OBSERVATION

Next observation: Observations suspended

O2 TARGET SATURATION

☒

Scale 1 (For target SATS 94-98%)

address St. James's Universi, Beckett Street, Leeds, ,, LS9 7TF

PAS No. 4933050

OBSERVATION FREQUENCY

Make changes to the patient's observation frequency by selecting below. Changes to subsequent observa applied until you save.

Use Graded Strategy

☐

Override Graded Strategy

☐

Suspend Observations

☒

Suspension reason

-- select suspension reason --

NEXT OBSERVATION

In theatre

Attending investigation

Attending appointment

If you have suspended observations, once you take another reading, the frequency will revert back to the graded strategy.

# Settings

Observation Settings

Make changes to the patient observation frequency by clicking on the changes to subsequent observations are not applied until you save.

Use Graded Strategy ☒

Override Graded Strategy ☐

Suspend Observations ☐

NEXT OBSERVATION

Next observation: 13:25 Due in 53 minutes

O2 TARGET SATURATION

☒ Scale 1 (For target SATS 94-98%)

☐ Scale 2 (Use scale 2 if target range is 88-92% eg in hypercapnic respiratory failure. Only use scale 2 under the direction of a qualified clinician. This must also be documented in medical notes)

☐ Aim for O2 saturation between:

Min % and Max %

You can amend the O2 target saturation at the bottom of the settings view.

If you have selected Scale 2 or a Custom Range, a reminder will show when you are taking a reading.

TARGET SATURATION

☐ Scale 1 (For target SATS 94-98%)

☐ Scale 2 (Use scale 2 if target range is 88-92% eg in hypercapnic direction of a qualified clinician. This must also be documented in medical notes)

☒ Aim for O2 saturation between:

87 % and 93 %

Only select this option following consultation with the Medical Team

Standard Observations

Respiration Rate (breaths/min)

Respiration Support

Note: Patient O2 Target Saturation Level has been set to custom range 87-93% following consultation with the Medical Team

Oxygen Saturation (%)

Temperature (°C)

Blood Pressure Systolic (mm/Hg)

Blood Pressure Diastolic (mm/Hg)

Add Standing Blood Pressure?

Heart Rate (BPM)

# Settings

**Remember to select save in the bottom-right if any changes have been made in the settings.**





# Settings

These two scenarios give examples of what happens when observations are overridden.

## Revert to NEWS2 Graded Strategy

Scenario 1: NEWS2 and obs frequency is the same or lower

- 1 Patient scores NEWS2 of **2** (4 hourly monitoring)
- 2 Obs are overridden to **8** hourly monitoring
- 3 Patient scores NEWS2 of **1**
- 4 Obs remain overridden to **8** hourly monitoring

## Revert to NEWS2 Graded Strategy

Scenario 2: NEWS2 and/or obs frequency is greater

- 1 Patient scores NEWS2 of **2** (4 hourly monitoring)
- 2 Obs are overridden to **8** hourly monitoring
- 3 Patient scores NEWS2 of **5** (1 hourly)
- 4 Obs revert to NEWS2 Graded Strategy (1 hourly)



# Desktop View

University Hospital, Ward Code: ZZZ				Group	Select Columns	eWhiteboard View
		Observation		Observation Due		
PATIENT Seven	!	3 (8)	↓	17:52 (8 hourly)	!	
PATIENT Three	!	13 (17)	↓	10:57 (hourly)		
IM Five-Five	!			!		
IM Oneppm	!	4		10:58 (hourly)		
IM Six	!	1		21:59 (12 hourly)		

You can view observation results and when they are next due via the ward view. These columns will also be displayed on your Ewhiteboard.

Only observations recorded during the current admission will be available via the ward view.

s's University Hospital, Ward Code: ZZZ				Group	Select Columns	eW
Patient		Observation		Observation Due		
EDITESTPATIENT Seven	!	3 (8)	↓	17:52 (8 hourly)		
EDITESTPATIENT Three	!	13 (17)	↓	10:57 (hourly)		
TESTTEAM Five-Five	!					
TESTTEAM Oneppm	!	4		10:58 (hourly)		
TESTTEAM Six	!	1		21:59 (12 hourly)		

Via the Desktop you can take an observation amend the settings and view the Table, Chart and Audit. Select the cell of the patient you would like to view.


