

**Notification of changes to the way Clinical Correspondence  
from Ipswich Hospital will be emailed to GP's**

With immediate effect Ipswich Hospital is piloting a new way of emailing correspondence to GP's. This pilot is to support the requirement for a structured outpatient notification letter that contains pre-agreed headings which will make the letter easier to read and direct the GP to the relevant section quickly and easily. This new correspondence will be generated from Lorenzo Regional Care rather than from Evolve as it is currently, which means there will be some changes to the way correspondence will be emailed.

This is a pilot and hence your support and feedback during this initial phase would be appreciated. Any feedback you have should be directed to [cristina.page@ipswichhospital.nhs.uk](mailto:cristina.page@ipswichhospital.nhs.uk)

Scope:

The initial pilot will affect a small subset of patients, specifically Thyroid patients in Endocrinology clinics. The pilot will be assessed over a matter of weeks before any decisions will be taken on extending this to other clinics in Endocrinology. Please note that all other letters relating to clinics outside of this Endocrinology pilot will continue to be sent in via Evolve in the usual way.

Changes to the frequency of emails

Currently letters from Evolve are grouped and sent in batches at agreed intervals throughout the day. With the pilot, emails will not be grouped; therefore you will receive one email per letter at the time the letter is generated.

Changes to the PDF content

In order to support a structured Outpatient Notification Letter the following headers have been incorporated into the content of the letter.

- **Diagnosis**
- **Investigations by IHT**
- **Present Medication**
- **Plan**
- **GP Action Required**
- **Further Detail**

See example attached.



Clinic Notification  
Endocrine mmark isa:

## Changes to the email content

The content of the email will change in the following ways:

### 1. Change in who the email is sent 'From'

Currently email is sent from: 'Correspondence Iht (Ipswich Hospital NHS Trust)  
<iht.correspondence@nhs.net>:



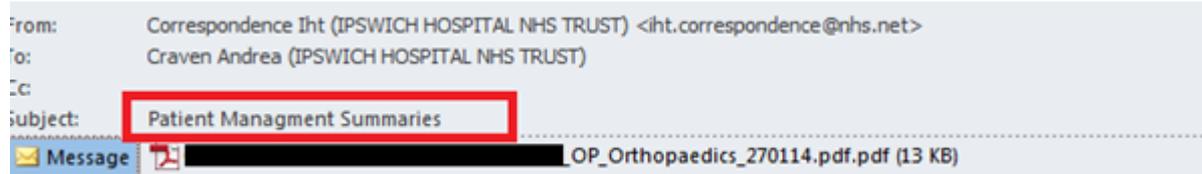
This will change and will now be sent from: 'Lorenzo NHS (COMPUTER SCIENCE CORPORATION (CSC) ALLIANCE)'

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**From:** Lorenzo Nhs (COMPUTER SCIENCE CORPORATION (CSC) ALLIANCE)  
**Sent:** 05 September 2016 16:02  
**To:** DataQuality (IPSWICH HOSPITAL NHS TRUST)  
**Subject:** Mail from peterjudge, Systems Support Access Role, IPSWICH HOSPITAL NHS TRUST

### 2. Change in 'Subject'

Currently the Subject is: 'Patient Management Summaries'



This will change to: 'Mail from XXXX, IPSWICH HOSPITAL NHS TRUST' where XXXX represents the name and role of the person who sent the correspondence:

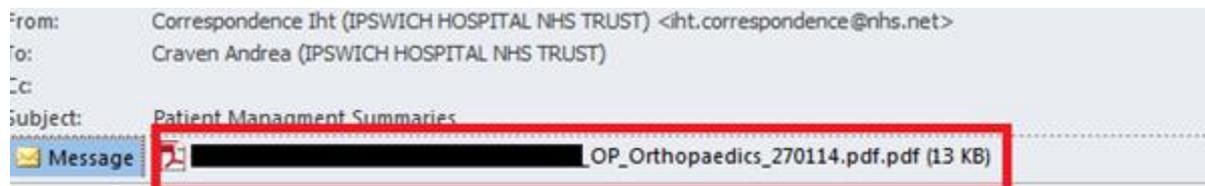
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**From:** Lorenzo Nhs (COMPUTER SCIENCE CORPORATION (CSC) ALLIANCE)  
**Sent:** 05 September 2016 16:02  
**To:** DataQuality (IPSWICH HOSPITAL NHS TRUST)  
**Subject:** Mail from peterjudge, Systems Support Access Role, IPSWICH HOSPITAL NHS TRUST

### 3. Change to the attachment name

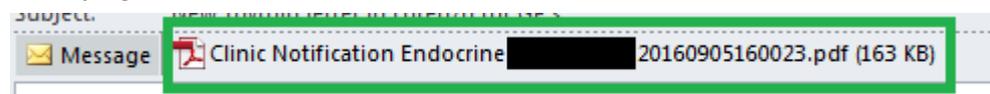
Currently the attachment is titled: 'XXX\_OP\_Orthopaedics\_270114.pdf'

Where XXX is the patient name and NHS number and the specialty/clinic date are included in the PDF name:



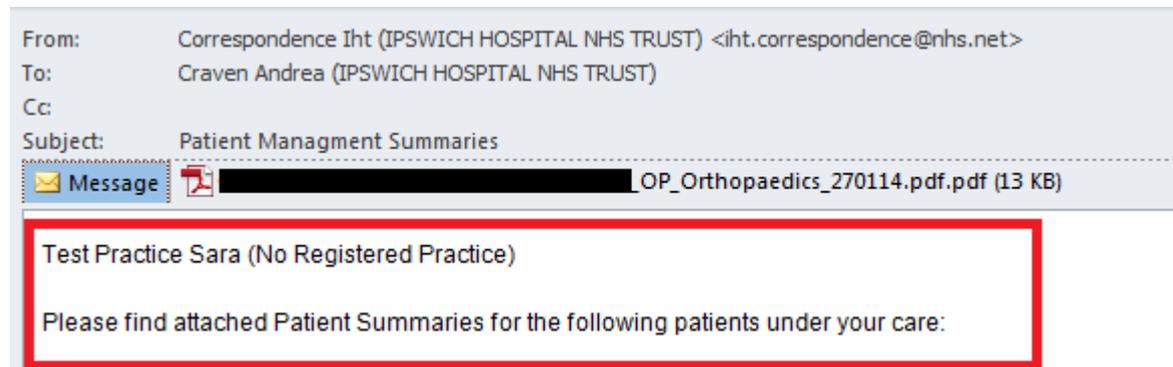
This will change to: 'Clinic Notification Endocrine XXX 20160905160023.pdf'

Where XXX is the user name who generated the letter and the clinic date/time are included in the PDF name:



### 4. Change to the body of the email

Currently the body of the email contains the GP Practice name and lists the Patient Summaries attached to the email by patient name and NHS Number



This will change to the following:

