

TEXTING SERVICES

Tweeddale Medical Practice are beginning to offer Appointment Reminders, Recalls and Test Results by Short Messaging Service (SMS) texts sent to your mobile phone.

Please read this leaflet, which includes details of how to opt-in for this service.

Appointment Reminders

When Appointment Reminder texts are available, you will receive a computer-generated text reminder the day before your booked appointment. You will be able to reply to this text to cancel your appointment if you no longer need it.

Recalls

When Recall texts are available, we can use the texting service to send you a computer-generated text when you are due for a review, e.g. annual flu vaccination, chronic disease review (asthma, diabetes, hypertension, etc). You will only receive one text invitation. You will be able to reply to this text to decline the invitation.

Test results

This part of the service is different to Appointment Reminders and Recalls. It is not a computer-generated service and can only be provided where it is appropriate, agreed with you and safe to do so. Each time you have a test arranged by the practice, the clinician who has requested your tests will discuss communication options with you.

- This service is only available for tests arranged by the practice and by prior arrangement for each test – it is not an automated service.
- The clinician responsible for your results will write a personal text message or where required they may designate another member of the clinical team to write the message in their absence (e.g. if they will be out of the office when your results are received).
- Your preferred method of communication will be discussed and agreed with you on each occasion that tests are done in the practice.

Your consent

In order to receive text services, it is important that you understand the process and give consent for the practice to contact you via text. Your consent status reviewed with you at appropriate intervals.

You can choose to opt in or out at any time. To do so, please just inform any member of the practice team. Your consent status will then be amended in your medical record.

Safe and Secure

Your mobile phone number is stored within your medical record and is subject to the same standards of confidentiality as any other information contained within your medical record. Our texting service is part of our clinical system software and has the same high level of security as your medical record.

Your Privacy

Your mobile number will solely be used in relation to healthcare services. Your mobile number will only be shared with other health professionals involved in your care (for example, in hospital referral letters). We may contact you to invite you to give feedback on the SMS services you have consented to.

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WOULD YOU LIKE TO OPT-IN FOR THIS SERVICE?

What To Do Next?

1. Speak to any member of the practice team to let us know you would like to opt-in.
2. Your mobile telephone number will be checked with you to ensure it is accurate
3. An initial text will be sent to you. This will ensure we have the correct number. The message will look something like this.



4. Once you have read this Information Leaflet and are happy that you understand it all, you will need to send a reply text to confirm that you either consent or decline.

1 = you consent to receiving results by text

2 = you decline (i.e. you do not consent) to receive results by text

5. Your reply will automatically be coded in your medical record.
6. You can save our text service number as a Contact in your phone. You may wish to call it "Surgery" or you may wish to call it someone entirely different.

Receiving Your Results

The clinician will discuss this with you so that you know what to expect and what to do depending on the message received.

Please Note – You will not be able to reply to texts containing your results. The system will not recognise these, so any replies sent back will not be received by the practice.

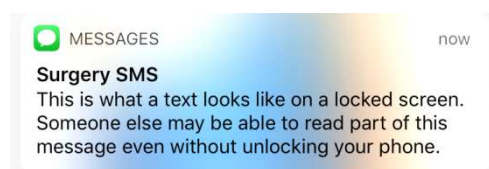
If you have any queries about your results, you should call the practice and ask to speak to the clinician who sent the message.

Your Responsibilities

Although the GP practice will regularly check your telephone number with you, it is your responsibility to inform us if your number changes.

You are responsible for all confidential information on your personal phone.

- Be aware of the potential for messages to be seen by others (e.g. if you leave your phone sitting on the kitchen worktop or on your desk at work, etc).
- A message on a locked phone may still be visible (as shown below).
- You may be able to change the settings on your phone so that the message displays differently



The practice cannot accept any responsibility for the security of your confidential information on your personal phone.