

Systems Support

Swift Training



Gazetteer

March 07

Northumbria Healthcare 

NHS Foundation Trust

In partnership with

NORTHUMBERLAND
COUNTY COUNCIL

Contents

ABOUT THE SWIFT GAZETTEER	1
PROCEDURE FOR GAZETTEER MAINTENANCE	1
ACCESSING THE GAZETTEER	2
CHECKING WHETHER THE ADDRESS ALREADY EXISTS	2
Carrying Out an Address Search.....	3
Address Found	3
Address Not Found.....	3
CREATING AN ADDRESS	3
Searching for a Location	4
Location Found.....	5
Location Not Found	5
Creating a Location	5
Creating an Individual Address.....	5
AMENDING AN ADDRESS	8
Amending a Location.....	8
Amending an Individual Address	9
DELETING AN ADDRESS	9
APPENDIX 1	10
List of Localities and Postal Towns	10

ABOUT THE SWIFT GAZETTEER

The gazetteer is a database of addresses which holds all Northumberland addresses, some addresses for other Counties within Great Britain and a few addresses in other Countries.

Throughout Swift there is the ability to search for addresses (Address Wizard) in the gazetteer to attach them to a specific person's record e.g. client's home address, carer's or relative's address. The

Address Wizard can be accessed from any screen where there is a button.

If the address does not already exist on the gazetteer, for example it may be part of newly built housing estate, admin can create this address on Swift so that it can be added to a record.

PROCEDURE FOR GAZETTEER MAINTENANCE

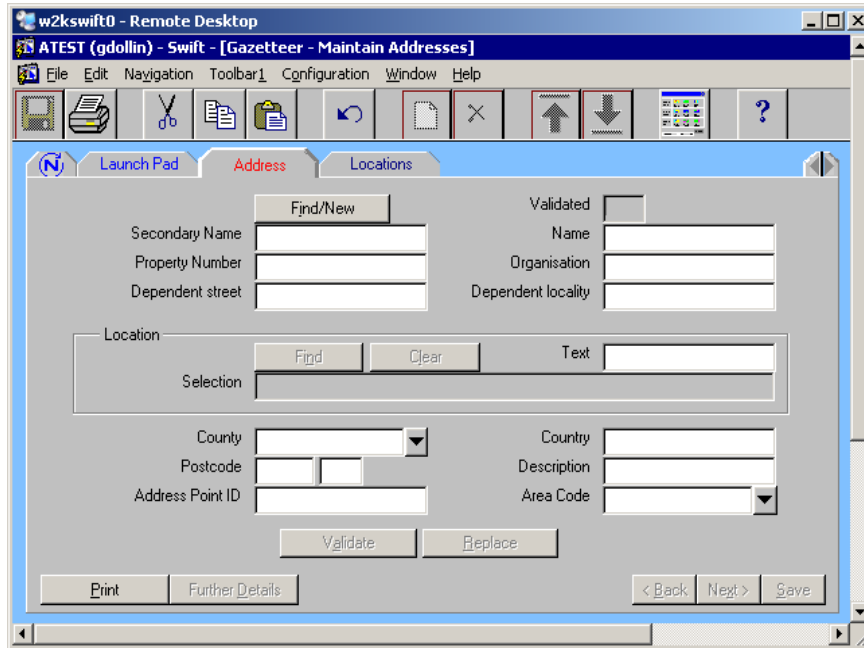
- When a user is unable to find an address on the gazetteer the address should be left blank and the member of admin responsible for creating addresses should be notified that an address needs to be created.
- The user will need to let admin know the following information;
 - ◇ The person's name or Swift ID.
 - ◇ The address they would like to add to the person's record.
 - ◇ The home telephone number of the person. This is necessary because when the person was created any telephone number entered would not have automatically been added on to the person's Addresses screen.
- Admin will then carry out a thorough search of Swift to ensure the address does not exist. Refer to *Gazetteer - Checking Whether the Address Already Exists - Carrying Out an Address Search* section of this manual for instruction.
- If the address does exist then admin should attach the address and add the telephone number to the person's record and inform the user that the address did exist on the gazetteer. Refer to the *Frontdesk manual - Addresses and Telephone Numbers - Recording Address and Telephone Number* for instruction.
- If the address does not exist then admin should verify the address with Royal Mail, create the address in the gazetteer and add the new address to the person's record. Refer to *Gazetteer - Creating an Address* section of this manual for instruction.
- The Systems Support Section will be responsible for auditing and validating addresses that are created by admin.

