

NHSmal rollout reflections: Buttercup House, Southampton

I was worried about...

The amount of additional work to undertake DSPT and set up NHSmal and if I had the skill set and knowledge to complete it. But the CCG was very supportive and once started and explained to me I felt fine.

It makes a difference because...

I have confidence in sending confidential information knowing it is protected. I am able to send secure emails. The surgeries have let me have their email addresses so I can liaise with them directly.

The biggest challenge was...

The time scale to complete DSPT alongside my own tasks at work. I did a lot of it in my own time. I did all the training on my own and have had to relay this internally, which again impacted on my time management.

My advice would be...

I would absolutely recommend NHSmal as a secure communication route. Make sure you give yourself time to complete the steps needed and make sure that it is not just an exercise and you understand the reason for these.