# Desktop View


The first tab 'Observations' will let you know the patient's current and previous NEWS2 and their pain score. You are also able to take observations.


**Observation**


TESTTEAM, Five-Five (Mrs)


Born 01-Jan-1986Gender Male

 Observations

 Table

 Chart

 Settings

 Audit

**Observation Scores**

Current Score:	3	↓	09-Jan-2020 10:13
Previous Score:	5		06-Jan-2020 07:44
Pain Score:	0		09-Jan-2020 10:13

Take Observation

All observations should be taken via PPM+ mobile app unless an ipad is unavailable.

# Desktop View

The 'Table' tab will display all obs in a table view. You can expand or minimise the obs by selecting them on the left.

TESTTEAM, Five-Five (Mrs)

Born 01-Jan-1986

Gender Male

Observations

Table

Chart

Settings

Audit

Observation Scores

Current Score: 3 ↓

Previous Score: 5

Pain Score: 0



09-Jan-2020 10:13

06-Jan-2020 07:44

09-Jan-2020 10:13






Score	3 NEWS
Intervention	
Partial Indication	
Standard Observations	<input checked="" type="checkbox"/>
RR (breaths/min)	22
O2 Sat (%)	95 (Target 94-98 %)
Supp O2	
Blood Pressure	140 / 50
Standing 1 Minute BP	
Standing 3 Minute BP	
HR (BPM)	56
Temp (°C)	37

