

NHSmal rollout reflections: The Lodge, Romford, Essex

I was worried about...

The amount of additional work to undertake DSPT and set up NHS mail. Lack of knowledge and skills to complete it on our own. NHSX and NHS mail teams were very supportive and once started and explained to me I felt much more informed and able to complete it with their help. Our computer skills were not competent enough we would not have managed this without one to one guidance.

It makes a difference because...

I have confidence in sending confidential information as I know it is secure. The surgery have let us have their email addresses so we can liaise with them directly. The shared mailbox between clinical staff is fantastic as we all know what's going on.

The biggest challenge was...

The time to complete DSPT and set up NHS mail alongside my own tasks at work. It was completed by doing a few hours each week over a few weeks. Having support from NHSX helped with my time management to get this completed asap. If I had not had this support I doubt it would have been completed in such a space of time.

My advice would be...

We would recommend NHS mail as a secure communication route. Ensure enough time is allocated to complete the steps needed and make sure that it is not just an exercise. Ensure everyone in the team understands the benefits and embed them in your new ways of working.