



Improving transfers of care with effective digital communication

Let's begin your digital journey...

Integration and
Better Care Fund



 **NHSmail**
better connected, better care



Q1 - How confident do you feel about sharing information digitally?

1 – not confident at all 😞

5 – fully confident and it is part of my daily work 😊



Matthew Gould ✓

@matthewsgould

Caldicott Principle 7: duty to share information can be as important as duty to protect patient confidentiality.

But complex IG rules get in way. This portal sets out clear simple guidance. Created with partners [@ICOnews](#) [@NDGOffice](#) [@NHSDigital](#). Please use it & spread the word



Focusing on how we can collectively work on improving communication across Health and Care to support better transfers of care today we'll be focusing on :



What does good communication look like?



Why do we need to improve communication?



How can NHSmail help?



How do we improve locally?



Digital Discovery for Social Care



01 SET UP

Bring together a team, establish clear aims, and build a **network of engaged care providers**.



02 DISCOVER

Facilitate discussion between care providers, GPs, hospital staff, pharmacists and community services to **understand how they work together** and **identify opportunities to enhance communication**.



03 PLAN TOGETHER

Share and iterate ideas around how NHSmail might **support care providers staff** and the services they work with. Establish the **training and guidance needed** to ensure successful implementation.



IG SUPPORT

Support homes who are not yet IG compliant through the DSP Toolkit process. Insight will be utilised to support engagement with completion of the Toolkit.



06 EMBED

Build out that plan to ensure these changes can become a **normal part of day to day work** for care providers as they talk to healthcare services.



05 GROW

Build on the momentum we have created and develop a plan for **rolling out NHSmail to care providers at scale, across London and beyond**.



04 TRIAL RUN

Work with a cohort of care providers as they bring NHSmail into their work. **Learn together where it works well and what we can do to make it better**



“Better Connected
Better Care”

Why do we need to
improve
communication?

- **Q2 - What are your current challenges around communication around discharge?**



“Better Connected Better Care” Why do we need to improve communication?

- As teams you may not realise that you support work across the whole of London’s Urgent and Emergency Care system!
- Working together improves the outcomes for not just your residents but anyone needing access emergency care.



NHS mail coverage in care homes

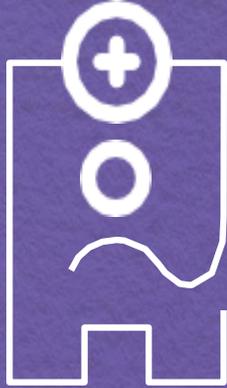
Pre Lockdown only 22% of care home had an NHSmail account.

Fast Track Process has allowed care homes to apply for an NHSmail account using a simplified process taking advantage of the NHSX DSPT waiver

82% of care homes across London now have access to an NHSmail or secure email account

NHSmail is providing faster and more secure communication across the health and social care system improving communication between care homes and their immediate medical and health professionals, such as:





Contact your local discharge teams



Case study: Reliant Care UK Supported Living, Harrow

How has NHSmail benefited your supported living site?

“NHSmail has been very helpful because **we have documents that we can send and receive securely and are protected.**”

How are you currently using NHSmail?

“We use NHSmail to **send and receive assessments to health professionals, referral and discharges plans from hospitals and also for ordering medication.**”

Has communication across the health and social care system changed since using NHSmail?

“Yes, using NHSmail we have found that people are **happy to provide you with the documents you need as they recognise it is a secure email. We also feel it is respectable and faster to use.**”

Have you changed your daily operations since using NHSmail?

“We now **use our NHSmail account for all medical communication** for our supported living site.”

If a person in your care is discharged back to their home without a discharge letter contact the hospital and ask for this to be e mailed to you.

How do I find a care site's NHSmail shared mailbox?

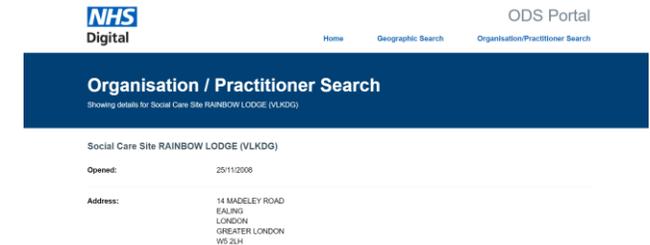
Step One: Search for the care site in the ODS Portal

To locate the care site's ODS code, go to <https://odsportal.hscic.gov.uk/Organisation/Search> and fill in the search criteria.



