

We want to be able to deal with your case as smoothly and efficiently as possible. You can help us by following these simple guidelines.

Contacting Medical Protection **by phone**

When you contact us by phone you will be asked to confirm the following information before we can discuss anything about your case:

1. **Your case reference number**
(file handler initials followed by a 6 digit number, ie ABC/123456)

2. **Your full name**

This information is the most efficient way to find your case so we can deal with your call.

If you do not have your case reference number, as part of our data protection requirements, you will be asked to confirm two items from the list below to confirm your identity:

- membership number
- date of birth
- first line of your address and postcode
- email address
- telephone/mobile phone number

Please be aware that we would need your consent to discuss your case with a third party (for example, your secretary or your practice manager).

When you call us using our direct dial numbers, a secretary will answer your call. In many cases the secretary will be able to assist you with your query; alternatively, they may offer to call you back when they have the answer, or diarise a convenient time for you to speak with your file handler about your case.

When we contact you **by phone**

In order to ensure that we do not disclose personal and sensitive information inappropriately, we must know that we are speaking to the right person. Therefore, before disclosing any data, you may be asked to provide your case reference number.

Contacting Medical Protection **by email**

Emails received into the department are firstly dealt with by the secretarial team. Please quote your full case reference (file handler initials followed by a six-digit number) in the subject header to ensure that it can be added to the right case file.

If you are attaching documents to an email, we recommend that you name the attachments to reflect the content of the documents (for example: patient response letter). Unless otherwise advised, please send in documents with patient identifiers removed.

Please do not send images of documents taken on a mobile phone as these can be unclear or distorted making them difficult to read and/or interpret.

If you contact us using an NHS (or other employer's) email address, please be aware that your employer may be able to access your email correspondence. It is also possible that sections of your emails (for example any that include others' personal data) could be disclosed by your employer to an individual making an access request under the provisions of data protection legislation.

NHS emails accounts may offer enhanced security when emailing sensitive information, but it may be preferable to use your personal email account to avoid issues around confidentiality and conflict with your employer or a colleague. We suggest that you avoid disclosing the personal details of others (where possible) to further reduce this risk.

Confidentiality

Please note that we cannot discuss your case with a third party (for example, your secretary or your practice manager) without your consent to do so.

Keeping in touch

Some cases progress slowly because of third party involvement. We will work on your behalf to minimise delays but some procedural delays are beyond our control. Where such delays are lengthy, we shall remain in contact with you during any periods of inactivity and offer any necessary support and guidance. We shall discuss with you how you would like us to maintain contact during such periods.

Service delivery survey

At Medical Protection, we strive to provide the best possible service to our members. You may receive an invitation to participate in a survey as part of our commitment to service-improvement. This is an opportunity for you to provide feedback on our management of your case. This will enable us to develop and quality-assure our services for the benefit of all our members. We value your participation and your feedback, but if you do not wish to take part in the survey, please email Jillian.Ellis@medicalprotection.org

Your data

For information on our use of your personal data and your rights, please see the **Privacy Statement** on our website.

A guide to MPS membership

Further information in relation to the benefits of your membership can be found in *A Guide To MPS Membership*, in the **For Members** area of our website.

medicalprotection.org