

Millflow User Guide

Important Links:

[TEC Matrix](#) - You will need to refer to the TEC matrix to identify the appropriate equipment.

[Clinical Assessment Tool](#)

[Benefits Realisation Tool](#) – Please note that you must complete the benefits realisation questionnaire along with the referral form on monitoring. We would recommend that you save this web page to your browser favourites.

NB: PLEASE DO NOT USE YOUR INTERNET EXPLORER GO BACK BUTTON. If there is no function stating “back” - the only other button that can be used will be the home button.

There is a timeout function of 20 minutes if there is no activity / movement.

The screenshot displays the Millbrook Healthcare website interface. At the top, the browser address bar shows the URL <https://www.millbrookweb.com/millflow5/Home.aspx>. The website header includes the Millbrook Healthcare logo, a security timeout message ("Security timeout in 19 mins 56 secs"), and user login information ("You are logged in as: Christa Jeffrey (071NL5557)"). Navigation links for Home, My Account, Help, and Logout are present. A shopping basket icon shows "Empty" and "Order Basket £0.00".

The main content area is titled "Home" and welcomes users to the "Bedfordshire & Luton Community Equipment Service". It prompts users to "Please select an action from the options below:" and provides three buttons: "Client Management" (labeled 1), "Browse Catalogue" (labeled 2), and "Information Centre" (labeled 3). Below these buttons is a "Newsflash" section with a "News Administration" link. The newsflash lists four items, each with a date icon and a "Read More..." link:

- 16 Mar: [Coronavirus Communication](#) (labeled 4)
- 10 Mar: [ADULT POSTURAL SEATING SPECIALS PANEL APPLICATION](#)
- 10 Mar: [UPDATED ADULT POSTURAL SEATING PATHWAY](#)
- 10 Mar: [UPDATED ADULT POSTURAL SEATING GUIDE](#)

The Windows taskbar at the bottom shows the date and time as 18:06 on 25/03/2020, along with various application icons.

- 1 – All client data is stored in this tab
 - 2 – All equipment detail is found under this tab
 - 3 – This contains all documents linked to community equipment services (adaptation templates, policies, procedures and guidelines). **The TEC matrix is available under the technology tab.**
- You can also track orders (yours and those of your colleagues).
- 4 – If there are any updates to policies, procedures, amendments to stock / criteria due to COVID-19 they will be found in “NEWSFLASH”.

Under the “help” button there are some videos that will assist with placing deliveries, raising collections, tracking orders – please use these to assist.

Handy Hints:

Client Search: use little and often on the first search:

e.g. searching for Christa Jeffrey as a client

Client ID	<input type="text"/>
Forename	<input type="text" value="ch"/>
Surname	<input type="text" value="je"/>
<div>Advanced Options Add New Client Search</div>	

This will then show all service users whose names begin in that format only. There are thousands of service users (unfortunately some duplicate) and it is down to not searching thoroughly in the first instance.

Results: 12 Clients Found

[First](#) [Previous](#) Page 1 of 2 [Next](#) [Last](#)

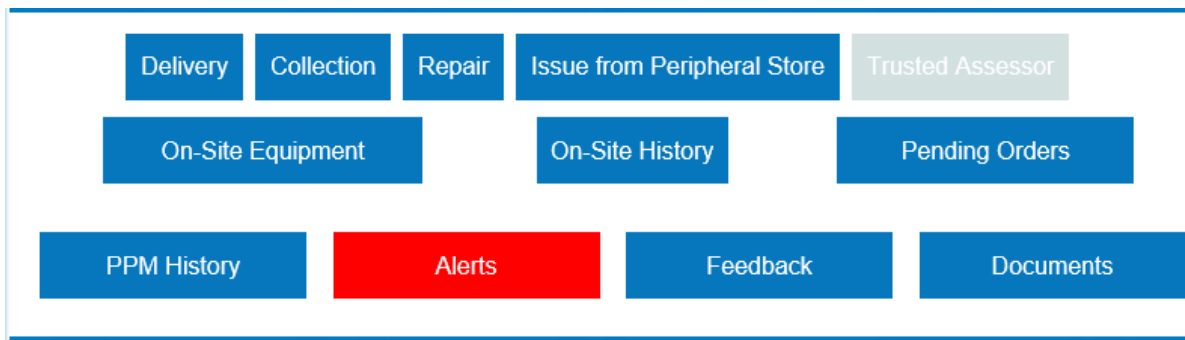
Items per Page

With the search used you will know how many clients have been found with those letters and as you can see it goes over 2 pages. You can amend the number of items per page and it goes to 48.

You will now be able to do an advanced search by either using the date of birth, NHS number or postcode.

The most efficient search is by postcode but only the first section (i.e. LU4). Again it will minimise the results and make it easier to find your client. If after that search you do not find them then you may create a new client.

Screen functions:



On Site Equipment – shows equipment on site now

On Site History – shows equipment that the service user has now and what has previously been at the property

Pending Orders – shows orders that are waiting to be actioned. This could be that Millbrook are awaiting information from you to complete an order. Please review these to ensure your service user gets the equipment that is needed in the time frame expected. **THE COMPLETION OF YOUR ORDER IS YOUR RESPONSIBILITY UNTIL ACTIONED.**

Authorisation limits

The screenshot displays a web application interface for an online store. At the top right, the 'Order Basket' shows '0' items and a total of '£0.00' with a blue tick icon. A box points to this tick with the text: 'Blue tick – order will not need authorising'.

