



Electronic Communication – Email

East Quay Medical Centre has a comprehensive information governance and security policy and processes to ensure the protection of patient and practice information.

We recognise that email is becoming a very popular method of communication and, as such, patients increasingly opt to email the practice. However, we currently discourage this for a number of reasons:

- The email system is not secure outside of the NHS, thus any emails to or from us are not secure.
- We can also not be sure that the person emailing is the patient and, as such, it would be much easier to breach patient confidentiality.
- The information processes, and workload schedule, does not allow for email communication. This poses risks to the audit trail, actions being missed, or patients delaying seeking further advice if they do not receive a reply to their email should a clinician be away from the practice.
- Therefore we wish to avoid emailing to and from the practice whenever possible until these issues can be resolved.

So, instead of emailing practice, please do call or write to us instead:

- If you have a medical concern, we appreciate that if you are shy, anxious or embarrassed you may prefer not to call and speak to someone. However, please be reassured that the whole team are sensitive to this and will help you as best they can without judging you or belittling your worries. Please have the confidence to contact us and we will support you in getting the help you need.
- If you wish to inform a clinician of new information about yourself or a loved one, please write in and we will pass this to your GP.

Website Forms

The practice website currently uses a form which is emailed to the prescription email. As such, it cannot be guaranteed to be secure. Our medical record system (EMIS) allows a secure method of online prescription ordering which we will put in place if possible in 2012/2013.



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