



## Terms and conditions of receiving your patient letters by email

### To opt-in:

By opting into receiving your appointment letters via email from our Trust, you understand that:

- 1) It is your responsibility to inform us of any changes to your email address.
- 2) It is your responsibility to inform us if you no longer wish to receive your appointment letters by email (information about how to opt out is below).
- 3) To protect your confidentiality we would recommend that you do not open emails from us if there is a risk that another person present may see information that you wish to remain private. For the same reasons we recommend you use an individual account not a shared or family account.
- 4) It is your responsibility to protect the security of your email account and any devices that are used to access your account.
- 5) Many internet email accounts commonly used for private purposes are not secure and therefore there is a risk (though small) of any email being intercepted or hacked.
- 6) The Trust cannot ensure that any email sent in good faith is not opened intentionally or inadvertently by another person, who has gained access to your email account with or without your permission.
- 7) If you are concerned about the risk of other people reading your email, we recommend you do not agree to this service.
- 8) For safeguarding purposes, if a child is a 'Looked After Child', they will not be able to opt in to emailed letters.

Respecting everyone  
Embracing change  
Recognising success  
Working together  
**Our hospitals.**

## To opt-out:

Once you are opted in, if at any time you want to opt out of receiving your appointment letters by email you will be able to do this by:

- Calling the Appointment Centre on **0117 342 6888**. You will need to confirm your patient information, such as your T number and date of birth, as well as which email address we have on record.
- Face-face at a reception.

## Updating your email address

If you want or need to change the email address that we have on record, you will be able to do this by:

- Calling the Appointment Centre on **0117 342 6888**. You will need to confirm your patient information, such as your T number and date of birth, as well as which email address we have on record.
- Face-face at a reception.

You will need to agree to the terms and conditions on your new email address, by following this process again.

Email addresses should be updated within 48 working hours.



**Hospital switchboard: 0117 9230000**

**Minicom: 01179349869**

**[www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk)**



For an interpreter or signer please contact the telephone number on your appointment letter.