

When sending email referrals from SystmOne (the GP IT system), it is not possible to use standard read receipts. The following instructions are a work-around which involve the recipient setting up a rule on their NHSmail account. This rule means that whenever the recipient receives an email from the GP practice, the recipient will automatically forward a reply back to the GP practice. This therefore acts as an equivalent read receipt.

Please note that screenshots may appear a little different with the arrival of NHSmail2

To set up these rules:

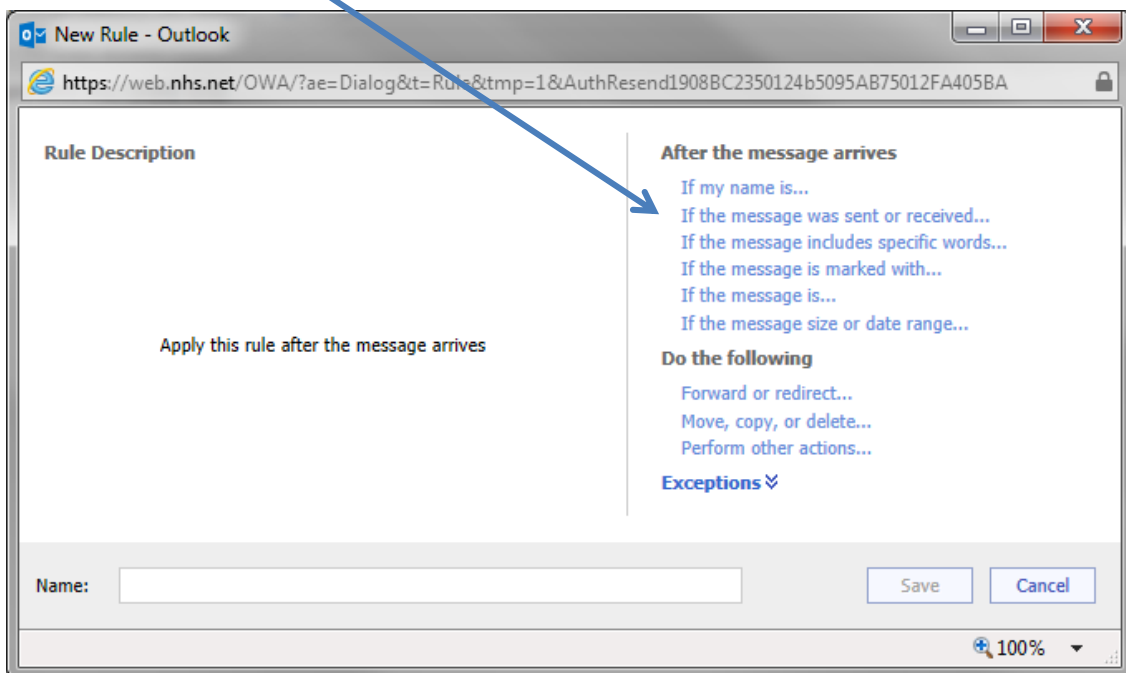
Log in to your nhs.net account directly (not through another account).

