

## Guide: How to raise queries about Disclosure UK data

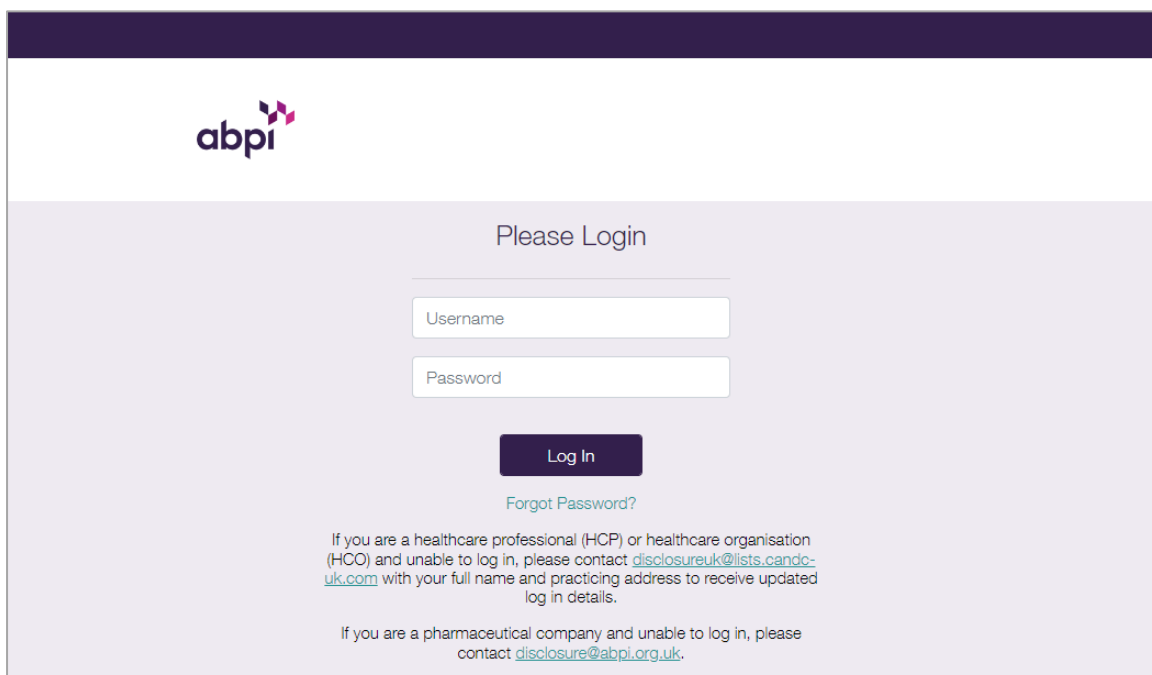
For healthcare professionals and healthcare organisations

If you are a UK-based healthcare professional (HCP) or healthcare organisation (HCO) and have received a letter or email notifying you that a pharmaceutical company has disclosed transfers of value about you on Disclosure UK, this short guide shows how to easily review the information and, if necessary, raise queries.

For more information about why the pharmaceutical industry discloses transfers of value to HCPs and HCOs, and why transparency is important, please visit

[www.disclosureuk.org.uk](http://www.disclosureuk.org.uk)

1. Navigate to the private disclosure portal - <https://portal.disclosureuk.org.uk>. Your Disclosure UK letter or email provides you with login details, please enter these here:





The screenshot shows the login page for the Disclosure UK private disclosure portal. At the top left is the abpi logo. The main heading is "Please Login". Below this are two input fields: "Username" and "Password". A dark blue "Log In" button is positioned below the password field. Underneath the button is a link for "Forgot Password?". At the bottom of the page, there are two lines of text providing contact information for users who are unable to log in: one for healthcare professionals/organisations and one for pharmaceutical companies.

2. Once logged in, you can view the information as provided by the pharmaceutical companies. Where there is more than one year of data available, the most recent year of data will be highlighted. Review this data carefully to be assured that all is as expected and correct. **If you are happy and there is no action to be taken, log out and the data will be published on the Disclosure UK public search as detailed in your letter or email.** You can log into the disclosure portal at any time to review this data again, or raise a query:

Pre-Disclosure

abpi [Redacted] Log Out





A Raise a General Query

**2019**  
£14.56

**2020**  
£49.86

Selected	Reference	Company Name	Year	Event Reg. Fees	Event Travel and Acc.	Service Fees	Service Expenses	Total
<input type="checkbox"/>	[Redacted]	[Redacted]	2020	£0.00	£49.86	£0.00	£0.00	£49.86

B Raise a Query on Selected Rows

View Queries

The ABPI Code was amended in 2021 which required updating certain terminology in the disclosure categories displayed on Disclosure UK for 2021 data onwards. The terminology updates are to ensure pharmaceutical companies attribute the correct values to each of the categories. During this update of the Code, Joint Working was incorporated into a new broader category, Collaborative Working.  
To fully understand the disclosure data the [2021 ABPI Code of Practice](#) should be consulted.

