

Correspondence details

Scenario

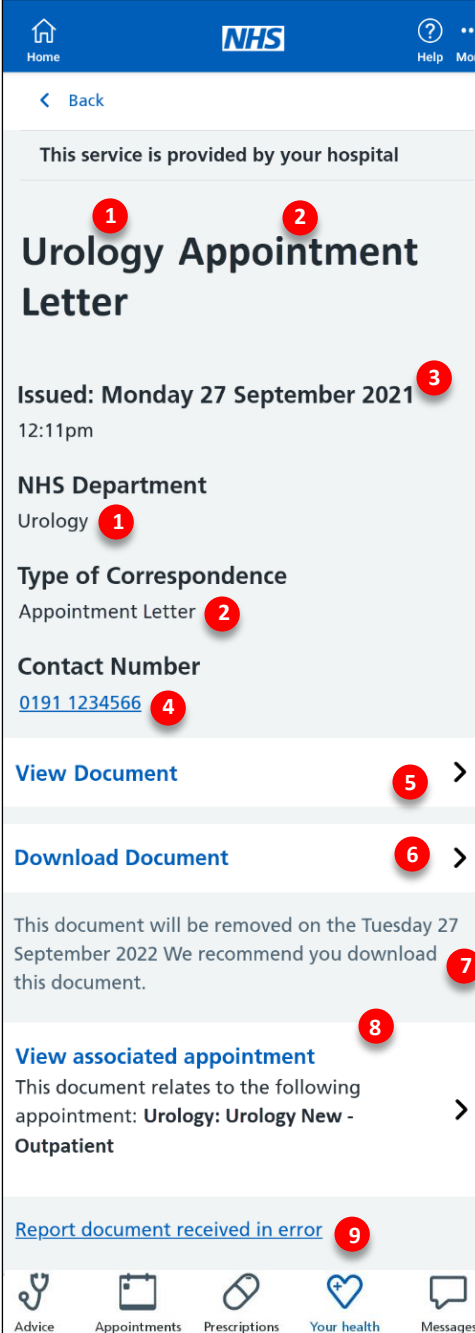
This guide explains the Correspondence Details screens for the My GNCR service. This guide has three sections showing new correspondence, updated correspondence and removed correspondence. Report document received in error and restore document request is also included.

The information in this section cannot be edited in the Management Portal.

New Document

For a new document the details are as follows:

1	NHS Department	Department > Speciality
2	Correspondence Type	Sent in correspondence message
3	Issue date	Sent in correspondence message
4	Contact Number	Sent in correspondence message
5	View document	Opens document in local PDF reader
6	Download document	Downloads document to device
7	Document removal date	Set at a global level in the Management Portal
8	View associated appointment	Linked appointment (<i>if applicable</i>)
9	Report document receive in error	Allows document to be reported to service provider

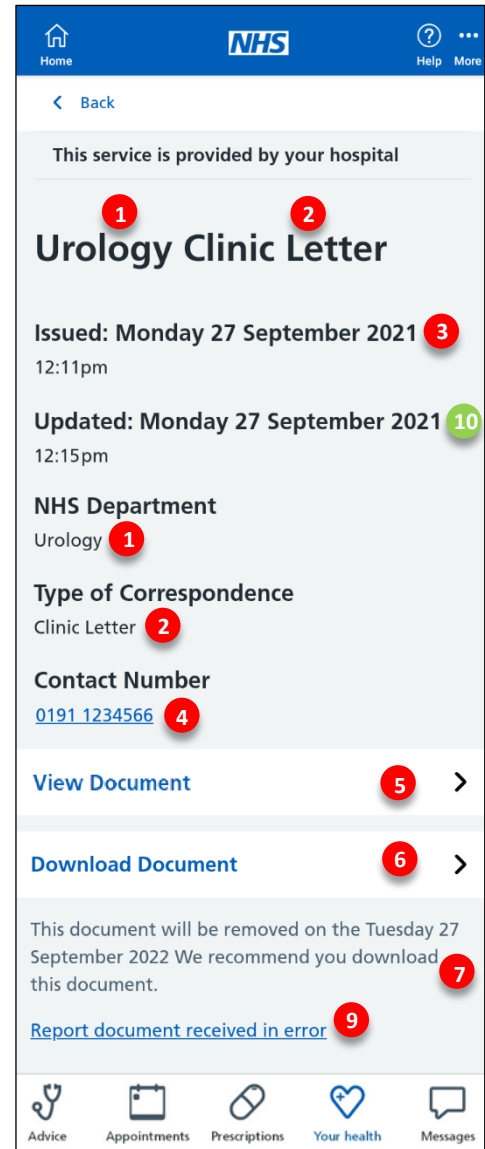


The screenshot shows the NHS mobile app interface for a 'Urology Appointment Letter'. The top navigation bar includes 'Home', 'NHS', and 'Help More'. Below the header, there is a 'Back' button and a message: 'This service is provided by your hospital'. The main content area displays the title 'Urology Appointment Letter' with callout 1. Below the title, the issue date is 'Monday 27 September 2021' with callout 2, and the time is '12:11pm' with callout 3. The 'NHS Department' is 'Urology' with callout 1. The 'Type of Correspondence' is 'Appointment Letter' with callout 2. The 'Contact Number' is '0191 1234566' with callout 4. There are three action buttons: 'View Document' with callout 5, 'Download Document' with callout 6, and a message 'This document will be removed on the Tuesday 27 September 2022 We recommend you download this document.' with callout 7. Below this is a 'View associated appointment' section with callout 8, showing the appointment 'Urology: Urology New - Outpatient'. At the bottom, there is a 'Report document received in error' link with callout 9. The bottom navigation bar includes icons for Advice, Appointments, Prescriptions, Your health, and Messages.

