Working Instructions
Patient Invitations

For practice administrators arranging mailouts to patients to invite them to attend screening/baseline/follow-up visits, appointment reminders and appointment confirmation

Summary

Patients will be invited to participate in OPTiMISE by post.

They will receive:

- Invitation letter – with practice header
- Patient Information Sheet (PIS)
- Carer Information Sheet
- Freepost envelope addressed to PC-CTU for patients to return their responses

Invitation letters will be sent with your practice header, from your OPTiMISE lead GP.

Trial invitations will usually be sent using Docmail, an online service which compiles and posts the invitation packs.

Detailed Instructions

Manual Mailout

If you are not using Docmail, you will need to contact the study team to be sent copies of the documents and the freepost envelopes.

You must print the invitation letter with your practice header, and send it from your OPTiMISE lead GP.

Please inform the study team the date of your mailout: optimise@phc.ox.ac.uk.

Docmail Mailout

What is Docmail?

- An online mail management solution for letter printing and mailing using secure servers.

Is this acceptable?

- It has extensive security accreditation.
- The service is already used by GP practices in England for sending out secure mass mailings, and is also used for ballot paper, council tax bill and bank statement mailings.

How does it work?

- The 'mail-pack' containing the trial documents will be on the website, ready to be merged with your letter header. You will be given a login.
- You will upload an Excel spreadsheet containing the contact details of the patients to be invited onto the trial. All data on this spreadsheet is deleted after 28 days.
- Letters are printed, enclosed in envelopes and posted by Docmail.
- The cost of the mailout will be paid for directly by University of Oxford. No invoicing is necessary.
- Full instructions and support is provided by Docmail.

Step-by-step instructions for using Docmail

To be provided when Docmail is set up for your practice.