

NHSmail



Sign in with your NHSmail account

Sign in

This is a private computer

Unlock Account or Forgotten Password? [Click here.](#)



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What is NHSmail?

NHSmail is accredited to government OFFICIAL status for sharing patient identifiable and sensitive information, meaning it meets a set of information security controls that offer an appropriate level of protection against loss or inappropriate access.

NHSmail works all day and night, running across duplicated secure data centres. The helpdesk is open 24 hours a day, 365 days a year to make sure that users have access to their account whenever they need it.

- More than half-a-million staff already use NHSmail on a daily basis in England and Scotland to help them deliver better patient care.
- Direct communication between the nursing staff and nominated GP allows speedier and safer transmission of medical updates and consultation notes.

Why sign up to NHSmail?

There are many benefits to using NHSmail including:

- ✓ Secure way to send information about a client in your care to a GP/Consultant and other NHS services.
- ✓ Confidence from the GP that they are receiving information about their patients in a secure way.
- ✓ Access to Microsoft Teams (MS Teams).
- ✓ Quicker receipt of accurate information.
- ✓ Increased safety for your clients.
- ✓ Removes the need for some phone calls to the GP surgery.
- ✓ Written communication significantly reduces the potential for misunderstanding/misinterpretation, increasing patient safety.
- ✓ There are also significant opportunities to explore better ways of sharing discharge and admissions.
- ✓ You can look up the contact details of more than one million NHS and business partner staff on the NHS Directory.

Sign up for NHSmail

Step 1

Complete this form: [Social Care Provider NHSmail Form.](#)

- a. You must complete and send this back in Word as it won't work if you print it out and fill in by hand.
- b. You should provide mobile phone numbers not landlines as you will get a text with your password.
- c. If you are a head office applying for multiple sites, complete the same form and provide the Organisation Data Service code of each site. If you do not know your ODS codes you can look them up at [here](#) or contact the NHS Digital helpdesk exeter.helpdesk@nhs.net to request for them to be sent to you.

Sign up for NHSmail

Step 2

Send the form to care.registration@nhs.net

You will get an email back in a couple of minutes to say your application is being processed. If there is a problem with the form, you will also get an email back.

Within 1-2 days, you will receive an email from NHSmail welcoming you to your new account, as well as a text message with your password. Each provider will have 1 shared mailbox, and 2 user accounts.

Moving Forward

- ✓ Sign up for an NHSmail account
- ✓ Contact your GP surgery
- ✓ Regularly check our website for further information
<https://designandlearningcentre.com/digital-social-care/>
- ✓ Access our [recorded webinars on YouTube](#)

NHSmail helpdesk

For all other queries regarding NHSmail, the national NHSmail helpdesk is available 24 hours a day, 365 days a year on 0333 200 1133, or via email at helpdesk@nhs.net