

SMS Reminder Service – What you need to know

Directorate of the Chief Operating Officer

This leaflet has been designed to give you important information about our SMS Text Message Reminder Service, and to answer some common queries that you may have.



Information for patients and visitors

Introduction

Northern Lincolnshire & Goole NHS Foundation Trust will be implementing a new free text (SMS) reminder service to notify you in advance of your appointments.

Below is a list of frequently asked questions related to the service with answers to help you understand how the service works.

What do I need to do?

Give your permission

We will not send you text messages unless you have specifically given us consent to do so. In order to protect patient confidentiality it is important that the Trust has your consent to send messages to your mobile phone. We will assume that no consent has been given and therefore until you inform us otherwise, no messages will be sent to you.

You can consent to text messaging by informing the reception staff or health professional during your appointment.

Your consent will then be recorded in your electronic medical record. From that time, we will be able to send you text messages reminders.

Keep your contact details updated

It is your responsibility to ensure that you keep us updated if your mobile number changes.

Once you have given your consent, we will continue to send messages to the mobile number that you have provided until you inform us that it has changed.

If you change your mind

You can opt out of the text messaging service at any time. Just inform the receptionist or health professional that you wish to withdraw your consent and they will

update your electronic medical record immediately and you will no longer receive text messages.

How does it work?

If we hold a mobile number for you and you have given us your consent, we will send you a free text message approximately 5 days before your appointment and a final reminder, one day prior to your appointment.

How secure is the service?

The information comes from our computer system which is highly secure. Mobile networks are secure and the mobile phone companies put very strict controls in place to prevent individuals from misusing network technology. Once the message reaches the mobile phone, it is only as secure as your phone.

Will the text messages be private?

We will not send any sensitive information by text, and you can tell us if you don't want us to text you.

Will I have to pay for the messages?

No, unless you are outside the UK, in which case your mobile phone provider may charge you to receive the text.

Can I reply by text if I can't make my appointment?

No we do not offer this service. However the message will contain a number to call if you need to change or cancel your appointment.



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Information for patients and visitors

How will we use your information?

Your contact details are used to contact you regarding appointment bookings, cancellations and to remind you of forthcoming appointments.

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:

nlg-tr.PALS@nhs.net

**Northern Lincolnshire and Goole NHS
Foundation Trust**

**Diana Princess of Wales Hospital
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Grimsby
01472 874111**

**Scunthorpe General Hospital
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**Goole & District Hospital
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www.nlg.nhs.uk

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