

# My GNCR - Correspondence

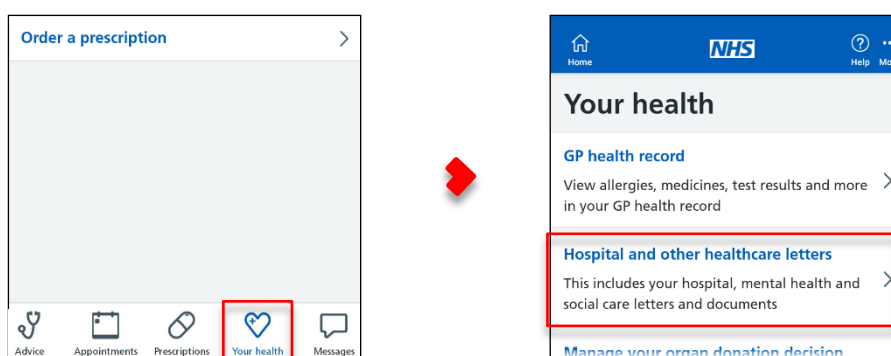
## Scenario

This guide explains the functionality within the Correspondence section of the My GNCR service.

## Correspondence

The correspondence section displays all of the patient's correspondence.

To access the My GNCR correspondence section follow these steps within the NHS App:



1. **Document Expiry** - At the top of this screen the patient is advised about the source document file expiry. The time indicated here is set at a global level in the Management Portal.
2. If the patient has **new document(s)** or **updated document(s)** a banner will display at the top informing the patient. The patient can click this banner to filter the list just to these documents.
3. **Search Filters** - filters can be applied for date range, NHS Department and Type of Correspondence. You can also change the sort order (newest to oldest, oldest to newest).
4. **Document Summary** – a summary of the document details is shown.