ACCESSING THE GAZETTEER



- Access **Maintain Addresses** via Launch Pad. Refer to the *Basic Use of Swift* manual.

The following screen will be displayed:



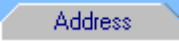

CHECKING WHETHER THE ADDRESS ALREADY EXISTS

A user will contact you when they are unable to find an address on Swift. The address may not exist on the gazetteer and therefore you will need to create it, however it is possible that the address does exist but the user has been unable to find it due to one of the following reasons;

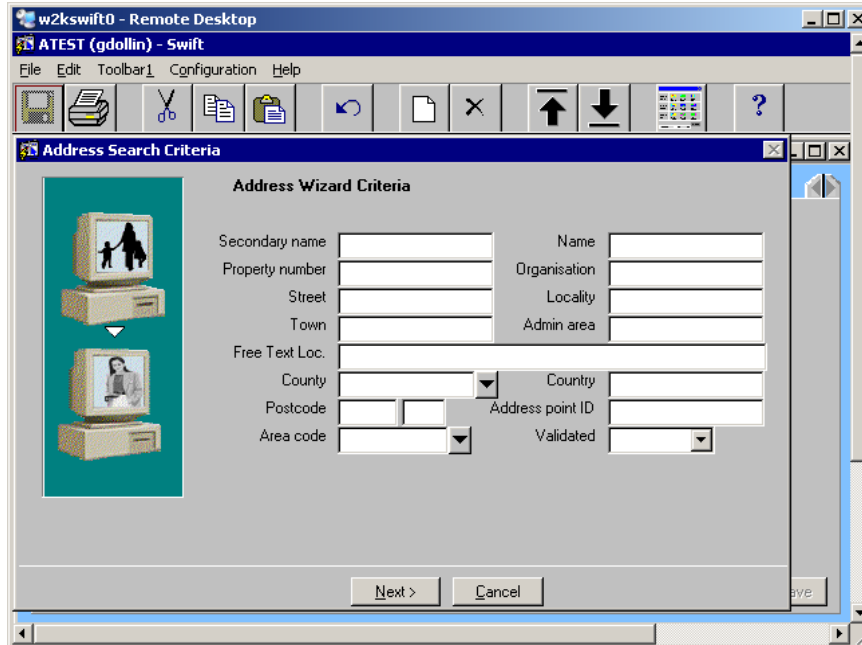
- ◇ the locality has been entered in the Town field.
- ◇ the property name or street name searched for was spelled incorrectly.
- ◇ an abbreviation was used in the search criteria e.g. Rd.
- ◇ the property is known by a name rather than a number e.g. Dove Cottage.
- ◇ the property does not have a street name e.g. Rose Cottage, Belford.
- ◇ the property is a flat and exists on the gazetteer with a Secondary Name of 'Flat 12' rather than just a Property Number of 12.
- ◇ the property name includes the number e.g. 16 Bob Elliott House.

When you are contacted by a user it is important that you carry out a thorough address search to ensure that the address does not already exist on the gazetteer.

Carrying Out an Address Search

- Click on .
- Click on  to use the Address Wizard.

The following screen will be displayed:



- Carry out a search for the address. Refer to the *Frontdesk manual - Finding an Address*.

Address Found

- If the search is successful the address you searched for will display on the Address Search Results screen.
- Go to the person's record and add the address and the telephone number, refer to the *Frontdesk manual - Addresses and Telephone Numbers - Recording Address and Telephone Number* for instruction.
- Inform the user who was unable to find the address and give guidance on why they were unable to find the address.

Address Not Found

- If the search is unsuccessful and you are confident that the address does not exist on the gazetteer then the address must be created. Refer to *Gazetteer - Creating an Address* section of this manual for instruction.

CREATING AN ADDRESS

It is important that you check that the information you have been given about the address is accurate before you create the address. This can be done by using a Postcode Book or using the on-line search facility to check with Royal Mail (www.royalmail.com).

There are two parts to creating an address on Swift;

- ◇ Creating a street (known as location) for example where a new housing estate has been built, adding a new street to the gazetteer in order to add an individual address.
- ◇ Creating a new property (individual address) for street that already exists on the gazetteer.

