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 an NHSmail (@nhs.net) account to a non-NHSmail account.

It is important to be aware of NHS Digital's Guidance for sending secure email (including to patients).

In order to send a secure email from an NHSmail account it is necessary 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 [secure], [Secure] or [SECURE] are all appropriate. The email will then be encrypted prior to being sent.

See NHS Digital's Encryption Guide for NHSmail for further information.

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.

See Egress guidance How to open a secure email using the Egress Secure Web Access portal for more detail.

There may be a delay in secure emails reaching the recipient. It also appears secure emails are more likely to arrive in the recipient's 'junk' inbox.

The Egress encryption service is free to use when sending secure emails to or receiving secure emails from NHSmail accounts.

See Seven top tips for using NHSmail.