



Welcome to the Alex Health newsletter for Primary Care colleagues.

This fortnightly newsletter contains the latest updates on our electronic health record **Alex Health** and our new patient portal, **My Alex Health**.

Please share this newsletter with colleagues who do not access email regularly. You can also access this update via our [Alex Health page for Primary Care colleagues](#).

If you have any comments about the content in this newsletter, please email paht.alexhealth@nhs.net. If you have an urgent escalation relating to Alex Health, please use the normal email address paht.alexhealthpmo@nhs.net

Date issued: 25 March 2025

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Patient portal update

The Princess Alexandra Hospital 100th NHS Acute Trust to integrate patient portal into NHS App

On 19 March, **PAHT became the 100th NHS Acute Trust** to successfully integrate its online patient portal with the **NHS App**, offering patients quick and easy access to their electronic health information using their smartphone, tablet or computer.

The **NHS App** is a simple and secure way to access a range of NHS services, currently used by millions of patients to access information, order prescriptions and more.

What is My Alex Health?

My Alex Health is PAHT's new patient portal, a web-based, secure digital service where patients can access information relating to their care at the Trust. The portal works in a similar way to the **NHS App** but is specific to the care provided in hospital.

To access **My Alex Health**, patients first need to register [using this link](#). After they've done so, if they have the **NHS App** installed they can also use it to log in to **My Alex Health**.

My Alex Health is being rolled out gradually, but once fully live a patient will be able to:

- confirm **attendance** to their appointments
- request changes to their **appointments**
- complete **assessments** and questionnaires from home
- view all **hospital letters** digitally
- receive **appointment reminders** on their phone

Patients are encouraged to register for **My Alex Health** and the **NHS App** as soon as possible. That way they can be ready to access their appointments information as soon as it goes live in the portal.

Event: Meet your hospital leaders (15 April)

On the 15 April, the PAHT Patient Panel will be holding a **Meet your hospital leaders** event in the Council Chamber, Civic Centre (Harlow). For patients, this is their chance to learn about PAHT's future plans, including the new hospital, the rollout of Alex Health (new electronic health record) and **My Alex Health** (the patient portal), the Hertfordshire and West Essex Surgical Centre in St Albans, and more. The event will run from 2-4pm, and patients are encouraged to share their views. The event is free. Anyone from the ICB is welcome to attend.

A promotional banner for the My Alex Health patient portal. It features a blue background with a yellow header containing the 'My Alex Health' logo. The text 'Your patient portal is here!' is prominently displayed. Below this, a list of features is shown with blue arrow icons: 'confirm attendance to your appointments', 'request changes to your appointments', 'complete assessments and questionnaires from home', 'view all hospital letters digitally', and 'receive appointment reminders on your phone'. To the right, there is a graphic of a smartphone displaying the portal's interface. At the bottom, a pink bar contains the text 'Let's get started! To register visit: paht.nhs.uk/alex-health'.

My Alex Health

Your patient portal is here!

My Alex Health is a secure service where you can start to see information relating to your care at The Princess Alexandra Hospital. After you register, you can:

- > confirm attendance to your appointments
- > request changes to your appointments
- > complete assessments and questionnaires from home
- > view all hospital letters digitally
- > receive appointment reminders on your phone

Let's get started! To register visit: paht.nhs.uk/alex-health

Find out more

A reminder of the benefits of a patient portal can be found on our website: [My Alex Health patient portal | Princess Alexandra Hospital](#).

For more information on the NHS App, [visit the NHS website here](#).

To find out more information, please visit our [Alex Health page for Primary Care colleagues](#), we will also be adding some downloadable resources about My Alex Health onto this page in the coming weeks for you to share with your patients.

Any questions you have please let us know so we can make sure you are fully informed, email nyssa.paige11@nhs.net for further information.

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Alex Health update

Feedback loop from primary care

In progress: We will provide a further update in the next newsletter in two weeks (early April).

Following our Alex Health update and Q&A session at February's WEHCP Clinical & Professional Leads Network Forum (13 February), we have started to work on a configuration within our service desk (Fresh) enabling primary care colleagues to alert the IT teams to concerns or problems regarding Alex Health or other digital health solutions provided by PAHT. This will be a unified, single port of call for primary care by raising a ticket with our Service Desk.

We have set a timeline for completion for early April.

Once activated, Primary Care colleagues will have access to raise a ticket about an issue, where they will be managed in accordance with the Fresh Desk SLA and receive feedback and various statistics as required.

We will also send out a Quick Reference Guide on how to use the Service desk (Fresh framework) and how to raise a ticket.

In the meantime, if you have feedback or queries, please email the team at paht.alexhealthpmo@nhs.net

Discharge summaries

Update: Discharge summaries & Mother and baby discharge summaries

All the backlog has been triggered and resent.

Issues with mother and baby discharge summaries have been resolved.

The maternity and test team have visited a surgery recently to understand the format of discharge summaries that GP surgeries receive via the MESH to better understand some of the issues you are reporting around length and layout. The team have taken this away to investigate and will report findings back through this regular communication.

Once our Service desk feedback loop has launched ([see 'Feedback Loop' above](#)), if you or a colleague need to raise a query about discharge summaries, the issue can be raised via the Fresh framework.

ReSPECT forms

There is continuing work to support the correct printing of the ReSPECT forms once a patient is transferred into the community from PAH.

We have ensured that the correct quick reference guide is being shared with our teams and have sent out communications.

Next week we will be out and about in the inpatient wards supporting our teams to utilise Alex Health, one of our focus areas will be to support the teams with the correct printing of the ReSPECT forms.

We are escalating with the supplier a request that the process for printing is simplified in the long term.

Clinical correspondence

Update: We are seeing fewer individual concerns raised, however, we are still aware of some work that needs to be done and still needs some improvements, including templates, which will be worked on in the next month or two. IT is part of the optimisation programme.

Colleagues in primary care have reported several issues with format, content and length since go-live which are being investigated. There are still some residual system build issues and user adoption related problems that we are working hard to address. We have been using digital dictation technology since 2024, prior to the launch of Alex Health for all clinical correspondence related to clinics and you may see minor grammatical errors as a result. There is a clear note of this on all correspondence produced using this technology. This will improve as the technology adapts to each user and we further use the Alex Health system to refine and standardise templates.

Phlebotomy

Occasionally, PAHT patients will prefer to have their bloods taken in their local GP practices, for a variety of reasons (location, mobility, etc). As GP practices do not have access to Alex Health, these patients will be sent a paper copy or a letter will be sent in advance. Currently, there is not a digital solution. A long-term solution will be put in place in the coming months.

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To find out more information, please visit our [Alex Health page for Primary Care colleagues](#)



Our new electronic health record



modern • integrated • outstanding

patient at heart • everyday excellence • creative collaboration