

HOWDEN MEDICAL GROUP PRACTICE

CONSENT TO SMS TEXT MESSAGING – GENERAL



Text messages may be sent if you are aged 12 and over. It is your responsibility to advise the Practice if your mobile number changes or if you no longer wish to receive the text reminders

- We will use text messaging to remind you about your booked face to face, video and telephone consultations – by selecting the relevant option, you are able to cancel the consultation without the need to telephone the Practice
- Give you general information about the Practice for example:
 - Planned Practice closures
 - Unplanned Practice closures
 - Cancellation at short notice of face to face, video and telephone consultations due to circumstances outwith the control of the Practice
 - SMS texts will be sent within the hours of 8.30am to 6.00pm Monday to Thursday and Sunday

Service Update

We are changing how we communicate with you. We would like to use technology to improve the efficiency in the way that you receive your results. The current process requires telephone calls to and from the Practice which is time consuming for both the Patient and the Practice. Most Laboratory test results are back within 7 days from the test, if you have not been contacted, you may call the Practice, however, some specific tests do take a bit longer, you will be advised of this during your consultation. To sign up for results SMS text messaging please complete the attached form.

- Results which may be appropriate: the list below are examples of results that would often be suitable to be given by SMS text message:
 - Blood test results (Haematology and Biochemistry)
 - Urine culture test results
 - X-rays and scans

Format of SMS text message

The text message sent from the Practice will display the name of the Practice and relevant information.

Confidentiality

Text messages are sent using a secure facility, however, as they are transmitted over a public network onto a personal phone, this may not be secure. The Practice will not transmit any information which would enable an individual patient to be identified.

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CONSENT FOR RESULTS via TEXT MESSAGING

I consent to receiving my results by text message

I decline consent to receiving my results by text message

Full Name	
Date of Birth	
Mobile Telephone Number	
Signature	

You may also sign up for this by calling the Practice, informing the Clinician during consultation or completing the form.