



Text and Email Messaging Service

About our Text Messaging Service

The practice would like to introduce you to a new service we are currently offering, text messaging.

Mobile phones have opened up a new avenue for communication between the Surgery and our patients and the use of SMS messaging offers wide accessibility and timely delivery of messages.

With your consent, text messages/email can be used for:

- Appointment reminders direct from the clinical system
- Flu or other vaccination clinics for targeted eligible populations
- Chronic disease review invitations
- Cervical screening
- Blood pressure and cholesterol monitoring
- Requests to contact the practice to arrange appointments or services
- Updates on new developments at the practice



Important information:

The use of text messaging/email depends on the Surgery having reliable data. We will endeavour to check and update your mobile telephone numbers as often as we can but we ask that patients let the surgery know ***as soon as their mobile telephone number changes.***

Texts will not normally be used for important issues and identifiable information will be kept to a minimum. Patient Privacy is important to us and we therefore require your **signed consent** to activate this service.

Please read and sign the form overleaf if you wish us to communicate with you using this method.

If you have any queries about the provision of this service please do not hesitate to contact Kevin, our IT Facilitator (tel: 461588), who will be happy to assist and advise.

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Consent Form

I consent to the practice contacting me by text message and/or email for the purposes of appointment reminders and health promotion.

I acknowledge that appointment reminders by text/email are an additional service and that these may not take place on all / or on any occasion, and that the responsibility of attending or cancelling appointments still rests with me. I can cancel the text message facility at any time.

The surgery does not offer a reply facility to enable patients to respond to texts directly.

Emails and text messages are generated using a secure facility, but because they are transmitted over a public network they may not be secure. Email and text communication will never be used for urgent communications. Your contact details will be used solely in relation to healthcare services offered by the practice, and you can choose to opt out of the services at any time by contacting Kevin Payne, IT Facilitator.

I agree to advise the practice if my mobile number changes or if this is no longer in my possession.

Patient name:		
Date of birth:		
Mobile telephone number:		Consent to use? Yes No
Email:		Consent to use? Yes No
Signature:		
Date:		

Staff use only	
Mobile	(9NdP)
Email	(9NdS)
Staff member	
Date	