

# NHSmal rollout reflections: Redbond Lodge, Dunmow, Essex

## I was worried about...

Nothing. We had a very good project manager that worked with us from NHSX.

## It makes a difference because...

We no longer communicate with the GP by fax. The care team have their own secure email address and shared care inbox which enables them to effectively communicate with GP's and hospitals. It also cuts down on phone calls and erroneous errors as there is a trail.

## The biggest challenge was...

Getting staff to complete forms and documentation and explaining how to use the email account. They still need reminding to use their email.

## My advice would be...

The care team email when used effectively is brilliant, it is more concise and targeted to the correct people. It is also useful to give to families wishing for details about their relatives.

Once NHS mail was implemented it allowed us to implement online ordering of medication which is great. However, the registration of new residents is ongoing, remains challenging and takes time to embed into new ways of working.