Go to Options

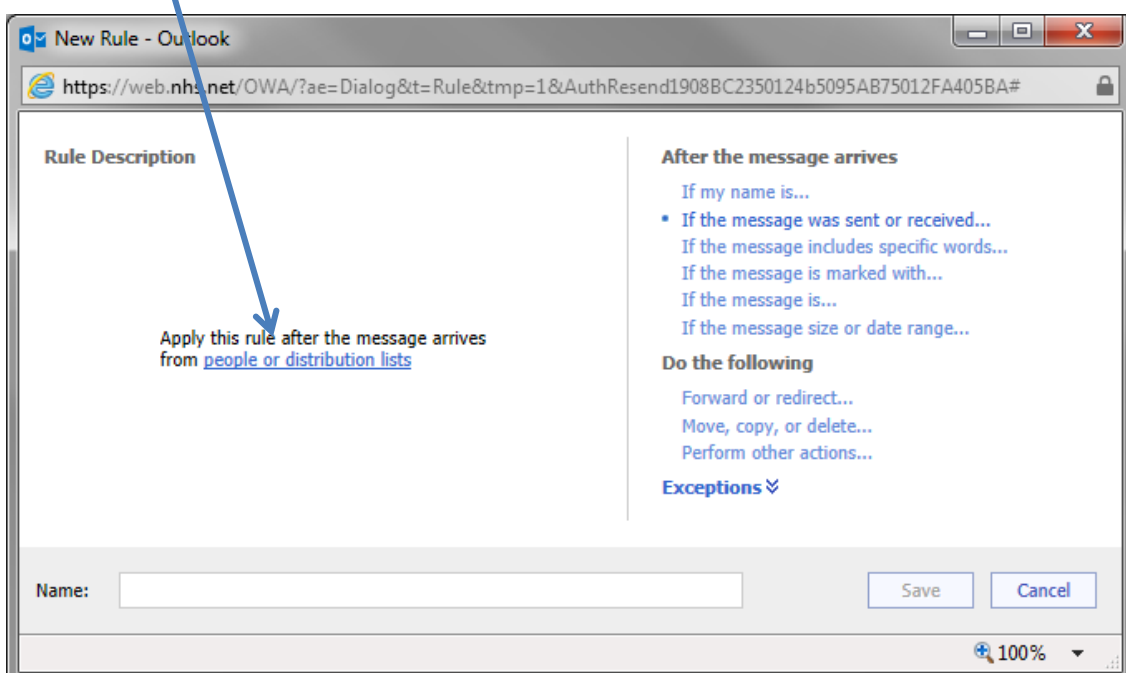
Rules

New rule > Create a new rule for arriving messages > Follow instructions below

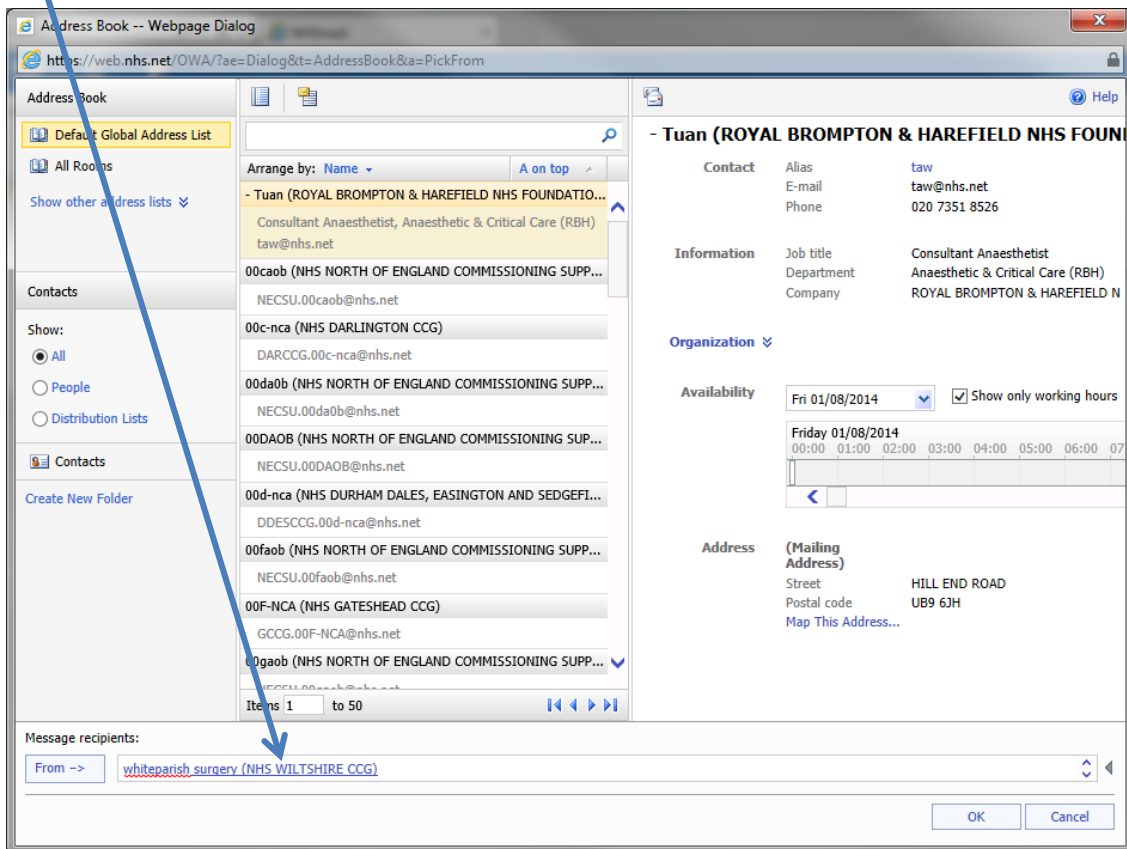
1. Click here 'If the message was sent or received...' Then click 'from people or distribution lists'



