

Email, text and web CONTACT FORM communications with EDG

EDG may use email and text messaging to contact you with:

- Appointment reminders
- Appointment letters
- Copy of Consultation letters
- Information about your surgery
- Test result notifications/advice to call EDG where action is needed
- Other information relevant to your care

We will ask you to provide a contact email and to authorise us to contact you this way when you submit your referral form or at your clinic appointment. We will communicate to you by email using a secure encrypted email service unless you inform otherwise.

It is your responsibility to ensure that the email we have in our records is up to date if you change email or if you think an email you provided to us is no longer secure.

If you expect to receive an email from us and you don't think this is happening, please check your spam folder first. If you still don't find the email you are expecting, please contact us to check that we have the correct email for you in our records.

You can choose not to receive communications via email and can change your mind on this at any time.

You can communicate with EDG or your EDG surgeons by emailing them as well if you wish, or you can use the CONTACT form on the EDG website. This is often a quick and time-saving way of communicating and many patients prefer it. However, please note that while the EDG Referral Form and emails that EDG send you are encrypted, emails you send to EDG and our contact form are not. This means that they may be accessed by third parties without your or our authorisation.

Please note that emails and messages sent to us using the EDG website contact form may be read with significant delay. Do not use emails or the contact form for urgent matters.

Things to consider

You should consider the following before agreeing to use emails, EDG contact form on the website and text messages for communications with EDG.

- Does anyone else have access to your phone or email and if so, would you be happy for them to see any messages you may receive?
- Health and care providers use encrypted emails to you which means that no one can see or tamper with the data while it is being transferred across the network or internet. **Your own emails to them may not be encrypted.** If you email EDG from your personal email, consider that we cannot guarantee that it will not become accessible to third parties without your or our authorisation.
- You are responsible for ensuring you provide the correct email address and mobile number. You must inform your health and care provider of any changes. This will ensure you don't miss any information and it avoids information going astray should it be sent to the wrong email or phone number.

Be careful of spam texts or emails that might come from people posing as a health or care organisation. Your health and care organisation will always make it clear that the email or text message is from them and will provide information in advance about what you may be texted or emailed about.

If you are unable to receive email/text messages or choose not to, then you can continue to use other communication methods e.g. phone calls.

*Modified from: NHS England, Transformation Directorate - [Email and text message communications - NHS Transformation Directorate \(england.nhs.uk\)](http://Email and text message communications - NHS Transformation Directorate (england.nhs.uk))