

## SMS Messaging—Opt In Form

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

**Please read and complete the form below:**

I confirm that I have read and understood the information contained in this leaflet.

I wish to receive SMS messages from  
 Cheddar Medical Centre

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# Cheddar Medical Centre

Roynton Way  
Cheddar  
BS27 3NZ

Phone: 01934 742061  
E-mail: [cheddarmc.chedmed@nhs.net](mailto:cheddarmc.chedmed@nhs.net)  
[www.chedmed.co.uk](http://www.chedmed.co.uk)

CHEDDAR MEDICAL CENTRE

## SMS MESSAGING



**This leaflet contains information about our SMS messaging service and how to sign up.**

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## What is the SMS service?

It is a service which allows us to send you SMS messages to remind you about upcoming appointments, invite you to book annual reviews and ask for up to date health data such as your smoking status. We can also send messages to ask you to contact the surgery.

If realise that you cannot attend an appointment you can cancel it by sending an SMS message—it's that easy!

## What messages will I receive?

Some examples of message you might receive, if you choose to receive messages from us are:

- *Dear... You are now due for your annual asthma check. Please call 01934742061 to book an appointment.*
- *Dear... Please contact your GP Practice on 01934 742 061 as there is a message waiting for you. Thank you.*
- *Dear ... Did you know that we offer a "support to stop smoking" service? To find out more call us on: 01934742061. If you are not interested you can text back "DECLINE" or if you are not currently a smoker you can help us to update our records by replying with "EX SMOKER" or "NEVER SMOKED". Thank you.*

## Is it secure?

Yes. We use a company called iPlato to send our SMS messages. Our staff have individual passwords to access the iPlato service so it is only accessible to certain people. iPlato staff are not able to see any patient details.

## Who can sign up?

You can sign up to receive SMS messages if you are a patient here and have a mobile number. Unfortunately we aren't currently able to offer this service to patients under the age of 16 but we hope to be able to very soon.

## Can I use someone else's Mobile Number?

Due to the fact that SMS messages may contain references to your medical history we do not recommend having SMS messages sent to someone else's mobile number. If you choose to provide someone else's mobile number (such as a parent, carer or partner) you should be aware of the sort of messages that may be sent and be happy for them to receive them on your behalf.

## What if I Change my Mobile Number?

If you change your mobile number you must inform the practice immediately. This will give us an opportunity to update your records and ensure that any future messages are sent to the correct number. We have no way of checking whether your mobile number is still in use.

## Will this affect my Patient Access Account?

No, the SMS messaging service and Patient Access are completely separate.

## Can I send SMS messages to Cheddar Medical Centre?

While some messages will ask for a response from you (for example to cancel an appointment or check your current smoking status) any replies you send will be processed by the Messaging Service so will not be read by a member of staff. If you have a query or a message for us you should contact us by telephone (01934 742 061) or by email ([cheddarmc.chedmed@nhs.net](mailto:cheddarmc.chedmed@nhs.net)) or speak to a member of our reception team.

## What if I change my mind?

You can withdraw your consent and be removed from our messaging service at any time. Just inform a member of our reception team.

## How do I sign up?

You must complete a consent form which can find on our website ([chedmed.co.uk](http://chedmed.co.uk)) or you can obtain a form from a member of our reception team. Alternatively you can fill in the slip attached to this leaflet and return it to reception.