MyMFT by Adrienne Unsworth article for ICD Support Group website

Hi everyone, I hope you are all keeping well and enjoying life as we know it following the Covid pandemic. I want to tell you about a new patient access service we have introduced at Manchester Foundation Trust (MFT). As you may be aware, Manchester Royal Infirmary (MRI) and Wythenshawe have joined together and are now one Trust.

We have just implemented a new computer system called Hive. Hive is a big step towards a paperless Trust. Attached to Hive is a new service for patients called MyMFT. We are still getting familiar with this new system so you may notice that we spend some time at the computer when you visit us, but we are still looking after you and assessing your device and symptoms in the same way!

You can sign up to MyMFT, although this is not compulsory. You may have already received an email, letter or text about it. Some of our patients have been reluctant to sign up as they thought it was a spam email. If you have any doubts about whether any communication is genuine, check the web address or ask us when you come to clinic. You can also search Google by typing in “My MFT FAQ” or “MYMFT Your Patient Portal”. It is easy to use and takes only a few minutes to sign up. You then need to create a username and password.

If you have received an activation code, use this to start the activation process as the code will expire after a certain length of time. Once it has expired, you will have to get a new code. You can contact mymft@mft.nhs.uk or call our MyMFT Patient Support Line at 0161 529 6000. Once you are signed up, you will be able to access certain information. The Trust takes great care to ensure your information is safe and secure. It is free to join MyMFT and you can access the information using a computer, laptop, tablet, or mobile phone app.

Once you have signed up to MyMFT, you will be able to see the information about you and your condition. Please be aware this is **not** access to your medical records. If you wish to view your medical records, you must apply for these, stating what information you wish to see. There is a charge for requesting to view your medical records and a strict process which must be followed.

So, what are the benefits of using MyMFT? You can manage your clinic appointment, you can receive letters from us about your device, clinic review, progress and treatment. You can also check in via MyMFT for your clinic appointment. Appointments which you have attended and those which are planned are also on MyMFT. Receiving communication via MyMFT will be much quicker than waiting for a letter in the post. As soon as we have electronically signed your letter, it will appear on MyMFT, like an email.

The Trust may decide what information to give you access to. This is because some information may be sensitive. For example, if you are being investigated for cancer and cancer is found, you wouldn’t want to read this on MyMFT. You would expect to be told your diagnosis in front of your consultant in an appropriate environment and manner.

So, there it is! MyMFT will hopefully give you lots of information about you, your condition and progress. Sign up and stay regular!

Adrienne