# Desktop View

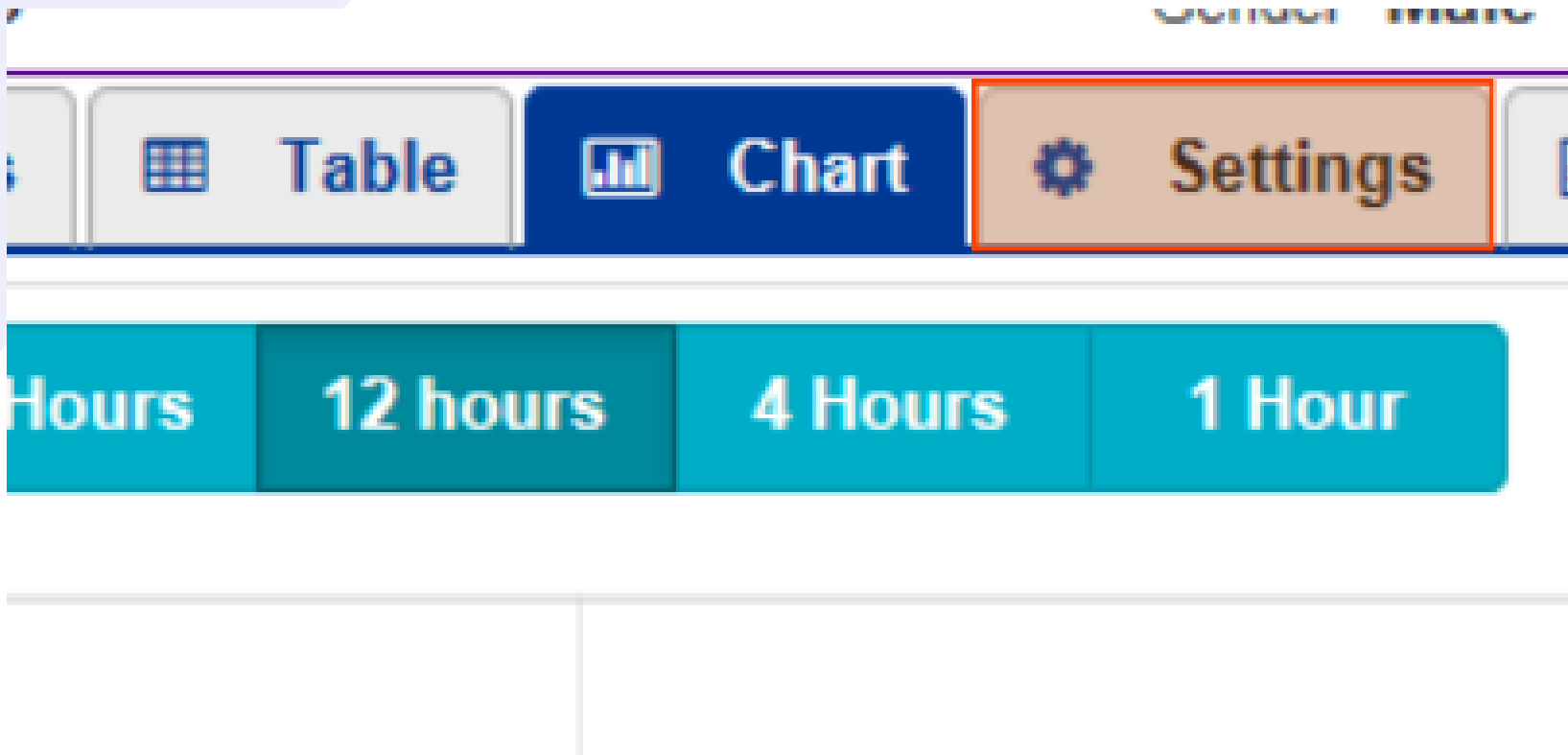
		
	<div> Withdraw Document View Results View Intervention Withdraw Intervention </div>	
		
	22	
	95 (Target 94-98 %)	
	140 / 50	

You also have the same options as PPM+ mobile to withdraw document, View results and view and withdraw interventions (where applicable) by selecting the blue arrow.

The 'Chart' tab will display the observations in a chart format with relevant colouring. You will also have the same customisation options as PPM+ mobile.

