

How to set your secure email address for GP notifications:

1. Go to <https://pharmoutcomes.org> and click on the **Contact Us** tab



Send a Message

For support or suggestions, questions or problems please send us a message using the form below - we'll get back to you as soon as we can with an answer, usually within the same day. Remember to check any spam folder you may have for a response.

Please note: If you are submitting a query regarding the COVID-19 Vaccine service, please ensure your first port of contact is the ATOS Support Desk by emailing vaccineservicedesk@england.nhs.uk Any tickets regarding this service that are sent directly to Pinnacle will not be attended to. For any other queries, please continue with the form below.

Do not include Patient Identifiable data in your message to our helpdesk. Helpdesk uses normal email which is not a secure communication method.

Your name:

Your contact telephone:

Your email address:

Your login name:

Your organisation:

Type your message:

2. You will then be directed to the **Send a Message** page. Enter your name, telephone number, contact email address. In the message field enter 'request to set up our secure email address for GP notifications' followed by your **surgery name, ODS code and preferred secure email address**:

3. Our helpdesk team will be in touch shortly after confirming that the email address has been added to the system. A verification email will then follow from low.pinnaclehealth@nhs.net. Check the details we hold for your practice are correct and click 'Option 1 [Organisation details and e-mail address are correct - please continue to use](#)'

4. If the practice's details are not correct, click **option 2** to resubmit the details

5. Once verified your surgery will receive all PharmOutcomes notifications as electronic referrals to this dedicated email

