

NHS Mail - Does everything you would expect and more

Now with some helpful COVID-19 management additions

It's secure

NHS Mail is automatically encrypted and complies with the pan-government secure email standard, making it GDPR compliant. NHS Mail is accredited to the NHS secure email standard (DCB1596).

 It is also suitable for sharing Client identifiable and sensitive information. Non-secure email (i.e. most email accounts) are not suitable for sharing Client identifiable and sensitive information and may result in a large GDPR fine.

It's recognised

NHS Mail's security credentials are uniquely recognised by specialist security organisations.

 This is including the Government Communications Headquarters (GCHQ), Department of Health and Social Care, the NHS, the Police, and the Ministry of Defence.

It's safe

NHS Mail users are protected by sophisticated and up-to-date anti-virus and anti-spam software, which **checks every email** passing through the NHS Mail service.

It's resilient

NHS Mail **works all day and night** running across duplicated secure data centres. Our helpdesk is open 24 hours a day, 365 days a year to make sure that users have access to their account whenever they need it

It's mobile

You can access NHS Mail from **all common smartphones, tablets, home and workplace computers** wherever you are in the world.

 If a mobile device connected to NHS Mail is lost or stolen, the information it contains can be remotely erased keeping confidential information safe.

It's national

Staff can share calendars and folders with any other users on NHS Mail, even if they are in different organisations.

 You can look up the contact details of more than one million NHS staff and care providers on the NHS Directory.

It saves money

Because NHS Mail is secure, it can be used to replace more expensive paper or telephone-based communication processes.

 It is provided, supported, and managed for free to care providers. You need only identify 2 members of your staff and we do the rest.

It's flexible

NHS Mail is a national service, so when organisations merge or re-organise, expensive email migrations are avoided and users can continue to communicate without disruption.

For any other queries:



Please click here for details on speaking to the helpdesk