

SevernSide

Integrated Urgent Care

IUC Communication Email Account

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IUC communication Email Account

Introduction

The purpose of this SOP is to manage the use of an operational email account, to be used to manage text communication with patients in conjunction with the AccuRX service.

Objectives of the procedure

This procedure will set out how to access the account, what it should be used for and who should use it.

The Standard Operating Procedure

We have two situations which result in us needing to send patients a text message:

- a) When a clinician has requested they send a photo and we need to send them the information on this and
- b) When confirming an appointment with a patient and sending them the next steps information. This may be an appointment within IUC, or a referral to hospital by the WDPL team

The following process is in place to ensure we can accurately send the correct message, and have an audit trail of messages that have been sent.

1. The operational team will identify a text message needs to be sent to a patient for either; Appointment information and process

Process for sending an image following an agreement with a clinician

2. The Shift Manager, WACC or ASM should log into the AccuRX service using the email account sevenside.communication@nhs.net so a consistent account is used to send text messages. Other email accounts should not be used with AccuRX. In the WDPL team it is the call handler who will send text messages
3. Templates are set up for up for appointments at all locations within AccuRX. The content for the photo request text can be found in the SOP (SOP for receiving patient photos)
4. Once all details have been checked and updated as required, the text message should be sent
5. An email confirmation will be received to the Sevenside. communication email account. Once received, please move this to the relevant folder:
 - a. Photo text confirmation folder for all image request texts
 - b. Appointment confirmation folder for all appointment texts. Please put in relevant location folder

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6. The email account should be reviewed by each Shift Manager at the start and end of their shift to ensure all text message confirmations have been moved to the right folder. Should any other emails be identified in the inbox, they should be addressed on point of finding them
7. An IUC Team Manager will monitor the email account weekly to check all items have been filed appropriately, and all templates are up to date. Should the team manager find any emails in the inbox, they should be reviewed and actioned as necessary. If you find any items in the inbox received prior to your shift, please report as an incident.
8. The IUC Team Managers will change the password to the account on a three-monthly basis and communicate this to the Shift Managers. A reminder will be set on the calendar of the IUC.manager@nhs.net account as a reminder.

Out of office email - wording

This email account is for sending communications only and you will not get a reply. Please do not use this email account to access our services or for medical assistance. If you need medical assistance you should contact NHS111 by calling 111 or visiting NHS111 online.

Monitoring

The Shift Manager will review this account daily to ensure all emails have been filed appropriately.

The IUC Team Managers will check this account weekly to ensure all emails have been filed & templates are up to date. This check will be recorded on the Friday checklist, any emails found will be reported via the BrisDoc Incident Reporting Portal. The checklist list will be available for audit from the S Drive.

Related Documents

Content of document

Change Register

Date	Version	Author	Comments
12.03.2021	1	Natalie Ryan	Creation of Document.
20.04.2023	2	Natalie Ryan	Full review