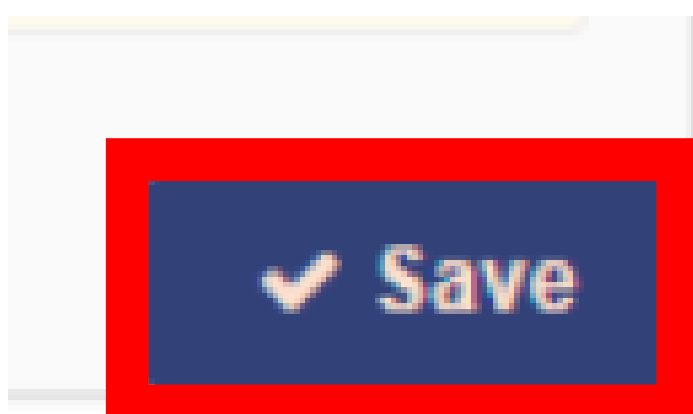
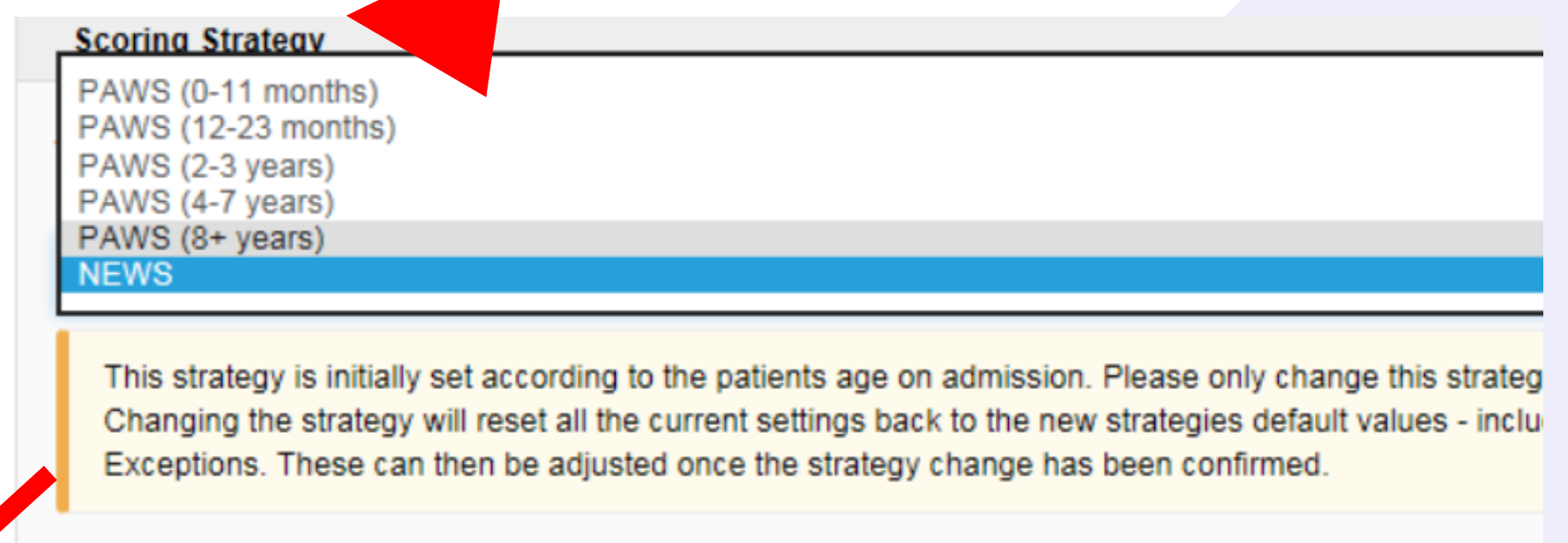
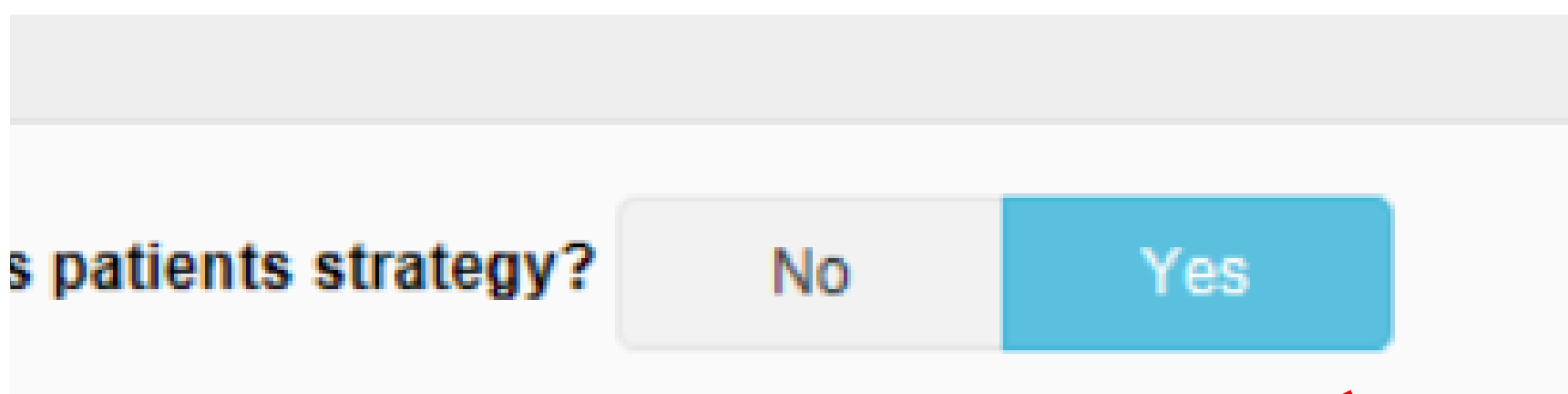
Observation				
TESTTEAM, Five-Five (Mrs)				
Born 01-Jan-1986			Gender Male	
 Observations	 Table	 Chart	 Settings	 Audit
Page 1 of 1			09-Jan-2020	
			10:13	

# Desktop View



The settings tab (for registered staff only) will allow you to override graded strategy, suspend observations and change the O2 target saturation like in the PPM+ mobile app.

