

Text Message Reminders



Would you like to receive text or email messages?

Its easy - just give us your mobile phone number and we will add it to our database.

We can send appointment confirmation and reminder messages.

We can also send other messages via text however, you would need to decide whether you wished to accept a basic or detailed message.

Texting and email are quicker and cheaper methods of contacting patients than letters and can save patients time queuing at the desk or waiting on the phone.

Can I cancel my appointments via text messages?

Every missed GP appointment costs the NHS £36.00. By introducing this service we are hoping to be able to reduce the number of missed appointments, save NHS resources and release those missed appointments for other patients to use.

If you have received a text appointment reminder and realise you no longer require the appointment you can simply click reply to our text message and enter the word 'CANCEL'. When you send the message your cancellation request will be processed by the clinical system and your appointment automatically released for another patient to use.

What is the difference between a basic and a detailed text message?

A basic text message will confirm an appointment, remind about an appointment time or ask you to contact the surgery but no clinical information will ever be disclosed. We also on occasion send out simple campaign messages such as flu clinic info, changes to opening times, etc,

A detailed text message contains the same information as a basic message but could also include clinical information such as a review or smear test reminder, a message from the doctor, advice about a prescription, etc.,

How do I sign up for the text or email messaging service

You need to complete a consent form to receive text or email messages. A copy of the consent form can be downloaded [here](#)

Can I use this service to contact my doctor?

No. If you need to speak to your doctor, please phone or make an appointment.

What if I do decide not to participate?

Simply tell us you don't wish to receive text messages from us and we will remove your number from the service.

What happens if I change my mobile number

Just let us know and we will update your details in our clinical system