NHSMail in Care Homes

Switched on:
What Next?

Access your
NHS.net
mail

What is changing?

- The sharing of paper care records with health professionals.
- The use of non-secure email accounts such as *Yahoo* and *Hotmail* to share resident sensitive and personal information.
- The use Fax machines in Hospitals.

What next?

a. Review internal processes and implement the new system
b. Write to all your contacts and service users advising them of the new process and email addresses.
c. Send and receive **hospital discharge summaries**, **prescriptions** and **referrals** via your NHS.net secure email account.
d. Share resident records using the Care Home generic account only.
e. Update all communication to reflect changes.

The Process: Getting your nhs.net email account

- Send your completed NHSmail application form to shirley.james@hblict.nhs.uk.
- Include evidence of IG toolkit completion (e.g. email confirmation from NHS Digital).
- Details of any existing NHSmail accounts held by staff or care home, if applicable.

What to expect:
- You will receive an acknowledgement email from the HBL ICT Project Manager (PM).
- Your application will be verified by your local sponsors, the East and North Herts Clinical Commissioning Group (ENHCCG) within 3 -5 working days.
- Your NHSmail account should be active within 8 working days from approval date.
- If approved, you will receive an email from the HBL ICT Service Desk acknowledging receipt of your request.
- HBL ICT PM will contact you to arrange free NHSmail training for your nominated staff. Staff should have access to laptops or PCs for this session.

Shared mailbox
A shared mailbox is a type of mailbox that can be accessed by a group of users from the same organisation via their individual mailbox.
These are non-personal accounts that have your organisation's short-code included as the first part of the email address.
The shared mailbox may be used for several reasons e.g. a district nursing team may have a shared mailbox for incoming referrals that the entire team has access to so anyone on duty can read or action the email.

Individual Accounts
- Your individual email address must be the name of staff (e.g. jane.johny@nhs.net) and not generic names (e.g. manager.xyzhome@nhs.net). This places the responsibility of managing the account on the individual user for information governance purposes.
- The minimum number of individual addresses required for account creation is two.

Steps to follow

Staff Awareness	Inform and train staff on the new process of resident records email sharing.
Implement new process	Ensure staff comply with the new process. **Create folders for scanned documents**. Assign staff to manage the generic email
Email Contacts	Send new email address(es) to GP, Hospital, Resident family/friends, CCG, Trust Assessors and other health professionals
Update Comms	Contact your GP practices letting them know of your new email address (es) and process
Progress monitoring	Update your communication materials and channels with new email address(es) e.g. Website and leaflets.
Review benefits	**Your feed back is valuable to us**

How to get support with NHSmail:
- ✓ Contact your Local Administrator (LA) – the HBL ICT Service Desk if you have issues accessing your NHSmail account.
- ✓ 2. Contact the National NHSmail Helpdesk on 0333 200 1133 or **helpdesk@nhs.net**.

Account Deletion
In the event of staff leaving the organisation:
- Complete a leaver's form (Appendix A) and send to Local Administrator (LA), HBL ICT Service Desk: servicedesk@hblict.nhs.uk.
- The NHS.net email account can be reinstated if the staff joins another NHS organisation within 30 days of leaving the Care Home. However, if this is not the case, the account will be deleted. Staff must be aware that accounts can be deleted along with all emails and calendar entries and is advised to discuss this with the Care Home manager.

Account Change
Account Change due to sex/name change, marriage or related purposes:
- Complete a request form (Appendix B) and send to your LA, HBL ICT Service Desk: servicedesk@hblict.nhs.uk.
- Include appropriate evidence (e.g. marriage certificate).

Change requests for other reasons:
Requests for change of email addresses for reasons other than the above, would require verification and approval by ENHCCG.
- Complete a request form (Appendix C) and send to your LA, the HBL ICT Service Desk: servicedesk@hblict.nhs.uk.
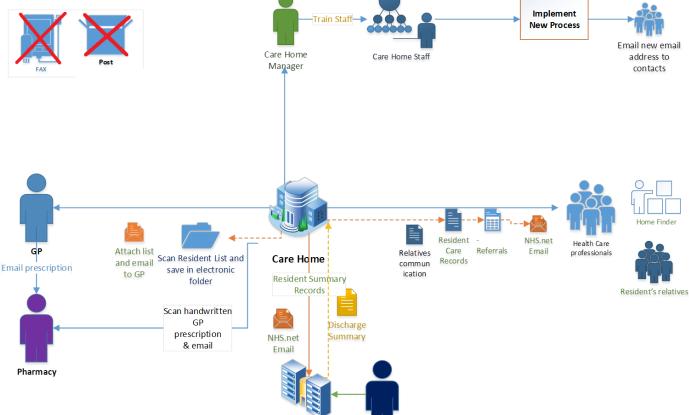
Sending an encrypted email from NHSmail to a non-secure email address

NHSmail includes an encryption feature that allows users to exchange information securely with users of non-accredited or non-secure email services such as Yahoo or Hotmail.

To do this, ensure the recipient's email address is correct. In the Subject field of the email, enter the word [secure] before the subject of the message. The word secure must be surrounded by the square brackets for the message to be encrypted. If square brackets aren't used, the content of the email will be sent in plain text and may potentially be exposed to interception or amendment.

Encryption is the process of transforming information to make it unreadable whilst it's in transit. It is then decrypted by the recipient. Encrypting emails and/or file attachments make it secure for transmission across any of the email options mentioned (subject to a certain minimum standard of encryption being applied).

Welcome to CHANGE

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