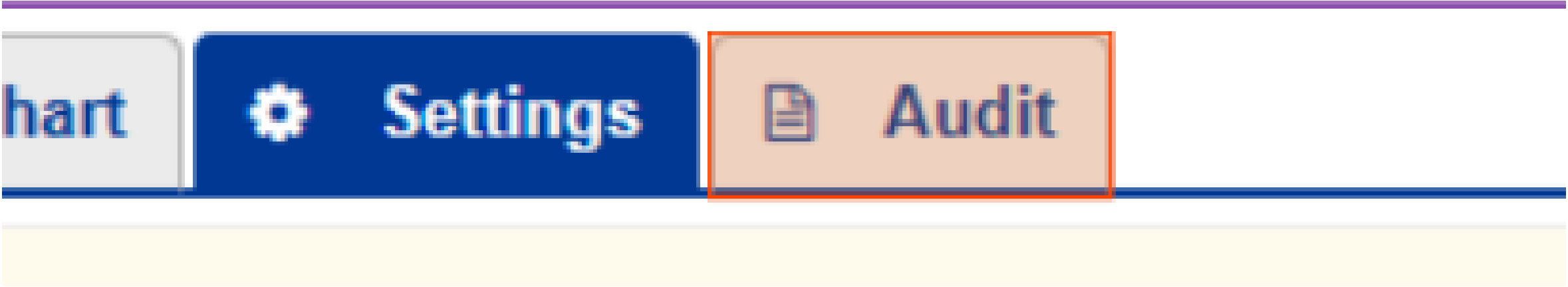
If a patient is under 21 years of age, you can switch the scoring strategy between NEWS2 and PAWS via the desktop 'Settings' tab. Select 'Yes', the required scoring strategy and then, Save.





# Desktop View

The final tab is an audit list for observations.



This will show changes such as, who has taken an obs, overridden a frequency, completed an intervention.

5b Gender **Male** NHS No. 999 999 9557

is Table Chart Settings **Audit**

udit

	User	Description
3:52	Stuart Robinson	Observation Frequency changed to: Never
3:52	Stuart Robinson	Observation Frequency overrides enabled
3:52	Stuart Robinson	Settings Exceptions Override Changed
3:22	Stuart Robinson	Observation taken
4:49	Fatima Raja	Observation taken

# Desktop View

If you have completed an observation via a desktop PC (only if an Ipad is unavailable), you can complete an intervention (if applicable) by selecting the task underneath the results.

Observations Due
Observations Intervention Required
Countersign

If a non-registered member of staff has taken a set of observations via a Desktop and the countersignature is required a task will be shown underneath the results.

16 Mins Ago	Countersign
-------------	-------------

A registered member of staff can then countersign by signing in to PPM+ (either via a desktop or an IPad). Remember, a countersignature will automatically be required via an Ipad.

# Desktop View

Tasks	
7 (7 overdue)	?
7 (7 overdue)	?
5 (5 overdue)	?
5 (4 overdue)	?
4 (3)	?

