

Version	Title	Author	Summary of changes made	Authorised	Date
0.1	Board Email Procedure (draft)	KB	Draft in response to complaint investigation to be endorsed by the Board at February 2018 meeting		

Review date: January 2019

HEALTHWATCH WEST SUSSEX BOARD EMAIL POLICY

Introduction to Policy

This Policy is designed to enable local people to have a continuity of communication with Healthwatch West Sussex and its Board, whilst recognising that Independent Board Directors provide their services free and on a voluntary basis.

The purpose of this Policy is to provide both a first response and a framework under which Healthwatch West Sussex may manage emails from local people and national enquires specifically sent to communication with an individual Board member, or the Board as a whole.

This Policy also sets out how communication security will be maintained.

Promoting Board emails

The Chair of the board has an individual email address for Healthwatch West Sussex, which is part of a secure network that this stored with central back-up. This is to enable the Chair to receive and send direct communication to stakeholders. The commitment of the Chair means that any emails are handled promptly. However, this would be reviewed when the Chair changes.

The Chair's email is publically known and all staff can give this out to enquirers.

frances.russell@healthwatchwestsussex.co.uk

For all other enquiries about how to communicate with Board members the following email should be given:

board@healthwatchwestsussex.co.uk

Emails sent to this account will be reviewed by the Locality Manager or the Chief Officer (in their absence) to make sure there is continuity of readership.

An automatic response to this account has been set-up to alert senders that emails will be reviewed within three working days and they should expect a follow-up email within this time.

The Locality manager will respond if the enquiry is operational or appropriate for the manager to respond to. Independent Board Members will be involved for input as required.

This enables the Healthwatch West Sussex team to monitor enquires and ensure that a response has been sent, from an official and secure Healthwatch email account.

KB 24/01/18