3. To raise a query about any of the information you can see, choose one of the following options:

**A:** Click the **Raise a General Query** button to:

- update your/your organisation name or address, or specialty
- request account mergers (if you have more than one set of login details)

**B:** Or, select a specific row(s) of data and click '**Raise a Query on Selected Rows**' to:

- request more info about a specific value/activity
- request a correction to a value

4. You will be presented with the Create Query form. Please complete this form carefully and press 'Save' to submit the query:

- Select Query Type
- Provide a contact email address (mandatory)
- Provide a contact telephone number (optional)
- Detail your query within the free text box. Please provide as much information as possible to help resolve your query
- Press Save to submit

Home / Create / Edit Query

### Create Query

For

Reference	Company Name	Year	Name	Specialisation/Role	Institution	Address	Postcode	Event Reg. Fees	Event Travel and Acc.	Service Fees	Service Expenses	Total
[Redacted]								0.00	49.86	0.00	0.00	49.86

Query Type:  Raised on behalf of:  [Redacted]

Contact Email:

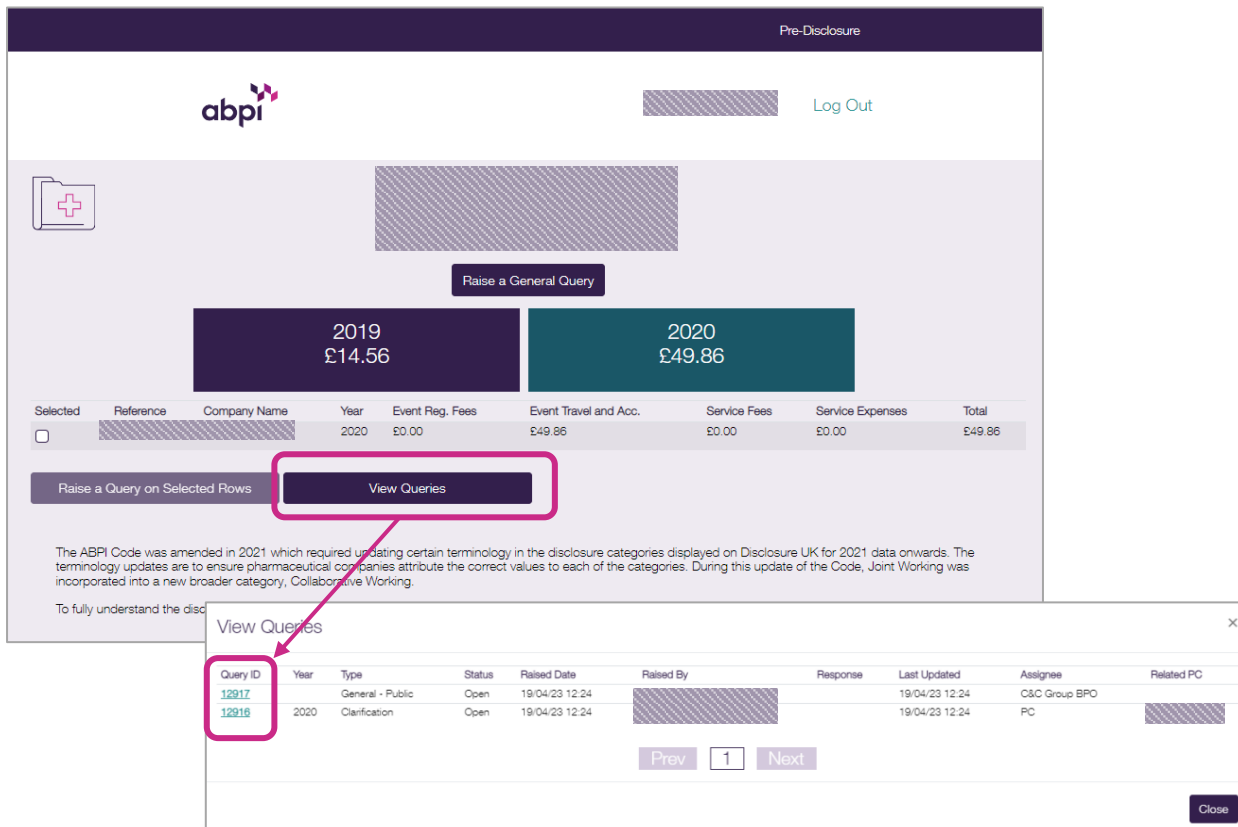
By providing an email address, we can automatically contact you when the query is closed.

Contact Telephone Number:

Please give details

***If you are an HCP, once you have saved your query the associated data will be suppressed and will not be published on the Disclosure UK public search until the query has been resolved and closed. (Queries from HCOs do not suppress relevant data.)***

- To view the status of queries you've raised, select View Queries. Click on the Query ID to review the details:



The screenshot shows the 'Pre-Disclosure' portal interface. At the top, there is a navigation bar with the 'abpi' logo and a 'Log Out' button. Below this, there is a 'Raise a General Query' button. A summary section shows two bars representing data for 2019 (£14.56) and 2020 (£49.86). Below this is a table with columns: Selected, Reference, Company Name, Year, Event Reg. Fees, Event Travel and Acc., Service Fees, Service Expenses, and Total. A 'View Queries' button is highlighted with a pink box. A modal window titled 'View Queries' is open, showing a table with columns: Query ID, Year, Type, Status, Raised Date, Raised By, Response, Last Updated, Assignee, and Related PC. The first two rows of the table are highlighted in pink, with the first row having a Query ID of 12917 and the second row having a Query ID of 12916.

Query ID	Year	Type	Status	Raised Date	Raised By	Response	Last Updated	Assignee	Related PC
12917		General - Public	Open	19/04/23 12:24			19/04/23 12:24	C&C Group BPO	
12916	2020	Clarification	Open	19/04/23 12:24			19/04/23 12:24	PC	

- If your query can be resolved by our database partners (C&C Group BPO), they will do so and you will receive a portal notification via email when the query has been updated and/or closed. If the query requires resolution from the pharmaceutical company, they will receive your query details and provide a response. They may also contact you directly via the email address or contact number provided on the query form. Once resolved and closed by the company, you will receive a portal notification via email when the query has been closed.

***If you are an HCP, when your query is closed the associated data is then unsuppressed and will be published on the Disclosure UK public search, as detailed in your letter or email.***