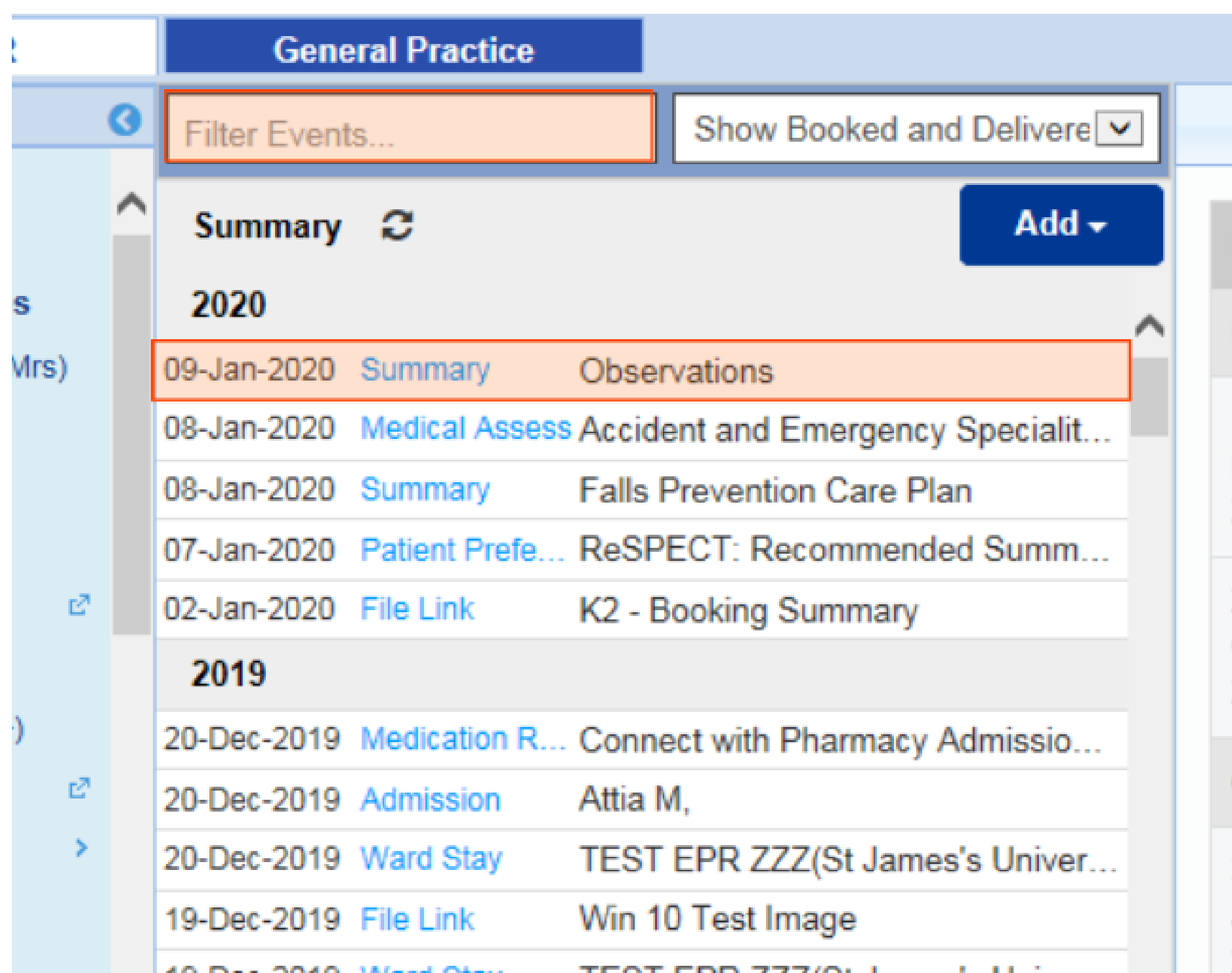
You can view and complete all the tasks for a patient by selecting the box in their tasks column on the ward view on the desktop view. You can complete tasks including observations, interventions (if required) and countersignature (if required).

Born	Gender <b>Female</b>	NHS No.
<b>To Do</b> 4	<b>Overdue</b> 4	<b>Due</b> 0
	<b>All</b> 5	
26 Days Ago	Height and Weight (Adult)	
▼ 18 Days Ago	Nursing Specialist Assessment (NSA)	
16 Mins Ago	Observations Intervention Required	
16 Mins Ago	Countersign	

