

TIMELINE

# NHS MAIL PROJECT

1

## UNDERSTAND

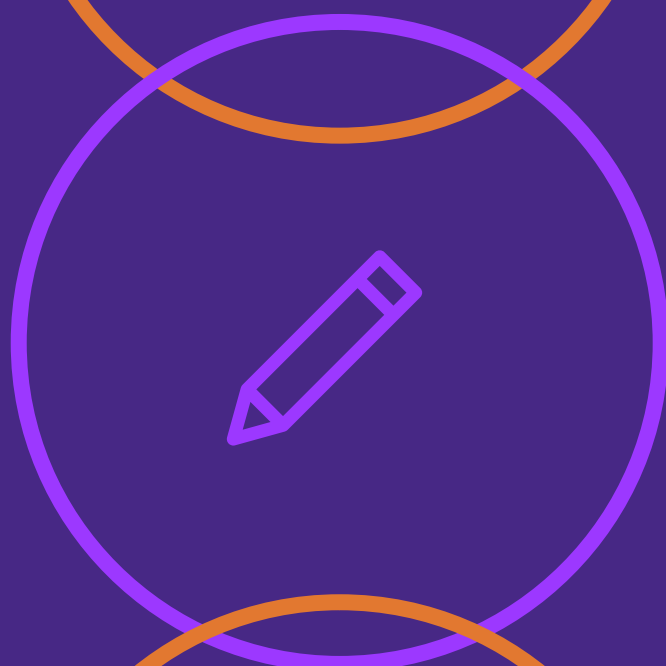
Understand the issues encountered with NHS Mail that are affecting the care home



2

## DEFINE

Define an action plan to assist the care home with the issues for NHS Mail



3

## IDEATE

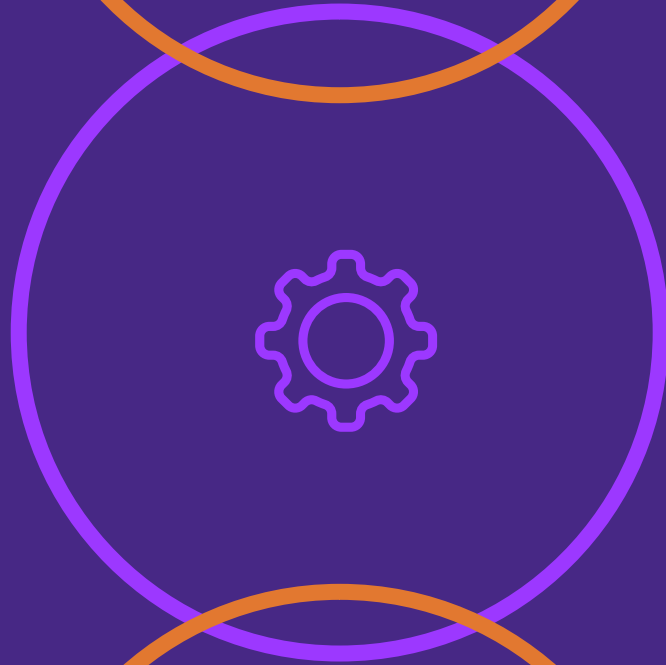
Present actions and guidance material to care homes



4

## CHECK IN

Conduct regular check in sessions with care homes to understand applicability and functionality of training



5

## FEEDBACK

Gather feedback from care homes and communicate to ICB

