

GP GENERIC MAILBOX – GUIDANCE ON USE

In order to secure patient confidentiality and to ensure that patient information is dealt with swiftly, GP Practices were set up with generic email addresses for their own Practice. This email address is accessed on a daily basis by the GP Practice and is a safe and secure method of sending information from clinician to clinician.

All Clinicians are asked to send only clinical patient information to GP practices via this Practice hub e-mail address, e.g:-

- Feedback on referrals
- Updates on patient progress
- Discharges
- Child Protection Information

Please note: this mailbox is checked at least once daily, but if your information is urgent, please follow up with a phone call to the Practice.

The generic email address is not to be used for:-

- Any communications other than for patients
- General enquiries
- Dissemination of general NHS Fife bulletin.

If you need to send a non-clinical communication to GP Practices, either Fife wide or per CHP, please contact:-

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Cameron House
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