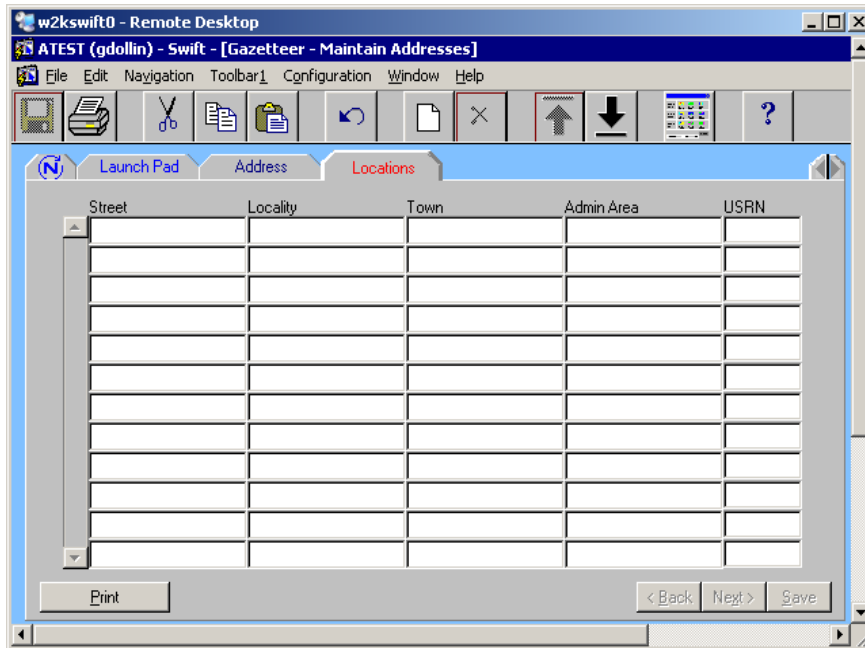
Searching for a Location

At this point you will have carried out a thorough search for the address and be confident that it does not exist. It may be that the street (location) does already exist on the gazetteer but the individual address (property name or number) does not exist.

You will need to check whether the street (location) is on the gazetteer. If the street (location) does not already exist, you will need to create it first and then create the individual address.

- Click on **Locations**.

The following screen will be displayed:



- Press **F7** to carry out a search for the location.
- Complete the following fields:

Street

Enter the name of the street.

Locality

Enter the locality if applicable, i.e. the name of village or housing estate e.g. Alnmouth, Barrasford Park. Refer to list of localities and their postal towns. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

Note: if you are unsure of the locality, leave this field blank.

Town

Enter the postal town. Ensure that you do not enter a locality here, as some places which you might expect to be the town are actually the locality, e.g. Rothbury or Amble will be recorded in Locality and the Town will be recorded as Morpeth. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

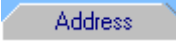
Note: if you are unsure of the town, leave this field blank.

you can use the wildcard (%) when searching, especially if there is a possibility of the street name being spelled in different ways e.g. Beach Road, Beech Road.

- Press **F8** to execute the search.


Location Found

If the location appears on the screen and the green highlight disappears this means that the street and town exist on the gazetteer and all you need to do is to create an individual address and attach it to the street.

- Click on  and follow instructions given in *Gazetteer - Creating an Address - Creating an Individual Address* section of this manual

Location Not Found

If the location is not found the fields on the screen will remain highlighted in green and a message saying "Query caused no records to be retrieved. Re-enter." will appear along the bottom of the screen.

- Try the search again making sure that you have spelt the street name correctly and use the wildcard where relevant. You can overtype what is already entered in the fields.
- If the location still does not appear then it will need to be created on the gazetteer.
- Clear out the criteria you searched for by using the delete key on the keyboard and then press . A full list of locations will appear on the screen.
- Refer to *Gazetteer - Creating an Address - Creating a Location* section of this manual.

Creating a Location

Once you have carried out a thorough search for location and you are confident that it does not exist on the gazetteer you can create it.

Note: if the address is in Northumberland, contact the Systems Support Help Line on (01670) 622 450 and ask for the whole street to be created.

- Click on 
- Press 
- Complete the following fields:

Street

Enter the name of the street.