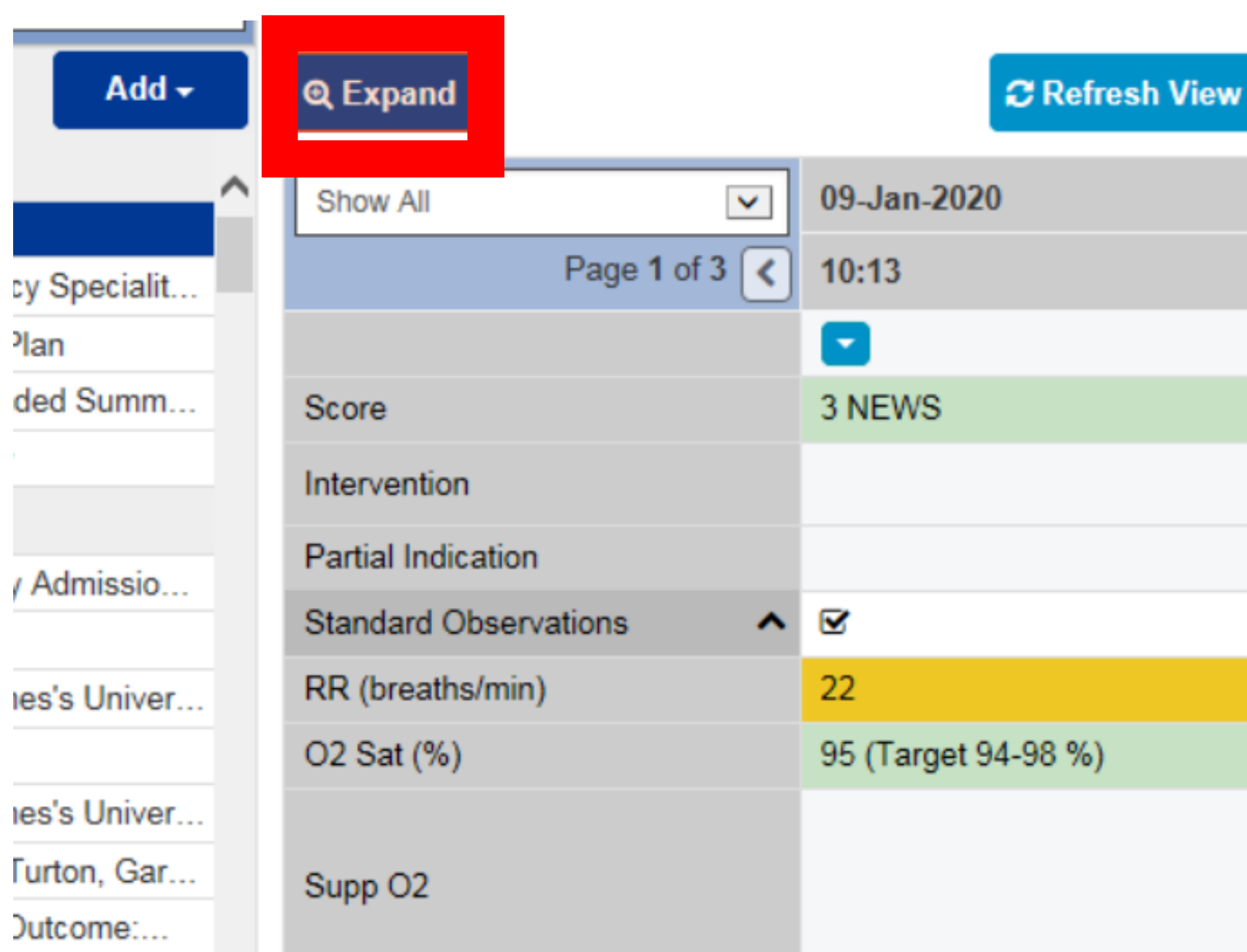
Remember, a countersignature prompt will only be automatically generated when the observations are being recored on an Ipad.

# Desktop View

In the Single Patient View, you can view the observations in an aggregated table view by selecting observations in the event list or searching.