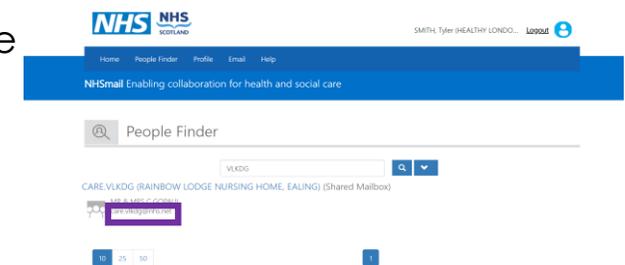
Step Two: Find the care site's Social Care Site ODS Code

The care site's ODS code will be a Social Care Site which will start with a "V" and listed in brackets next to the site name.



Step Three: Search for the site in the NHSmail Portal

Log into the NHSmail Portal and select "People Finder". Type in the ODS code in the search bar to locate the care site's shared mailbox which will have the naming convention "care.ODScode@nhs.net"



Note: if no search results appear for a care site, they might not be set up on NHSmail, have a different secure email address, or are self-managing NHSmail and may have a different naming convention. If this happens, please check with the care site.

“Better Connected
Better Care”

Why do we need to
improve
communication?

- **Q3 – What is working well for you?**



DIGITAL DISCOVERY IN YOUR OWN TEAM



01 WHO IS IN YOUR TEAM?

Bring together your team, establish clear aims, and build a **network of engaged care providers**.



06 EMBED

Build out that plan to ensure these changes can become a **normal part of day to day work** for your team as they talk to health and social care services.



02 DISCOVER TOGETHER

Facilitate discussion between care providers, GPs, hospital staff, pharmacists and community services to **understand how they work together** and **identify opportunities to enhance communication**.



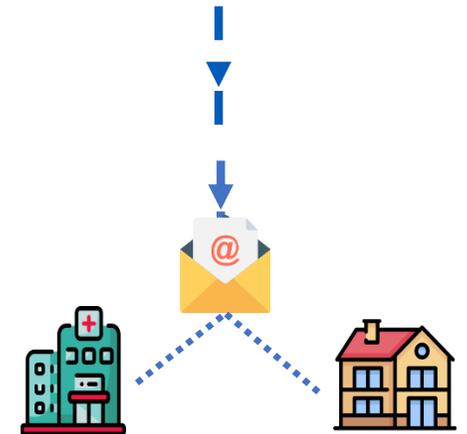
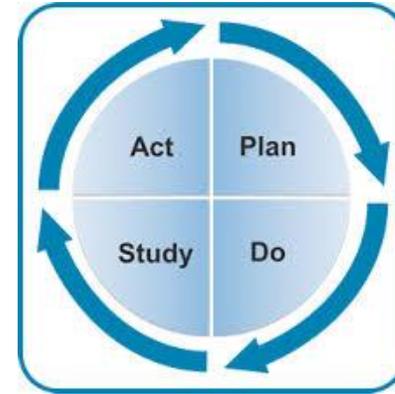
05 GROW

Build on the momentum you have created and consider if this could be expanded? Is there another service that you would like to communicate with?



03 PLAN TOGETHER

Share and iterate ideas around how NHSmail might **support your teams** and the services you work with. Establish the **training and guidance needed** to ensure successful implementation.- who will support this?



04 TRIAL RUN

Give it a go! **Learn together** where it works well and what we can do to make it better. Think of it as a PDSA Cycle continually improving.

Closing Thoughts

- **What did you learn today?**
- **What will you take back to your teams?**
- **Who do you need to speak to next?**

- Take the time to talk to your teams about how you currently use digital technology to communicate.
 - What are your challenges?
 - Where does it make your lives easier?
- Do you know what technology is available to support your role, is there any initiatives that are planned or is there something you could suggest?
- Keep your eye on the developments within your area – get involved in shaping these if you can.
- Have a go at your own digital discovery – you never know you might solve some of your challenges together! We'd love to hear how you get on!

Contact Us

We are here to
help get you
started

CONTACT DETAILS FOR LONDON REGIONAL TEAM

The team are available to support local teams to support the use of NHSmail with Health and Care partners. We'd also love to hear how you are getting on so if you have a good case study that you would like to share please get in touch with the team

London: hlp.londonchnhsmailrequests@nhs.net

NHSMail HELP DESK CONTACT DETAILS

If you are a care home and need more technical support please contact the specific Social Care Helpdesk via:

careadmin@nhs.net