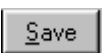
Note: do not use abbreviations such as Rd for Road, Cl. for Close etc. Punctuation should only be used where the street name is 'saint' and this should be entered as St. (with a full stop). For example St. Stephens Drive, St. Marys Close.

Locality

Enter the locality if applicable, i.e. the name of village or housing estate e.g. Alnmouth, Barrasford Park. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

Town

Enter the postal town. Ensure that you do not enter a locality in this field by mistake. For example if the address is in Rothbury or Amble, then you should record Rothbury or Amble as the Locality and Morpeth as the Town. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

- Click on 
- Create the individual address to attach to the newly created street. Refer to *Gazetteer - Creating an Address - Creating an Individual Address* section of this manual.

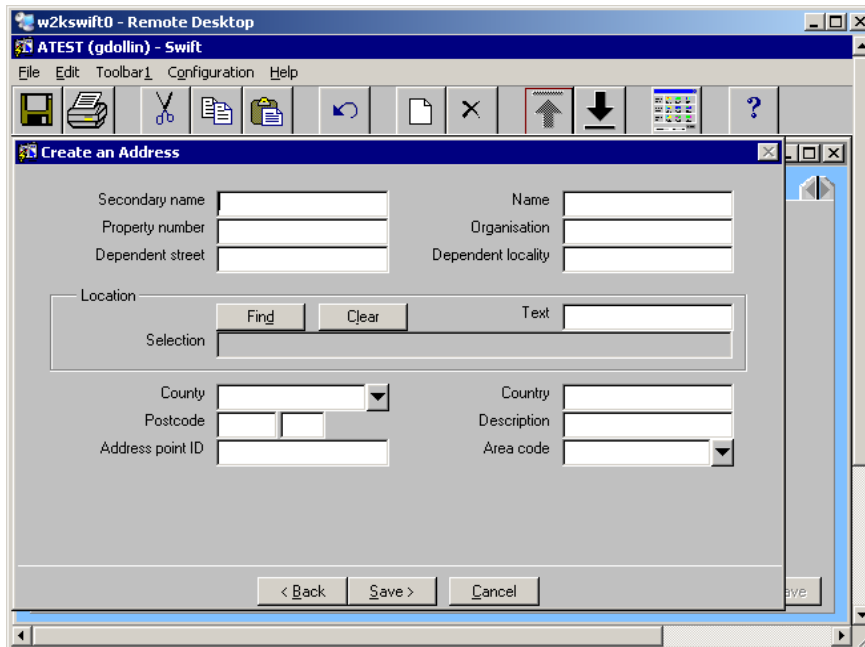
Creating an Individual Address

Before creating an individual address you will have carried out a search on location and if the location did not exist on the gazetteer then you will have created the new location.

- Click on 

- Click on **Find/New** to access the Address Wizard.
- Although you already know that this address does not exist on the gazetteer you will need to carry out a search for the address, as it is only on the search results screen that you can access the Create button. Refer to the *Frontdesk manual - Finding an Address*.
- Click on **Create**.

The following screen will be displayed:



Information you entered on the search screen may be brought forward onto the Create an Address screen.

- Complete the following fields:

Secondary Name

There is inconsistency in the way flats are recorded on the gazetteer. This field is usually used for identifying flat number and this may have been recorded in two ways e.g. Flat 1a or 1a. Some flats on the gazetteer, however, are not recorded with a Secondary Name and the number of the flat has been input as Property Number.

Name

If applicable, enter the property name. This could be where a property is known by a name as well as or instead of a number e.g. Dove Cottage. It is also sometimes used to record where a property is part of a building or a complex e.g. Beaumont House or Alwinton Court.

Property Number

Enter the property number.

Organisation

You will probably not need to enter anything here as Organisations are created by Systems Support Section who would create the address if it didn't already exist.

