



**Welcome to the Alex Health newsletter for Primary Care colleagues.**

This monthly 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](mailto:paht.alexhealth@nhs.net). If you have an urgent escalation relating to Alex Health, please use the normal email address [paht.alexhealthpmo@nhs.net](mailto:paht.alexhealthpmo@nhs.net)

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## Patient portal update

### *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**.

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.

**My Alex Health** will enable our patients to:

- Confirm attendance to their own appointments
- View all hospital letters digitally
- Receive appointment reminders on their phone

By Summer, patients will have extra functionality:

- Request changes to their appointments
- Complete assessments and questionnaires from home
- View their results, reports and personal information
- Receive messages from consultants

Appointments and functionality is being added in a phased approach, so not all appointments will be viewable currently receive messages from consultants.

This week, eleven specialties' appointments will be visible within the patient portal from **1st May 2025**.

In case you get any queries from any patients:

On the [patient page on our website](#), we have added the registration link for our patients to register with the portal.

If the patient registers and there aren't any appointments for them to view, please tell them to not worry as their specialty may not have been added to the portal yet, but it will be there soon. If they are having difficulty registering, please ask them to [click here for support](#).

### ***Event: Meet your hospital leaders (15 April)***



On Tuesday (15 April), the Patient Panel hosted a Meet Your Hospital Leaders event at the Harlow Civic Centre, bringing local residents together to hear about our exciting plans for the future.

Highlights included updates on the New Hospital Programme, the **My Alex Health patient portal**, the new Community Diagnostic Centre (CDC) in Epping, and the Hertfordshire and West Essex Surgical Centre.

Attendees also had the chance to share their views and ask questions.

This is a great example of our commitment to engaging with the community. Thank you to all involved in making this event a success.

The strategic message underpinning the exciting strategy for the future is working closely as a system to be bring care closer to home, outlining the three shifts: Analogue to digital, Acute to community and sickness to prevention.

We are also planning doing more events with our Patient Panel and would like to involve primary care colleagues in the future.

### ***Engagement with Primary Care colleagues***

We are keen to engage with you, our primary care colleagues, in the rollout of the portal and will be planning sessions to demonstrate how it works and what that means for you and your patients.

We will be continuing to do briefings and engagement with our primary care colleagues over the next few months with the locality meetings and the WEHCP Clinical & Professional Leads Network Forum Meetings as well.

We would love to hear from you about how best can we engage with you, if you have any ideas please email: [paht.alexhealth@nhs.net](mailto:paht.alexhealth@nhs.net)

### ***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](mailto:nyssa.paige11@nhs.net) for further information.

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## **Alex Health update**

### ***Feedback loop from primary care***

**In progress:** update (25 April): The Feedback Loop is being put through Information Governance and will hopefully be available in the coming weeks.

Following our Alex Health update and Q&A session at February's WEHCP Clinical & Professional Leads Network Forum (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 end of May (please note: the *Feedback Loop* is being put through Information Governance and will hopefully be available in the coming weeks).

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](mailto:paht.alexhealthpmo@nhs.net)

### ***Discharge summaries***

Update: (25 April)

Discharge summaries & Mother and baby discharge summaries

Issues with mother and baby discharge summaries are ongoing.

A system change freeze has begun and testing is unable to happen in preparation for the upgrade. Once the upgrade has been completed, the team will be looking at this and testing again.

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 – update to come in coming months.

### ***ReSPECT forms***

Update: (25 April) Since the ward visits in late March/early April, there were no further issues with the ReSPECT form printing. Moving forward, we will be undertaking an audit.

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.

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

### ***Clinical correspondence***

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.

Update: (25 April) From Go live until the end March we **re-built around 600 OP clinics** to align with the new Alex Health format. We are now reviewing all patient appointment letters and leaflets associated with OP clinics ahead of the full launch of My Alex Health, we will then move this onto Outcome letters and review all templates. We are seeing less concerns raised by patient's and GP colleagues around these issues but acknowledge there may still be a few remaining but these are a small minority . We will correct these as we progress the correspondence projects over the next three months.

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*



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