

APPOINTMENT REMINDER TEXT MESSAGES

Barony Medical Centre has signed up to a service which sends text messages to remind patients of their appointment. The reminder is sent out the day before the appointment - or at the weekend if the appointment is on a Monday.

Patients are asked to let us know if they wish to cancel the appointment and can do so by texting back to the number given. As with telephone calls to cancel an appointment, we ask that **sufficient notice** is given to allow us to give the appointment to another patient.

Please text to cancel before 8.30am or otherwise give at least two hours notice.

You don't have to wait till the practice is open and we hope that this service will be helpful to our patients in several ways.

- It acts as a reminder to attend
- It allows patients to cancel without having to phone in
- Patients can cancel outwith normal opening hours
- Cancelled appointments can be given out to other patients that day
- There will be fewer wasted appointments.

In order to benefit from this service we ask that you provide us with an **up-to-date mobile number** and **advise us if you change your number**. Please note that any change of detail – address, landline number etc. – should be advised as soon as possible. Please ask at reception for a form to fill in to provide any change of detail.

POINTS TO NOTE

If you are the carer or main contact for one of our patients, please note that you will receive a text if **THEY** have an appointment.

Unfortunately we cannot send reminders to a landline telephone.

If you wish to opt out of this service please let a member of reception staff know and we will be happy to arrange this for you.

Information about the practice and procedures can be found at our new website!

www.baronymedicalcentre.co.uk

Drs McGowan, Cron, Howat, McKinlay & Legge