Dependent Street

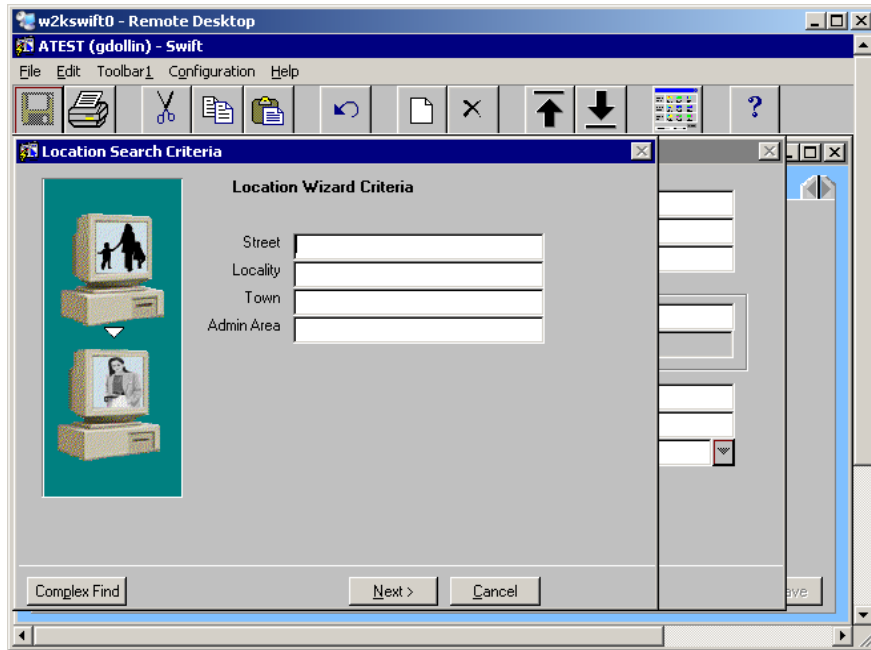
Try **not** to use this field, if possible, because you cannot search on Dependent Street. It should only be used for additional information if it is a street is off another street e.g. 12 Maitland Villas, Maitland Terrace then Maitland Villas would be the Dependent Street.

Dependent Locality

Ignore this field as you should never need to complete it.

- Click on **Find** to find the Location and add it to the address you are creating.

The following screen will be displayed:



- Complete the following fields:

Street

Enter the name of the street.

Locality

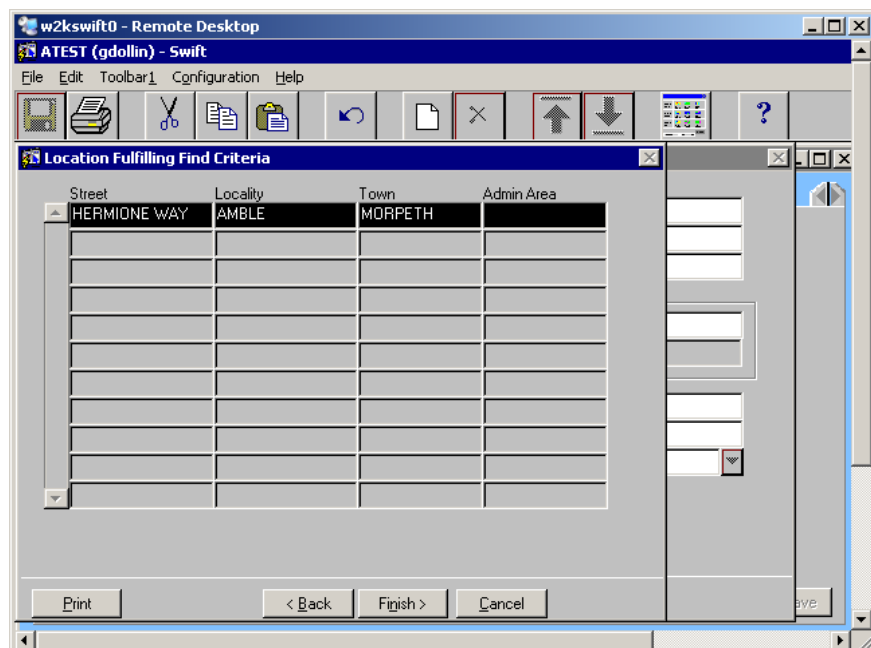
Enter the locality if applicable, i.e. the name of village or housing estate e.g. Alnmouth, Barrasford Park. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

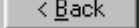
Town


Enter the postal town. Ensure that you do not enter a locality here, as some places which you might expect to be the town are actually the locality, e.g. Rothbury or Amble will be recorded in Locality and the Town will be recorded as Morpeth. Refer to *Gazetteer - Appendix 1 - List of Localities and their Postal Towns* section of this manual.

- Click on **Next >**

The following screen will be displayed:



Note: if the location does not appear you will need to click on  and amend your search criteria. If the location is still not found then it will need to be created. Refer to *Gazetteer - Creating an Address - Creating a Location* section of this manual.