The main navigation bar includes links: 'Standard Catalogue', 'Most Ordered Items', 'Recently Purchased', 'Wheelchair Search', 'Recycled Specials', 'Pooled Specials', and 'Create Special Delivery'.

Below the navigation bar are search and quick pick sections. The 'Search' section has a text input 'enter keywords' and a magnifying glass icon. The 'Quick Pick' section has a text input 'enter product code', a 'Qty:' dropdown set to '1', and a shopping cart icon.

The product listing area shows two items. The first item, 'CES65543-0178 Amie+/MyAmie - Pend...', has a price of '£37.47' and a blue tick icon. The second item, 'CES65744-1645 Request (large Butt...', has a price of '£65.00' and a black key icon. A box points to the black key with the text: 'Black Key – order will need authorising'.

Below the product listings, a box points to the 'Details' and 'Add' buttons of the second item with the text: 'Details – please always review details (see information on next page of this guide)'.

At the bottom of the page, there is a horizontal line with a small vertical tick on the left side.

NB: It only needs for one thing from speed of delivery, spend or equipment to have a black key and the whole order will need authorising.

Catalogue
 BARIATRIC
 BATHING
 BEDROOM
 GENERAL/HOUSEHOLD
 HOISTING
 MANUAL HANDLING
 MINORADAPT
 MISC
 MOBILITY
 PAEDIATRIC
 PCI
 POOLED SPECIALS
 PRESSURE
 RELIEVING/REDUCING
 RAIL & RAMP
 RAISERS LANGHAM'S
 RAISERS MORRIS & ALEXANDER
 SPECIAL S
 SUCTIONING
 TECHNOLOGY
 Assessment
 Dexterity Aid
 Environmental Sensors
 Falls
 Help Button
 Medication
 Monitoring Solution
 Sight And Hearing Impairment
 Unwanted Visitors
 Urinary Incontinence
 Wandering
 TOILETING
 TRUSTED ASSESSOR
 WHEELCHAIRS

Standard Catalogue
 Most Ordered Items
 Recently Purchased
 Wheelchair Search

Recycled Specials
 Pooled Specials
 Create Special Delivery

Search:
 Quick Pick: Qty:

Request (large Button Radio Alarm) - M132-111
Item Code: CES65744-1645

Description
 Specification
 Supplier Details
 Documents

Description
 The Request is a large easy to press free standing wireless call button. Cair Request is used to request assistance from a local carer or to alert via a lifeline unit.

Ideal for users with limited dexterity that can be placed on any flat surface. Cair Request is sensitive enough to recognise the slightest touch. Cair Request comprises a large button which includes an integrated radio transmitter along with replaceable AAA batteries

Easy to press
 Low profile with large surface area
 Ergonomic design
 Replaceable Batteries
 Tamper Proof

****Only available to prescribers with a TECH PIN****

Price: £65.00

Add
 Back

You are only able to order equipment under the technology tab with this PIN. It advises in the description "only available to prescribers with a TECH PIN"

Activity / Confidential / Clinical Reasoning Fields:

You are creating an order for **Mrs Christa Jeffrey**
New Client

Notice! Your basket contains items with speed restrictions
 if your basket has multiple items with speed restrictions the item with slowest restriction will override the faster speeds

CES65744-1645 Qty: 1 Unit Cost: £65.00

The Quickest Response Speed For This Item Is : 5 Days
 Request (large Button Radio Alarm) - M132-111

Do Not Use	No CTE	Review / Loan period	Item Notes
<input type="checkbox"/>	<input type="checkbox"/>	NA	

Item Cost (including unit cost) : £ 65.00
 Delivery Cost : £ 0.00
 Estimated Total : £ 65.00

☒ Proceed with Order

Always ensure you check the speed of delivery – a notice is sometimes provided advising of speed restrictions.

Activity / Confidential / Clinical Reasoning Fields:

Activity instructions :

Confidential Notes :

Clinical Reasons :

Dog at premises?

☐Yes ☒No ☐Unknown

Activity instructions – visible to all and printed on the paperwork left at the service users' property. The only thing that should be stated here is information to assist the technicians with their delivery. (i.e. perching stool to be placed in kitchen at basic height or diagram attached)

Confidential Notes – This should be information that you feel Millbrook need to be aware of but are classed as confidential or could be upsetting / offensive to the service user or family. (i.e. key safe no / family are hoarders). This information is not printed on the paperwork and will only be visible to the Technician on his scanner.

Clinical Reasons - is only visible to Prescribers. **This information is not visible to Millbrook.** Therefore please do not place any information relating to the delivery in this box. The information shown in this free field text box is responding to the headings detailed below:

Clinical Reasoning Statement
Justification for choice of delivery time

Dog at premises? – please ensure that you advise the service user that Millbrook will be requesting for dogs to be put in a different room whilst they are installing the equipment in the property. It is for the safety of the technicians.