

DCIQ LFPSE FAQ's

We have updated this FAQ document on LFPSE and DCIQ to help answer the most common questions we have been receiving from our customers. We will continue to update this document as we receive more questions. If you do have any additional queries or feedback around your DCIQ LFPSE Journey, please contact us directly at LFPSE@rldatix.com.

Feedback on LFPSE:

Q: How can I give feedback on the new changes around LFPSE to NHS England?

A: RLDatix meets with NHSE on a biweekly basis to discuss LFPSE and feedback from our valued customer base. If you wish to raise any feedback directly to NHSE, please contact them at NHSI.patientsafetyhelpdesk@nhs.net

Q: What are you doing to ensure LFPSE releases address bugs and customer feedback?

A: We have made massive improvements to our release processes on the back of customer feedback. We now complete an enhanced level of testing on our releases. This includes Release Acceptance Testing completed by our Customer Success Team with Patient Safety Experience. We are doing deep dives into the infrastructure behind DCIQ to further enhance the system. If you have any urgent feedback that cannot be addressed via a Support Ticket, please reach out to UKGRC-CustomerSuccess@rldatix.com

We recommend that our customers have access to our Ideas Portal, our Product Management Team are using this to drive their Development Roadmap to ensure we provide our customers with helpful functionality. If you do not have access to our Ideas Portal, please simply raise a Support Ticket by clicking on this link: [Submit a request – Governance, Risk & Compliance \(rldatix.com\)](#)

Implementing LFPSE:

Q: What resources are available to help?

A: We are constantly working to provide additional resources so please ensure that you subscribe to updates from our Knowledge Base. if you are unsure of how to do this please reach out to UKGRC-CustomerSuccess@rldatix.com

If you have any suggestions for helpful content please do reach out to the above email address. We currently have LFPSE User Guides and videos available on our Knowledge Base. We also have recently added a known issues list for both DatixWeb and DCIQ, this alongside copies of all release notes are available on the Knowledge Base. We have also built an LFPSE Hub on our website, a one stop shop for your favorites folder, linking you to all of our resources.

LFPSE Hub: [LFPSE Hub - RLDatix - UK \(allocatesoftware.co.uk\)](https://allocatesoftware.co.uk)

Q: How do I go Live with LFPSE on DCIQ?

A: DCIQ is a cloud based system, meaning you should automatically be on a LFPSE Compliant Version. Once you have completed end to end testing using the resources on our Knowledge Base, and connecting with our Customer Success Managers via LFPSE@rldatix.com please raise a Support Ticket using this link [Submit a request – Governance, Risk & Compliance \(rldatix.com\)](#) . We ask you to raise a ticket due to the



Live LFPSE Globals requiring to be added via the back end of the system. Once we have confirmed this is done, you will be ready to input your Live API Key into the LFPSE Management Page

Q: Where do I get my API Keys?

A: RLDatix can provide your test API Key, however you will need to reach out directly to NHSE to obtain your Live API Keys.