

## **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 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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## **What To Do Next?**

1. If you have received a text with consent options, please proceed straight to step 5.
2. If you have not received a text with consent options but would like to opt in, please speak to any member of the practice team. (N.B. If you do not wish to use the texting service, you don't need to do anything).
3. On opt-in, your mobile telephone number will be checked with you to ensure it is accurate.
4. An initial text will be sent to you. This will ensure we have the correct number.
5. Once you have read this Information Leaflet and are happy that you understand it all, you will need to go back to your texts and send a reply text, as follows;

1

= you consent to receiving communication from the practice by text

2

= you decline (i.e. you do not consent) to communication from the practice by text

3

= if you are not the person named, use this reply so we can update our records

6. You will receive a confirmation message  and your response will automatically be coded in your medical record.
7. 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.
8. Only your first reply for each message will be sent back to the practice. If you wish to change your reply, this is not a problem but you will need to contact the practice so that we can amend this in your records.

## **Receiving Test 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.**

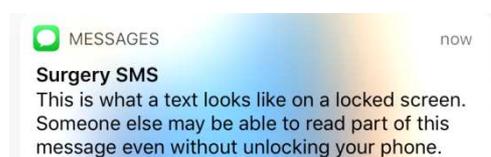
If you have any queries about your results, you should call the practice and ask to speak to the clinician who sent the message.

## **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



*N.B. Certain restrictions apply for patients aged between 12yrs and 16yrs – see overleaf for further information on this.*

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

## ONLINE SERVICES & TEXT MESSAGING

### **PATIENT INFORMATION LEAFLET FOR CHILDREN & YOUNG PEOPLE**

#### **AGE CATEGORIES FOR CONSENT**

**Children Under 12 years of age** – Until a child's 12<sup>th</sup> birthday the usual position would be for the parent's/legal guardian of the child to have access to a child's record, including online services and text messaging service.

Access will automatically be switched off when the child reaches the age of 12 years.

**Children Aged 12 years to 15 years** – Competent young people in this age group may have their own access as agreed with their GP. Access to these services will be assessed on a patient by patient basis.

**Young People (those aged 16 or 17 years)** – Once the child reaches the age of 16, it is reasonable to assume that most are competent to access their own online account or receive text messages to their own mobile. The patient can, if they wish, choose to share this information with a parent/guardian/other proxy adult.

#### **PARENTAL RESPONSIBILITY**

<b>Relation</b>	<b>Parental Responsibility</b>
Mother	The mother of a child automatically has parental responsibility unless removed by the Courts.
Father	The father of a child has parental responsibility if he is married to the mother at the time of birth or listed as the father on the birth certificate. Parental responsibility can also be granted at a later date if both the mother and father fill out the appropriate form and have it witnessed by a Court Officer
Social Services	Social Services (not the care provider) has parental responsibility for a child in a care home or in foster care.
Adoptive Parent	Adoptive parents have parental responsibility once adoption has been confirmed. If a child is living with a prospective adoptive parent prior to this, parental responsibility is shared between the prospective adoptive parent and social services.