

12th January 2021

RE: NHSMail in Care Homes – Next Steps

Dear Colleague,

Thank you for supporting us in setting up NHSMail accounts in every care home for fast and secure communication with healthcare services. It is important that we begin to use these as health and social care organisations in an appropriate way.

This letter aims to clarify how we will use your NHSMail accounts to contact you for:

- Direct patient care and care planning;
- Placement discussions with Continuing Health Care following hospital discharge;
- Sharing patient observations from using Whzan;

Other benefits and examples of using the NHSMail system are listed at the end of this letter.

Types of NHSMail Accounts

Once activated, care homes will have the following emails associated with them:

1. A generic account for the care home, which includes your unique ODS code
2. An individual account for each person who applied for an NHSMail account

Generic accounts remain associated with the care home at all times, whilst an individual account will follow that person across any NHS organisations they may work for in the future.

Therefore, we will be sharing your generic account details with health and care organisations across mid and south Essex, to ensure information within that address is accessible to each individual account within a care home, and remains accessible in the case of individuals leaving, or off sick or on holiday. You will need to use your individual account to access the inbox of the generic account. There is a web link to a guide on this at the end of the letter.

Using NHSMail Addresses

To utilise these effectively, healthcare organisations in our health and care system will follow these steps in regards to communication to all care homes:

- From the **18th January** they will **use the generic** email account
- There will be a **transition period**, in which the existing email addresses we hold for your care home will also be copied into the emails sent to NHSMail addresses
- From **19th April** they will **only use the generic NHSMail** account

In preparation, we will host a list of all generic accounts in a central and secure location, with access only from the relevant key stakeholders. We ask care homes to advertise and utilise their NHSMail accounts in any correspondence across the mid and south Essex health and care system.

Yours sincerely,



Ryan O'Shea

*NHSMail Implementation Lead for Mid & South Essex Health and Care Partnership
Innovation and Transformation Lead for Quality at the South East Essex CCGs*

Benefits of Using NHSMail

Secure Communication

NHSMail accounts are secure when sending emails to other NHSMail accounts, as well as .Gov accounts used by local authorities. Once activated all Patient Identifiable Information (PID) should be sent through this channel. This supports the need for care homes and GP practices to stop using fax machines; speeding up communication with your aligned PCN.

Microsoft Teams, Microsoft Office & Video Consultations

Having an NHSMail account will allow you to use MS Teams for free, which is currently being used across the health and social care system to deliver remote consultations and multi-disciplinary meetings, so please ensure you use the NHSMail account when signing in to use these services. This version of MS Teams also includes access to MS Office programmes such as Word, Excel and PowerPoint.

Proxy Medication Ordering

NHSMail is one of the requirements to be able to get set up for proxy ordering via SystemOne / Emis. Proxy ordering is a free service enabling the home to order medication online and track a prescription's progress without the need to contact the GP practice or Pharmacy. It speeds up the ordering process, reduces paperwork, is auditable and allows for a reduction in transcription errors.

Global Address Book

Another key benefit of joining NHSMail is that it provides access to the global address book, allowing anyone with an nhs.net account to search for other individuals who also have an nhs.net account

Helpful Video Links

Quick Access to NHSMail

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-NHSMail/>

How to reset your password

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-NHSMail/how-to-reset-your-password/>

How to open your shared mailbox

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-NHSMail/how-to-open-your-shared-mailbox/>

How to add users to your shared mailbox

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-NHSMail/how-to-add-users-to-your-shared-mailbox/>

How to give more staff NHSMail accounts (maximum 10 per care home)

<https://www.digitalsocialcare.co.uk/covid-19-guidance/covid-19-quick-access-to-NHSMail/how-to-give-more-staff-NHSMail-accounts/>