Updated Document

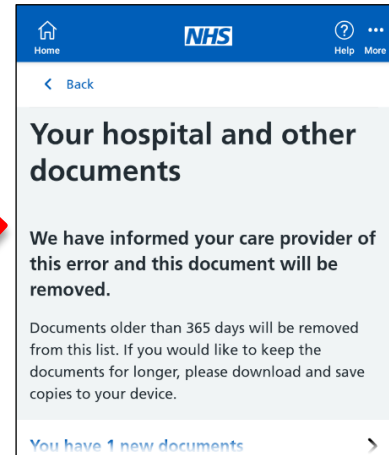
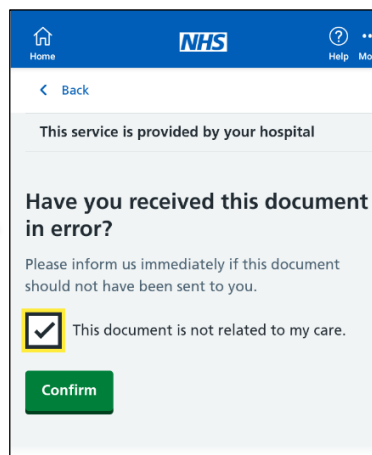
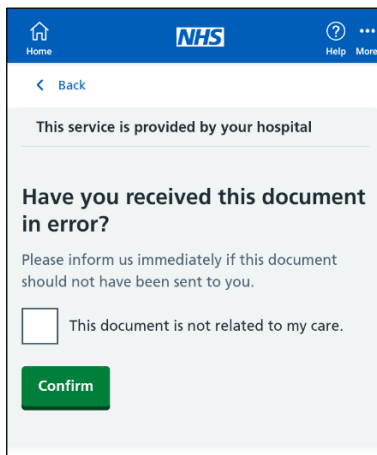
For an updated document the details are as follows:

1	NHS Department	Department > Speciality
2	Correspondence Type	Sent in correspondence message
3	Issue date	Sent in correspondence message
4	Contact Number	Sent in correspondence message
5	View document	Opens document in local PDF reader
6	Download document	Downloads document to device
7	Document removal date	Set at a global level in the Management Portal
8	View associated appointment	Not applicable
9	Report document receive in error	Allows document to be reported to service provider
10	Updated date	Sent in correspondence message



Report document received in error

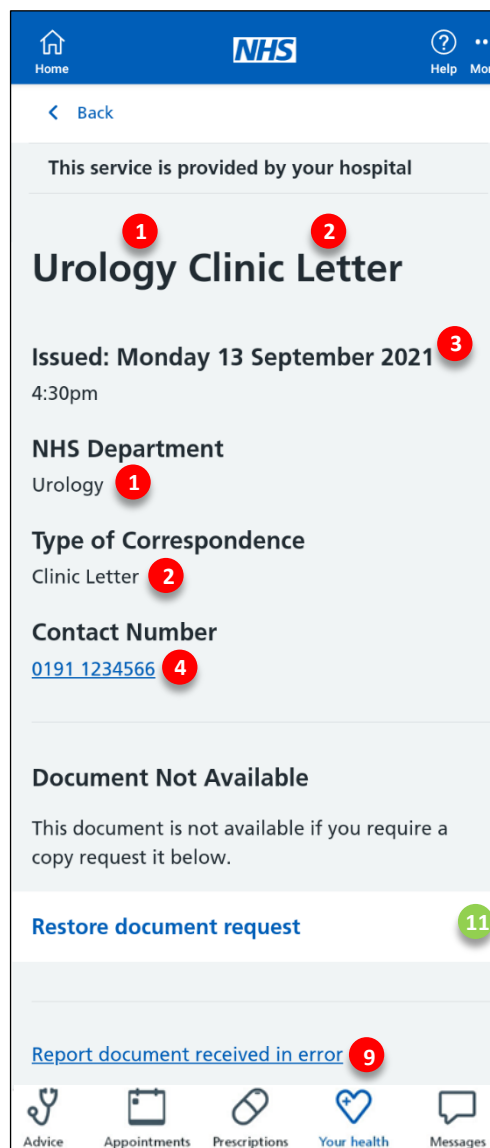
When 'Report document received in error' link is clicked the following displays to the patient:



Removed Document

For a removed document the details are as follows:

1	NHS Department	Department > Speciality
2	Correspondence Type	Sent in correspondence message
3	Issue date	Sent in correspondence message
4	Contact Number	Sent in correspondence message
5	View document	Not shown in this view
6	Download document	Not shown in this view
7	Document removal date	Set at a global level in the Management Portal
8	View associated appointment	Not applicable
9	Report document receive in error	Allows document to be reported to service provider
10	Updated date	Not applicable
11	Restore document request	Allows user to request the document is restored by the service provider. If this is not possible contact details are provided to request the document is resent or sent by other means.



Restore document request

When the 'Restore document request' link is clicked the following displays to the patient:

