

Leaflet to non NHS.net professionals

Sending and receiving emails to Children's Services at Shropshire Community Health NHS Trust

We have developed the facility for referrals and documents to be emailed between us, that you would historically have posted to us. The services currently involved in this development are detailed below.

Guidelines for using this facility:

- Only documents regarding one patient per email.
- Please do not use this facility to send messages to services.

Email addresses to use:

Children's Therapy Services - referrals: shropcom.childtherapyreferrals@nhs.net

Children's Therapy Services - documents: shropcom.childtherapydocumentexchange@nhs.net

Community Paediatric Service - documents: shropcom.communitypaediatricdocumentexchange@nhs.net

Children's Audiology - referrals and documents: scht.audiology@nhs.net

Child Development Centre (CDC) - documents: shropcom.cdccadmin@nhs.net

Children's Community Nursing (CCN) team - referrals and correspondence: shropcom.ccnadmin@nhs.net

Telford Healthy Child Programme 0-19 Service - referrals and correspondence: shropcom.adminleonardst@nhs.net

Shropshire Public Health Nursing Service - referrals and correspondence: shropcom.spoa@nhs.net

Paediatric Psychology Service – correspondence: shropcom.ppsadmin@nhs.net

Information Governance:

Sending emails in a secure way is important to avoid information breaches and ensure the confidentiality of Personal Identifiable Data within the document/email.

If you do not have a NHS Mail email account, we will send you a secure email for which you will be required to complete a registration process (registration is required for the first secure email only, after that the password you have set is required to open future emails). Please note: due to your organisation's Firewall system, this secure email may go into your junk email folder. Full instructions of what you will need to do for the registration process can be found in the guide: 'Accessing Encrypted Emails – Guide for Non-NHS Mail Users'. When you have registered, please let us know, we will then send you a further secure email which you can use as a template to send future emails to us securely. We will then be able to send patient letters/reports to you. If you forward the secure email to another email (e.g. your SENCo), they will not be able to open it unless they also complete the registration process.

We will be attaching all emails, referrals and/or documents received in to our service to our electronic patient record to become part of that patient's record. These records are kept for a number of years, as per our guidelines and policies. Please note: Patients are able to apply to see their complete health records including emails/documents received in.