

Hybrid Mail

Top Tips for Users

- **Send to print on same day as letter creation**
 - To avoid delay to patient which may reduce DNA's
- **Check the address is complete, including full post code**
 - To avoid Royal Mail returning the item as 'Undelivered'
- **Check your 'Returns folder' every day**
 - To enable alternative contact with patient
- **When sending a letter, review the pdf in the pending folder**
 - To ensure address and generic layout is correct
- **Only send 1st Class if date of letter is less than 10 days from letter date**
 - If all letters were 2nd class the Trust would save approximately £80,000 p.a.
- **If creating a Mail Merge, before sending 'Split' the letters**
 - Splitting ensures each letter is sent as an 'individual letter' to each patient
- **If in doubt check with colleague or Manager**
 - Getting it right first time saves time and money