



Module Code: LCHS4007_BIRM

Module Title: Digital Skills and Research Methods

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PRESENTATION OUTLINE



- Introduction to MS Outlook
- Current communication challenges
- Application of Outlook
- Advantages
- Challenges and solutions
- Conclusion

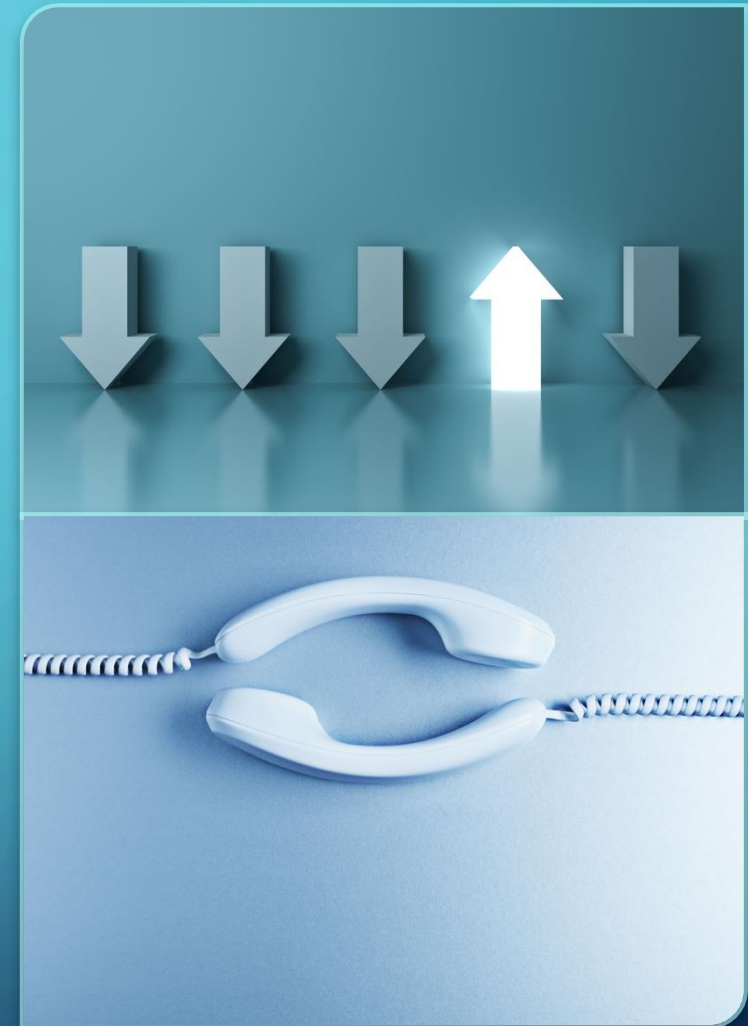
INTRODUCTION TO MS OUTLOOK



- MS Outlook is a Microsoft 365 communication and scheduling tool.
- Used for email, shared email boxes and calendars.
- Supports communication between nurses, carers, and admin personnel at Greenfield Home Care Agency.
- Effective communication is essential for safe, patient centred home care.