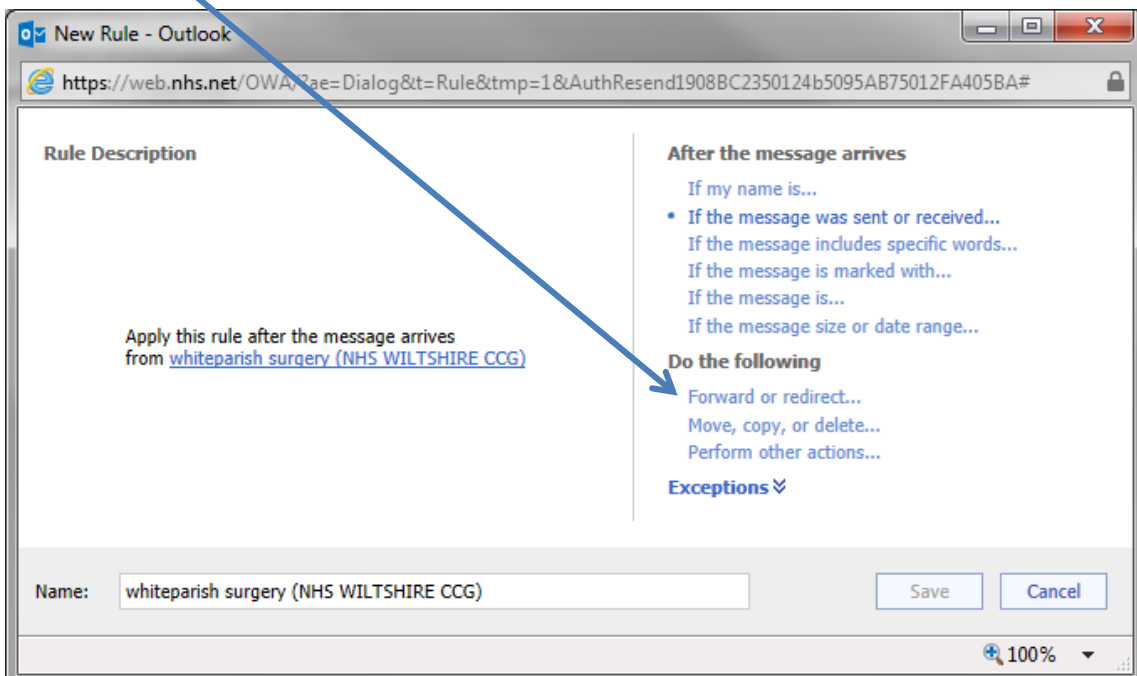
2. Click here on 'people or distribution lists'