- Click on the location you require from the search results screen and click on . You will be returned to the Create an Address screen and the location details will be carried forward. You now need to enter the rest of the address details.

- Complete the following fields:

County


Enter the relevant County.

Country

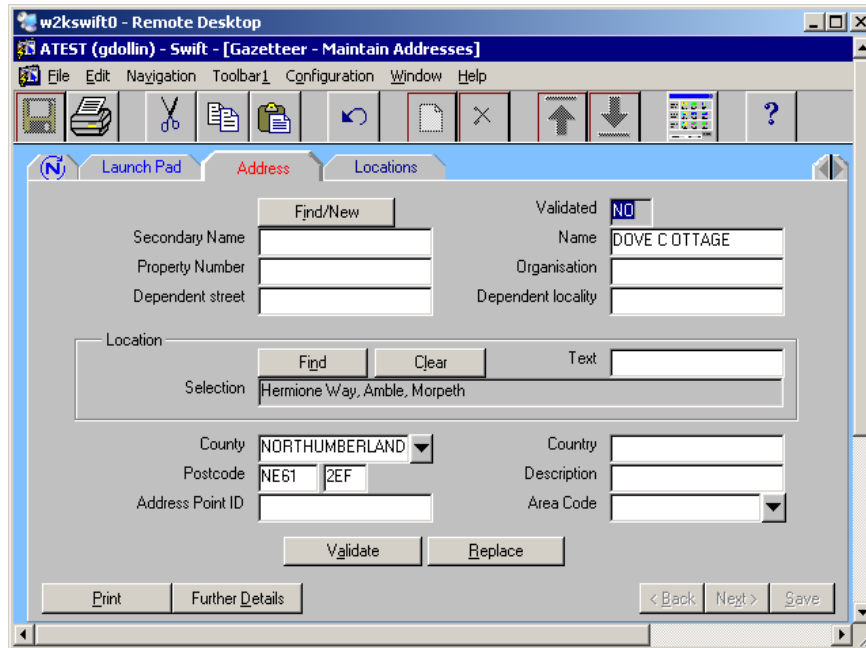
Enter the relevant Country if the address you are creating is a non UK address.

Postcode

Enter the postcode. The postcode is split into two fields; the outer code and the inner code. For example the postcode of NE61 2EF would be NE61 in the outer code (first field) and 2EF in the inner code (second field).

- Click on . The address has now been created and you will be returned to the Address screen.

The following screen will be displayed:




- The address and telephone number can now be added to the person's record, refer to the *Frontdesk manual - Addresses and Telephone Numbers - Recording Address and Telephone Number* section of this manual for instruction.
- Inform the user that you have created the address and attached it to the person's record.

AMENDING AN ADDRESS

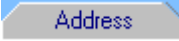
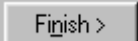
You should only amend an address that you have created. If you see an error on an address that you haven't created, please contact the Systems Support Help Line on (01670) 622 450.

Amending a Location

- Click on .

- Carry out a search for the location. Refer to *Gazetteer - Creating an Address - Searching for a Location* section of this manual.
- Once the location appears on the screen change the details as required by overtyping or entering the correct details into the relevant fields.
- Click on .

Amending an Individual Address

- Click on  and search for the address you wish to amend. Refer to *Gazetteer - Checking Whether the Address Exists - Carrying Out an Address Search* section of this manual.
- Click on the appropriate address and click on . You will be returned to the Address screen.
- Change the details as required by overtyping or entering the correct details into the relevant fields.

Note: although you can choose a different location on this screen you not be able to amend the details of that location on this screen. To do that you will need to go to the Location screen. Refer to *Gazetteer - Amending an Address - Amending a Location* section of this manual for further instruction.

- Click on .

DELETING AN ADDRESS

If you have created an address and wish to delete it as it has been created in error please contact the Systems Support Help Line on (01670) 622 450 as admin do not have access to delete addresses.

APPENDIX 1

List of Localities and Postal Towns

Note: this is not a definitive list, but if you refer to Royal Mail the postal town displays in upper case.

