

SMS TEXT APPOINTMENT REMINDERS

**Sign up now for FREE reminders of
forthcoming appointments direct to
your mobile phone.**

- **Complete a form in surgery and
drop it in the box at the
reception desk**

OR

- **Call 01869 249333 AFTER
2.00pm Mon-Fri and give us your
mobile phone number.**

**DR B A FLINTAN &
PARTNERS**

THE HEALTH CENTRE
COKER CLOSE
BICESTER
OX26 6AT

TELEPHONE: 01869 249333
APPOINTMENTS : 01869 01869 322942
FAX: 01869 320314

DR B A FLINTAN & PARTNERS

The Health Centre, Coker Close, Bicester, OX26 6AT

INTRODUCING OUR SMS TEXT SERVICE FOR PATIENTS



TEL : 01869 249333

Appointment Reminders sent direct to your mobile



The Health Centre can send you a reminder by text for an appointment with your doctor, practice nurse or for a blood test.

HOW DOES IT WORK?

Make your appointment at the surgery in the usual way, by phone or in person at the reception desk. About two working days before your appointment, our computer system will automatically create a message with the details of your forthcoming appointment. This message will be sent as a text to the mobile phone number you have given us .

WHAT DO I NEED TO DO?

All we need to start sending reminders to you is for you to tell us the mobile phone number you want us to use, and give us your consent to receive the text messages. You can do this by phone, or by completing a consent form available at the surgery.

Frequently Asked Questions

Q Can I receive text reminders about appointments for children in my family?

A *If you want to receive reminders for children under the age of 14, we can include them on your appointment reminder service. However, once a child reaches the age of 14, we would need to have the child's consent to continue sending information about their appointments to somebody else, even if it is a parent or guardian. Alternatively the child can request to have appointment reminders sent to their own mobile phone.*

Q We share a mobile phone—can I receive text reminders for my partner's appointments?

A *Only if both you and your partner have explicitly given us your consent to do so.*

Q Can you send reminders to more than one mobile phone?

A *We can send the same message to more than one phone, as long as you have given us your consent to do so. However, be careful if you are considering giving us a number for a mobile phone you do not own, e.g. a company mobile. Is the mobile always going to be in your possession? Would you be happy that somebody else, perhaps a co-worker or other family member, could see messages about your appointments?*

Q Which appointments will I be reminded about by text?

A *Text reminders will be sent for appointments with a GP, practice nurse or for a blood test. There are some services offered at the Health*

Centre by visiting clinicians, and these would usually be excluded from the text reminder service.

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

A *When you tell us, either in person at the surgery, on the telephone or by completing a new consent form, we will remove your number from the SMS text service.*

Q What if I change my mobile number?

A *Once we know the new number, we can continue the reminder service to your new mobile.*

Q Will you send other information to me by text?

A *We may send occasional messages about clinics you might wish to attend, e.g. Seasonal Flu immunisation. We will not send personal medical information, e.g. test results, by text.*

Q How secure is this service?

A *The information comes from our computer system at the surgery, which is highly secure. Mobile networks are secure and the mobile companies put very strict controls in place to prevent individuals from misusing network technology. It is extremely unlikely an individual text message would be read, and it would take high level system administrator access to do it. Once the message reaches the mobile phone, it is only as secure as you keep your phone.*

Q Who can I ask if I have another question?

A *The Practice Manager is happy to answer any questions you may have about the text service.*