

# Using Encrypted "Secure" Emails

Sheffield  
LMC



## GUIDANCE FOR SHEFFIELD GPs

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The current COVID-19 pandemic has created many challenges for working in the health care setting. The use of technology has become more important than ever to enable work to continue. There may be situations where sensitive patient data needs to be sent via email from a secure nhs.net account to a non-secure email server. It is possible to send a secure encrypted email from an nhs.net account to a different email provider. This document intends to provide a simple guide for sending secure emails from NHSmail (@nhs.net account) to a non-NHSmail account.

It is important to be aware of the guidance for sending secure emails, which can be found via the following link:

<https://digital.nhs.uk/services/nhsmail/guidance-for-sending-secure-email>

Sending a secure email from your NHSmail account is simple. You just need to type [secure] somewhere in the subject field of the email. It is important to include the square brackets at either side of the word secure. It is not case sensitive so you can type it as [secure], [Secure] or [SECURE]. The email will then be encrypted prior to being sent. Full guidance on sending secure emails can be found via the following link:

<https://s3-eu-west-1.amazonaws.com/comms-mat/Training-Materials/Guidance/encryptionguide.pdf>

The recipient of the secure email will need to register an account with Egress (NHSmail's encryption provider) the first time they receive a secure email. This is done by clicking the link within the secure email and following the instructions. The simple registration process is like most online services or apps requiring a name, email address and password. Full guidance on receiving secure emails (which can also be sent to any potential recipient) can be found via the following link:

<https://s3-eu-west-1.amazonaws.com/comms-mat/Comms-Archive/Accessing+Encrypted+Emails+Guide.pdf>

There may be a delay in secure emails reaching the recipient. Some of my test emails took 3 hours to arrive. However, the majority arrived within minutes. It also appears secure emails are more likely to arrive in the recipient's 'junk' inbox. **Therefore, it is important to inform recipients they should check their 'junk' email inbox prior to sending a secure email.** The Egress encryption service is free to use when sending secure emails to or receiving secure emails from NHSmail accounts. More information is available via this link:

<https://www.egress.com/blog/seven-top-tips-for-using-nhsmail>

If you need any further advice, please contact Duncan Couch, LMC Executive Officer via: [execofficer@sheffieldlmc.org.uk](mailto:execofficer@sheffieldlmc.org.uk).