Locality	Postal Town
Acklington	Morpeth
Acomb	Hexham
Allendale	Hexham
Allenheads	Hexham
Alnmouth	Alnwick
Alwinton	Morpeth
Amble	Morpeth
Annitsford	Cramlington
Bardon Mill	Hexham
Barmoor	Morpeth
Barrasford	Hexham
Barrington Colliery	Ashington
Bebside	Blyth
Bellingham	Hexham
Bilton	Alnwick
Boulmer	Alnwick
Bywell	Stocksfield
Cambo	Morpeth
Cambois	Blyth
Carrshield	Hexham
Catton	Hexham
Chatton	Alnwick
Chillingham	Alnwick
Christon Bank	Alnwick
Clifton	Morpeth
Cornhill-On-Tweed	Berwick-Upon-Tweed
Craster	Alnwick
Cresswell	Morpeth
Denwick	Alnwick
Doddington	Wooler
Dudley	Cramlington
Dunstan	Alnwick
East Ord	Berwick-Upon-Tweed

East Sleekburn	Bedlington
Eglingham	Alnwick
Ellington	Morpeth
Embleton	Alnwick
Eshott	Morpeth
Espley	Morpeth
Falstone	Hexham
Felton	Morpeth
Fenwick	Berwick-Upon-Tweed
Ford	Berwick-Upon-Tweed
Foulden	Berwick-Upon-Tweed
Fourstones	Hexham
Glanton	Alnwick
Guidepost	Choppington
Gunnerton	Hexham
Guyzance	Morpeth
Hadston	Morpeth
Haggerston	Berwick-Upon-Tweed
Harbottle	Morpeth
Hartford	Cramlington
Hartford Bridge	Bedlington
Haydon Bridge	Hexham
Hedley	Stocksfield
Hepscott	Morpeth
High Hauxley	Morpeth
Holy Island	Berwick-Upon-Tweed
Horncliffe	Berwick-Upon-Tweed
Howick	Alnwick
Humshaugh	Hexham
Kielder	Hexham
Kirknewton	Wooler
Klondyke	Cramlington
Lesbury	Alnwick
Littlehoughton	Alnwick
Loansdean	Morpeth
Longframlington	Morpeth
Longhirst	Morpeth
Longhorsley	Morpeth

Swift - Gazetteer - APPENDIX 1

Longhoughton	Alnwick
Low Hauxley	Morpeth
Low Prudhoe	Prudhoe
Lowick	Berwick-Upon-Tweed
Lynemouth	Morpeth
Mickley	Stocksfield
Middleton	Morpeth
Milfield	Wooler
Mitford	Morpeth
Nedderton Village	Bedlington
Nelson Village	Cramlington
Netherwitton	Morpeth
Netherwitton	Morpeth
New Ridley	Stocksfield
Newbrough	Hexham
Newsham	Blyth
Newton	Stocksfield
Newton-By-The-Sea	Alnwick
Newton-On-The-Moor	Morpeth
Norham	Berwick-Upon-Tweed
North Broomhill	Morpeth
North Seaton	Ashington
North Sunderland	Seahouses
Ovingham	Prudhoe
Ovington	Prudhoe
Paxton	Berwick-Upon-Tweed
Pegswood	Morpeth
Pigdon	Morpeth
Ponteland	Newcastle upon Tyne
Powburn	Alnwick
Red Row	Morpeth
Rennington	Alnwick
Rock	Alnwick
Roddam	Alnwick
Rothbury	Morpeth
Scotland Gate	Choppington
Scremerston	Berwick-Upon-Tweed
Seghill	Cramlington
Shankhouse	Cramlington

Shilbottle	Alnwick
Slaley	Hexham
South Broomhill	Morpeth
South Charlton	Alnwick
South Middleton	Alnwick
South Newsham	Blyth
Spittal	Berwick-Upon-Tweed
Stakeford	Choppington
Stannington	Morpeth
Steel	Hexham
Swarland	Morpeth
Tarset	Hexham
Thropton	Morpeth
Tweedmouth	Berwick-Upon-Tweed
Ulgham	Morpeth
Wall	Hexham
Wallington	Morpeth
Wark	Hexham
Warkworth	Morpeth
West Lilburn	Alnwick
West Mickley	Stocksfield
West Sleekburn	Choppington
West Woodburn	Hexham
Whalton	Morpeth
Whittingham	Alnwick
Widdrington	Morpeth
Woodhorn	Ashington
Woodhorn Village	Ashington
Wooperton	Alnwick