

# Email Correspondence

## Frequently Asked Questions

### **I would like to sign up for email correspondence.**

To sign up for email correspondence please follow the sign up instructions set out [here](#).

### **I need to change the email address that you have on record**

You can update the email address that we have on record for you at any time by repeating the sign up process [here](#).

### **I want to opt out of receiving email correspondence**

You can opt out at any time by calling the Appointments Office on 01305 255779 or by speaking to a Receptionist when you attend the Hospital for an appointment. You will need to state your full name, date of birth, hospital or NHS number and confirm the email address we have on record for you.

### **I am a parent - can I sign up on behalf of my child?**

Not at this time. We are working towards parents and legal guardians being able to receive letters for children under the age of 18 and we hope to offer this soon.

### **I'm not sure if I am signed up or not?**

If you are unsure whether you have been signed up or not please call the Appointments Office on 01305 255779 and they will be able to confirm whether you have successfully signed up or not.

### **I've signed up, but I still receive some of my letters by post**

There are a few reasons this could be:

- Your mailbox could be full. Please delete emails you no longer need, including deleted items, in order to free up mailbox space.
- Not all correspondence are email enabled meaning you may continue to receive some postal communications from DCHFT. We are working to increase our digital communication capability. You can call the number on your appointment letter if you want to check this.
- You may not have fully completed the sign up process. Please ensure you complete all steps by following the instructions [here](#).

### **I've signed up to e-mail correspondence and now I don't receive either emails or letters**

This could be because your spam filters have blocked the email, or the email may be going to your spam/junk folder.

- Search for the email in your spam/junk folder to confirm it is not in there.
- To help ensure it arrives in your inbox add [OutpatientServices@dchft.nhs.uk](mailto:OutpatientServices@dchft.nhs.uk) as a known contact in your email address book, or mark the sender as not spam.

### **My emailed letters always go to my junk folder**

Please add [OutpatientServices@dchft.nhs.uk](mailto:OutpatientServices@dchft.nhs.uk) as a known contact in your email address book, or mark the sender as not spam.

### **I use a screen reader; can they read the emailed letters?**

We currently believe all screen readers can read the letters.

### **Do I need to print my emailed appointment letter?**

Whilst there is no requirement for you to bring your letter to your appointment, it may be useful should you need support regarding the location of your appointment. If you have access to your letter on a mobile device you do not need to print your letter.

If the letter contains a questionnaire (or similar) to be completed before you attend, you will be required to print this out, complete it, and bring it with you.

### **How will appointment letters be received in an email?**

The letter will be attached as a PDF document to the email. You will be able to download and save or print this letter. Appointment letters may contain hyperlinks to patient information leaflets and /or questionnaires. Please ensure you access these leaflets and read prior to your appointment. Questionnaires (or similar) must be completed before you attend, you will be required to print this out, complete it, and bring it with you.

### **How will patient information leaflets be received in an email?**

If your appointment letter has an accompanying patient information leaflet (or similar), there will be a hyperlink within your letter to direct you to the leaflet on our webpage. Please ensure you access these leaflets and read prior to your appointment.

### **Why do I get an error message when I try to sign up?**

Error messages during sign up may occur if the information entered does not match the information we have recorded for you on our system. Please double check your information and try again. If you are still unable to sign up, please email us at [OutpatientServices@dchft.nhs.uk](mailto:OutpatientServices@dchft.nhs.uk) with your full name, hospital number and daytime contact number. A member of the Patient Access Team will then contact you.

### **Will you use my email address for any other purpose?**

No, we will only use your email address for the purpose you agree to in the terms and conditions.