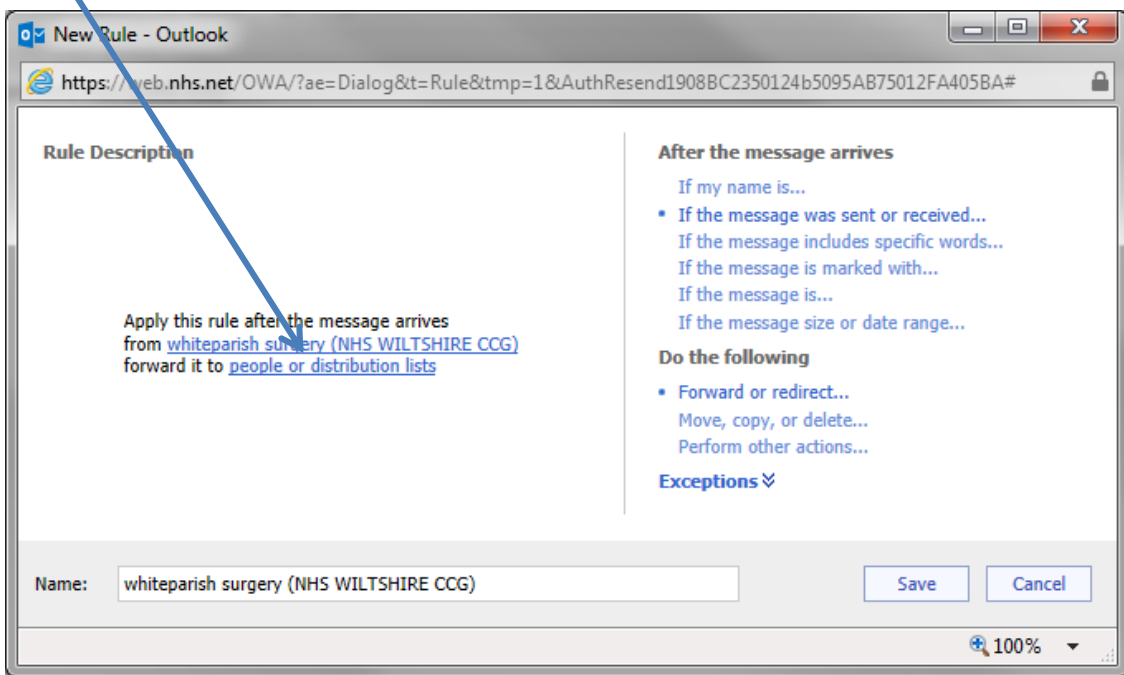
3. Enter GP Practice here and click OK



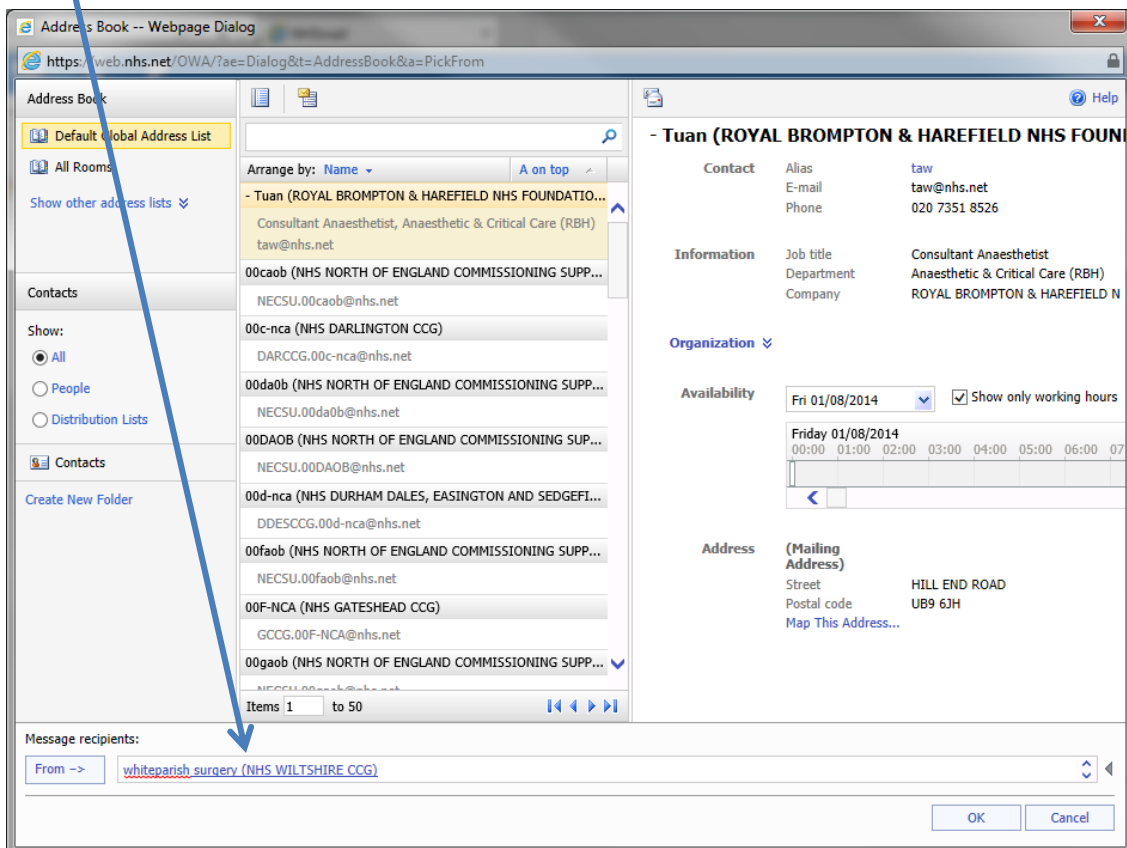
4. Click 'Forward or redirect...' Then click 'Forward this message to people or distribution lists'



