

Strata IToCH SOP: Procedure: Sending email referrals from Generic IToCH email address v0.1

Procedure overview

This process applies to all IToCH staff when sending referrals or correspondence relating to referrals to receiver services. The risks of not sending referrals or correspondence from generic email addresses is:

- Correspondence from receiver services may be missed or not picked up in a timely manner if a person is on leave / sick / not working
- There may be duplication of efforts if people are following up on information / progress

Other (reference documentation)

N/A

Requirements

For IToCH Managers to implement a policy that all IToCH staff set their email address to the relevant generic IToCH email when working on behalf of an IToCH and sending / corresponding on referrals.

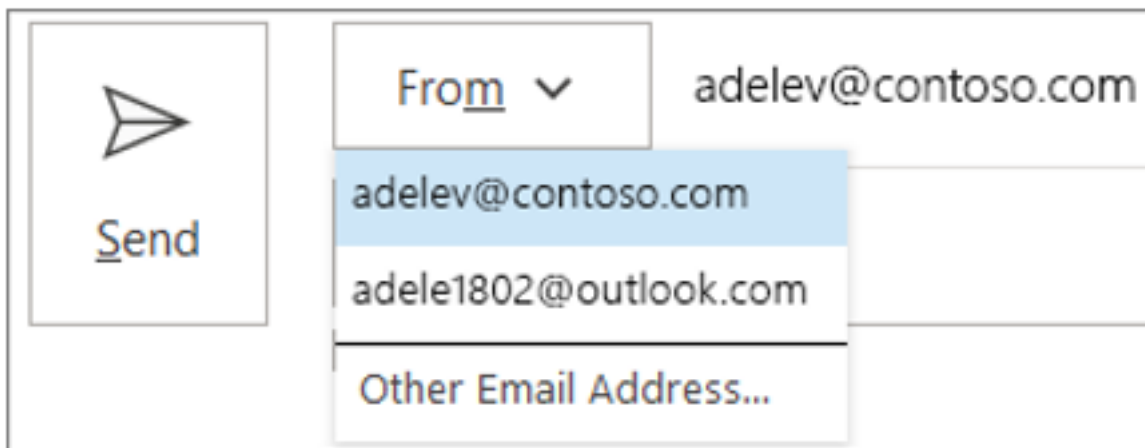
No emails relating to referrals should be sent from individual email addresses.

Procedure

When sending referrals or corresponding with service providers or referrers regarding referrals, select the From drop-down arrow and choose the

appropriate IToCH generic email address:

- CENTRAL ITOCH - cft.centralitoch@nhs.net
- NORTH AND EAST ITOCH - cft.northandeastitoch@nhs.net
- WEST ITOCH - cft.westitoch@nhs.net



This must be done each time you send an email on behalf of the IToCH

If you see the Send button, but don't see the From button, the typical cause is that your Outlook profile contains only one email account – contact your IToCH Manager (Service Manager or Head of Patient Flow) so that they can request access to the generic email account from CITS.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=347>