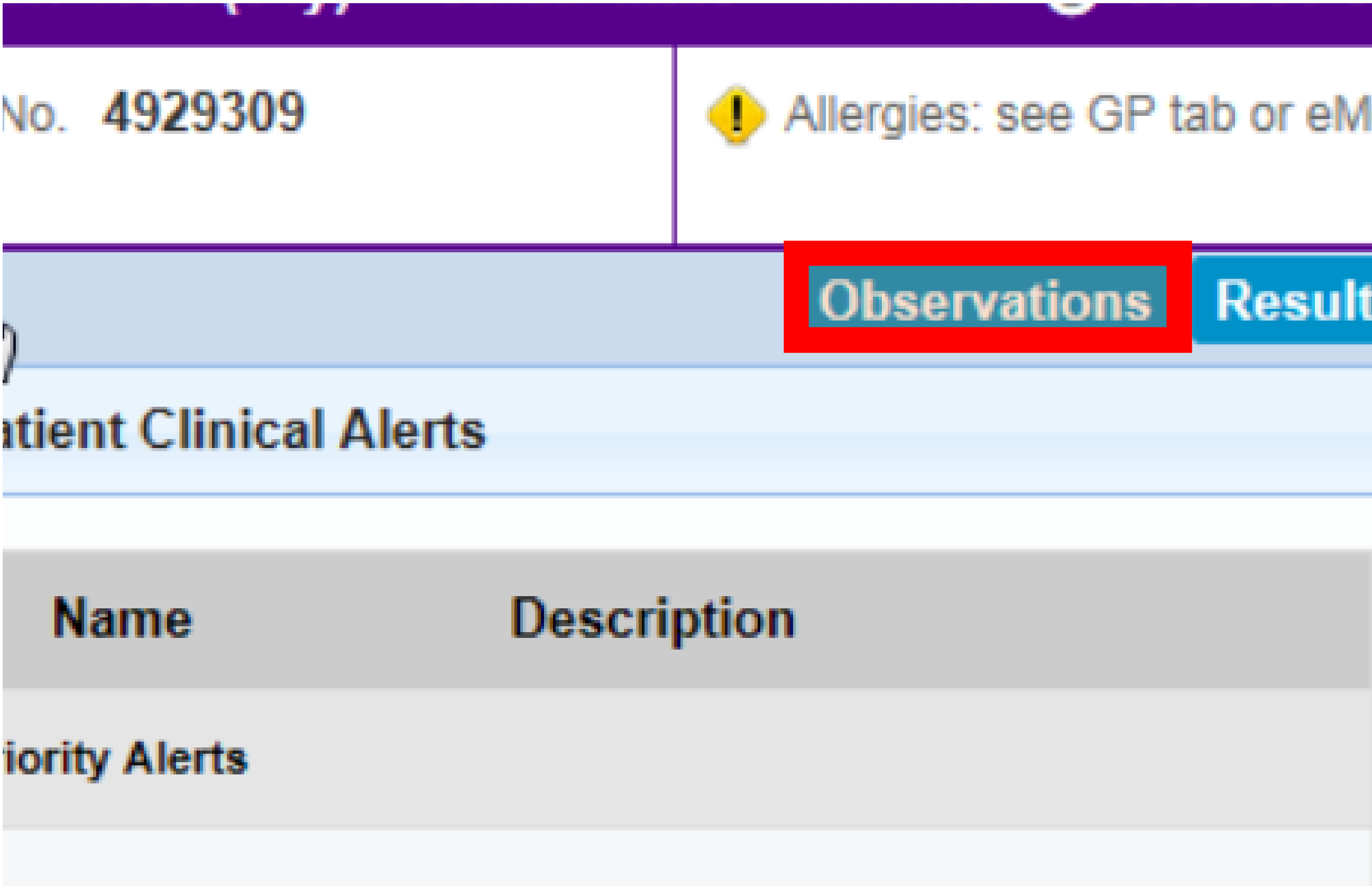


This will display Obs in a table view which you can expand and view Observations in a large table.



# Desktop View

You can also display the observations in a chart view via the 'Observations' button in the top-right of the single patient view.



The Charts will be the same format as previously shown in the User Guide via the PPM+ mobile app.



# Useful Contacts

Please contact the Implementation Team for Digital support & Training: Handover, Specialist Referrals, PPM+ Mobile, e-Obs, PAWS...

Ext: 60599

[leedsth-tr.ImplementationTeam@nhs.net](mailto:leedsth-tr.ImplementationTeam@nhs.net)

Please contact the Informatics Service Desk at x26655 or visit the portal at <https://lth-dwp.onbmc.com>, to:

- **Reset your password.**
- **Report a problem you are having within PPM+ functionality.**
- **Report a data quality problem within PPM+.**
- **Request new user accounts for PPM+.**
- **Disable PPM+ accounts for any leavers from your department.**

Please contact the PPM+ EHR team at [leedsth-tr.EPR@nhs.net](mailto:leedsth-tr.EPR@nhs.net) if you have any development ideas or comments on your experience of using the EHR.

If you would like to make a request for change to PPM+, please contact us at: [leedsth-tr.EPR@nhs.net](mailto:leedsth-tr.EPR@nhs.net) with a completed Request For Change (RFC) form available [here](#).

Please contact the IT Training Department at [ITTraining.LTHT@nhs.net](mailto:ITTraining.LTHT@nhs.net) if you require further training on PPM+ or any other Clinical System.

PPM+ Help Site: <https://www.ppmsupport.leedsth.nhs.uk/>