CURRENT COMMUNICATION CHALLENGES AT GREENFIELD

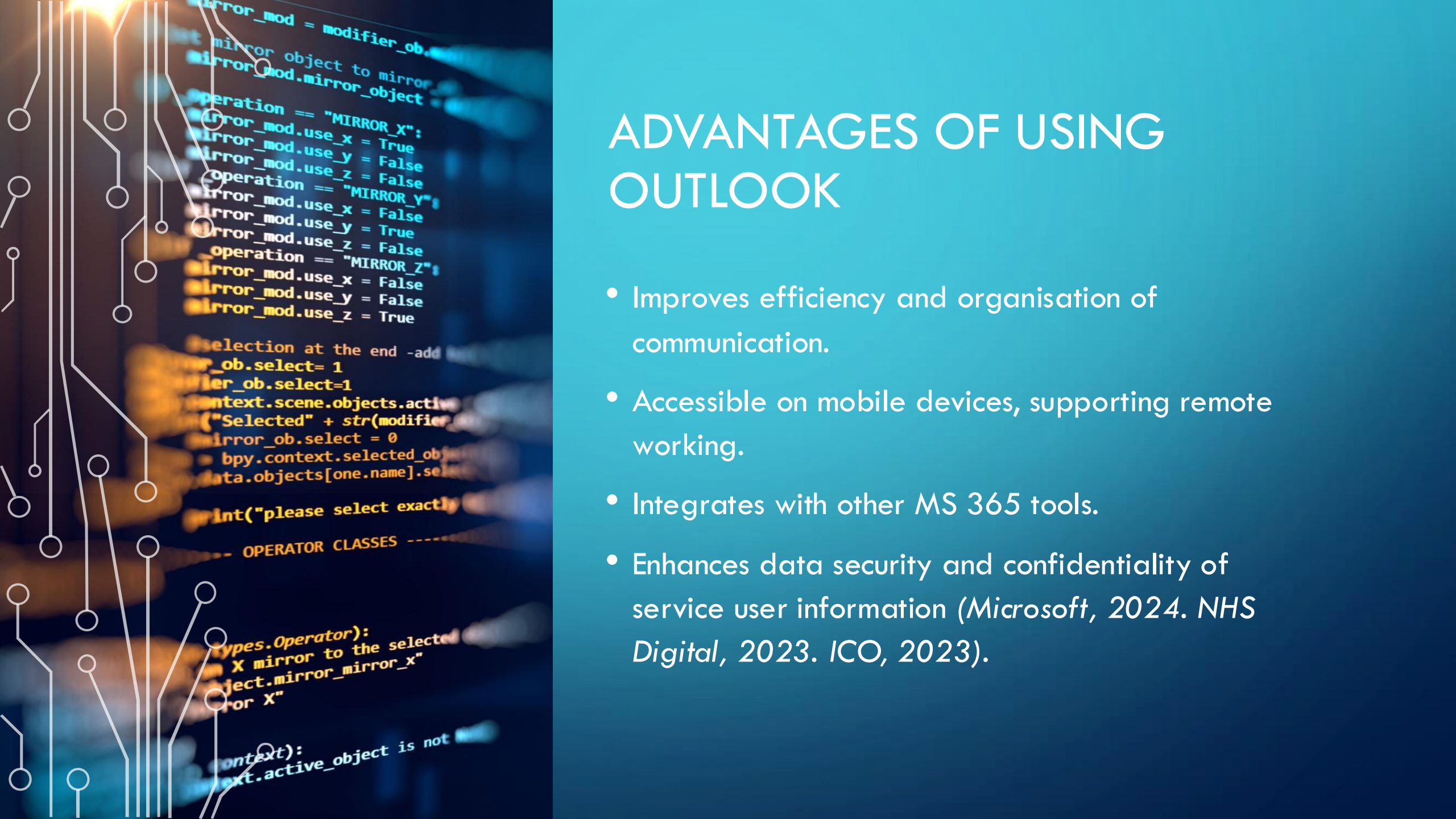
- Reliance on phone calls, paper notes and informal messaging.
- Information can be delayed or missed between carers and the main office.
- A lack of clear documentation can make it challenging to establish responsibility.
- These issues reduce efficiency and may affect quality of care.





APPLICATION OF OUTLOOK WITHIN GREENFIELD

- Centralised email system ensures consistent communication.
 - Shared calendars support shift planning, visits and meetings.
 - Shared mailboxes improve coordination between care teams.
 - Creates a structured and traceable communication process (*Microsoft, 2024*).
 - Office staff can quickly send rota changes and announcements.
 - Reduces reliance on phone calls and improves coordination.
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ADVANTAGES OF USING OUTLOOK

- Improves efficiency and organisation of communication.
- Accessible on mobile devices, supporting remote working.
- Integrates with other MS 365 tools.
- Enhances data security and confidentiality of service user information (*Microsoft, 2024. NHS Digital, 2023. ICO, 2023*).

CHALLENGES OF OUTLOOK AND SOLUTIONS

Challenges	Solutions
Some staff may lack digital confidence	Training required
Risk of missed emails	Clear communication protocols needed
Over reliance on email	Combine with teams for urgent issues
Data security and GDPR risks	Follow organisational data protection policies and provide staff training on GDPR compliance
Email overload and time management	Use folders, flags and priority settings. Allocate specific times to check emails

CONCLUSION



- Outlook improves communication, collaboration, and data safety.
- Supports efficient working across community and office settings.
- Challenges can be managed through training and policy development.

REFERENCES

Information Commissioner's Office (2023) *Guide to the UK GDPR*. Available at: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources>

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