

## GP Notification via NHS Email and Possible Problems

Pinnacle the developer of PharmOutcomes has contacted all the GP surgeries across the country seeking permission to have their “nominated” secure email address included in the PharmOutcomes system. Many surgeries have been positive and allowed this to happen, others are as yet to respond.

When using the Advanced Flu service, after entering all the data and pressing save, there are 2 options...

### Option 1 – Where an NHS Email address is held for the patients GP practice

A “Green” notification box will appear advising that the data was successfully entered and saved, it will state under the heading “GP Notification Letter” that a “Secure email is queued to send”.



Due to the expected number of flu vaccinations being entered on the system, the email may not be sent immediately, it will be added to a queue and normally sent within a few minutes.

### Option 2 – Where an NHS Email address is Not held for the GP practice

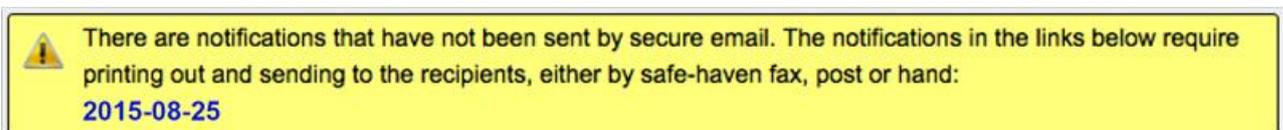
A “Blue” notification box will appear advising that the data was successfully entered and saved, it will state under the heading “GP Notification letter”

*“This notification was queued to be sent automatically by secure email. **However, it failed because: Email Address Blank.** You will need to send this notification manually by going into the report, printing it and sending by safe-haven fax or similar. **Most SLAs require this within 24-28 hours.**”*

There is also a link which will give further instructions if needed.



**Note** - If you fail to print a notification letter the system will start prompting you to send the notification manually.



## Summary

Pinnacle is still adding GP practice emails to PharmOutcomes, however, due to the numbers involved this should be completed shortly. Unfortunately there will possibly be a small number of GP Practices which will not allow their email to be used.

**Devon LPC Advice** - Where there is a no email address response, the pharmacy should contact the GP surgery and ask if they would be happy to provide a designated secure NHS email address. It should be pointed out that without the secure NHS email address they will continue to receive fax notifications. If the practice provides a secure NHS address it should be passed back to Kathryn at the LPC - [Kathryni@devonlpc.org](mailto:Kathryni@devonlpc.org) - this will then then be forwarded to Pinnacle for putting on the PharmOutcomes system.

## Further help & Guidance

Pinnacle have produced a dedicated PDF help file on the PharmOutcomes Flu Service - [Link](#)