

What happens if I no longer want to receive text reminders?

Tell us either in person or on the phone and we will remove your number from the service.

What happens if I change my mobile number?

You need to let us know your new number as soon as possible so we can continue the reminder service to your mobile phone.

What is mSite?

mSite is a dedicated interactive website maintained by the surgery. It is set up so that it can be accessed by any mobile phone that has internet access.

If your mobile phone is internet enabled, patients will be able to access mSite through their mobile phone web browser via a link in the text messages sent from the surgery using Patient Care Messaging. mSite contains healthcare information such as:

- GP practice contact details including interactive maps of the surgery location.
- Details about out of hours services.
- Other relevant healthcare information provided by your practice or associated healthcare organisations.



What is the cost of accessing the mSite?

Whilst connecting to mSite is not charged at a premium rate, unless connecting to the internet is included in your mobile package you may incur a charge. These may vary depending on your service provider and you should contact your operator for full details.

Further information

For further information contact your GP practice.

Improving your healthcare using text messaging

Would you like to receive FREE appointment reminders?

How can I receive this service?

If you would like to opt into this service, please send a text message (SMS) to the gateway mobile number below containing the following:

the word **AGREE** along with your **FIRST INITIAL, SURNAME** and **DATE OF BIRTH** for example:

AGREE J, Smith 01061982

The Wellington Health Centre gateway mobile number: 07800 001262

Improving your healthcare

A text messaging service is being introduced by your GP practice so they can improve the care your healthcare professional can provide to you by delivering simple information by text.

What Is Patient Care Messaging?

Patient Care Messaging is a new text messaging service that will make it easier for you, as a patient, and your GP practice to keep in touch.

Many of us carry a mobile phone and know how useful text messaging can be. The Patient Care Messaging service enables your GP practice to get in touch with you by sending text messages to your mobile phone.

Reducing missed appointments

Every missed appointment costs the NHS £36.00. We hope by initiating this service that we are able to reduce the number of missed appointments within the GP Practice each week saving the NHS valuable time and resources. Texting is also a quicker and cheaper method of contacting patients than writing, so this too, will save NHS resources.

The type of messages your GP surgery could send

There are numerous reasons that your GP may want to contact you using text messaging. Some typical examples include:

- A reminder of an upcoming surgery appointment.
- To ask you to bring documents or samples with you on your next visit.
- To invite you to participate in national health care programmes such as cancer screening, childhood immunisations or NHS Health Checks.



NOTE: You will not be charged for any incoming messages from the surgery to your mobile phone.

Any replies to the surgery will be charged at your standard network rate.

Your information will NOT be disclosed to any third party and will only be used by your healthcare professional.

Can I use this service to contact my doctor?

No. If you need to speak to your doctor, please phone or make an appointment. This service should only be used for cancelling unwanted appointments.

How can I receive this service?

If you would like to opt into this service please text back the details as discussed on the front page of this leaflet, to our individual GP Practice iPLATO Gateway mobile number, also listed on the front page.

What if I do not want to receive text messages?

If you would prefer NOT to receive any communication from the surgery via text message then you don't need to do anything.