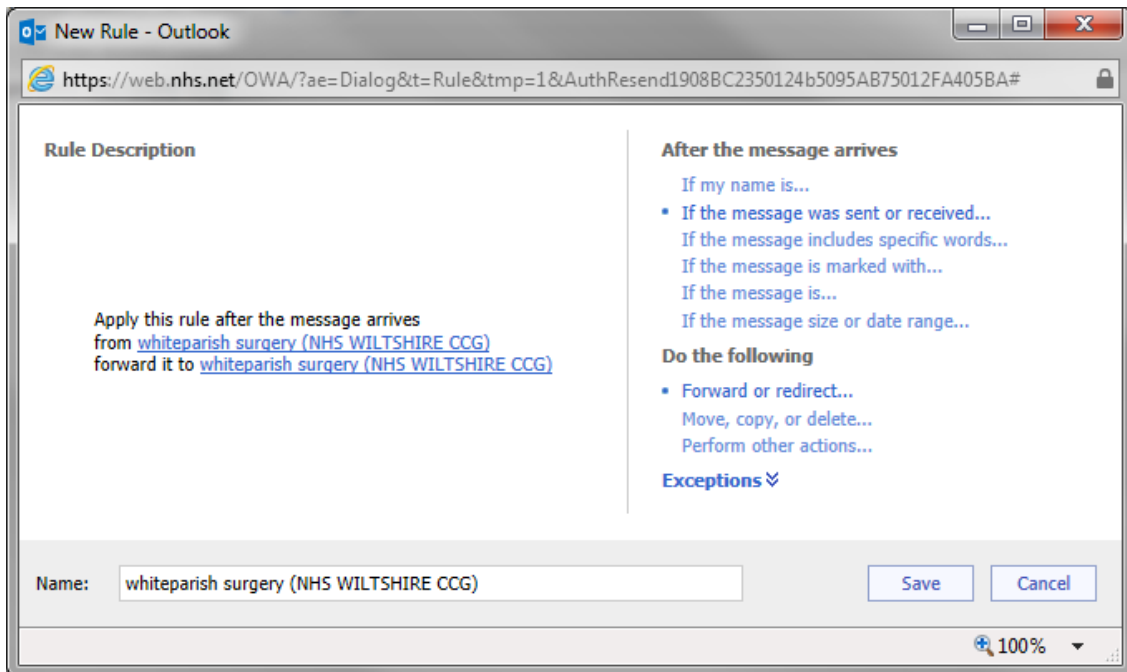
5. Click 'people or distribution lists'



6. Re-enter GP Practice here and click OK



7. It should look like this. Please then click save and repeat for each practice.



Thank you for taking the time to set up these rules.

For any further help, questions or feedback, email contact@ardens.org.uk

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