

Digital Letters – Frequently Asked Questions

- **I've received a text message with a link to a letter, but I can't open it**
 - *To access the online letter, we need your correct details on our system. Please contact nwanqlia.telepatients@nhs.net and check we have your correct name/DOB/Postcode/Mobile Phone number. You will need an internet connection to open the letter either via a computer or smart device.*

- **I've received a text message with a link to a letter, will I still receive a printed letter**
 - *Whilst we are not removing the ability to receive a printed letter, in the first instance you will be sent a digital letter. If you would like a copy of your letter posted, please reply as per the instructions within the text message 'PRINT' – a printed copy will be posted to you. If you do not follow the link to the letter from the text message, we will send you a paper copy to ensure you have received your letter.*

- **How do I go paperless?**
 - *You can alter your letter preferences in your DrDoctor patient portal or by replying DIGITAL as instructed in the text message*

- **How do I continue to receive paper letters?**
 - *You can alter your letter preferences in your DrDoctor patient portal or by contacting us at nwanqlia.telepatients@nhs.net*

- **I've asked to cancel or change my appointment but I have not heard anything yet?**
 - *If you have requested to change or cancel your appointment via the portal or a text message, please allow at least 2 working days for this to be processed. Timeframes may be longer if we need to discuss a new appointment date/time with your care team.*