

HEREFORD ROAD SURGERY

Patient consent for email and text message communication

The practice wishes to expand its method of communicating with patients to include the use of email and text messaging.

Patient privacy is important to us, and Hereford Road Surgery would like to communicate with you regarding any activities that may be of interest, which means that we need your consent.

This may include using emails to provide updates on new developments at the practice, and the use of text messaging to send patients reminders about the details of their next appointment.

The email service is available to patients to email the practice with NON URGENT routine contact and the practice will endeavour to reply within one working day. Please be advised that the email account is NOT to be used for URGENT queries as it is only monitored between the hours of 8.00am and 6.30pm. All email communication to the practice will be scanned onto the patient record.

Emails and text messages are generated using a secure facility, but because they are transmitted over a public network they may not be secure. Email and text communication will never be used for urgent communication. Your contact details will be used solely in relation to healthcare services offered by the practice, and you can choose to opt out of the services at any time by contacting the surgery.

Please complete this form and hand it in at reception if you consent to any, or all, of the above.

PATIENT NAME.....

Date of Birth.....

Mobile.....Consent to use? Y N

Email.....Consent to use? Y N

Signature.....Date.....

.....

THIS SECTION TO BE COMPLETED BY RECEPTION STAFF AT HEREFORD ROAD SURGERY

ONCE COMPLETED PLEASE PROVIDE PATIENT WITH EMAIL ADDRESS OF PRACTICE

ENTER PATIENT EMAIL ADDRESS AND MOBILE NUMBER ONTO PATIENT REGISTRATION RECORD AND VERIFY

SCAN ONTO PATIENT RECORD AND CODE –

9NDs Consent given for communication by email

9ndp Consent given to communicate by text