CARRYDUFF SURGERY

Optimising SMS

Dr P Stirling - January 2022



Plan

OVERVIEW OF KEY FUNCTIONS

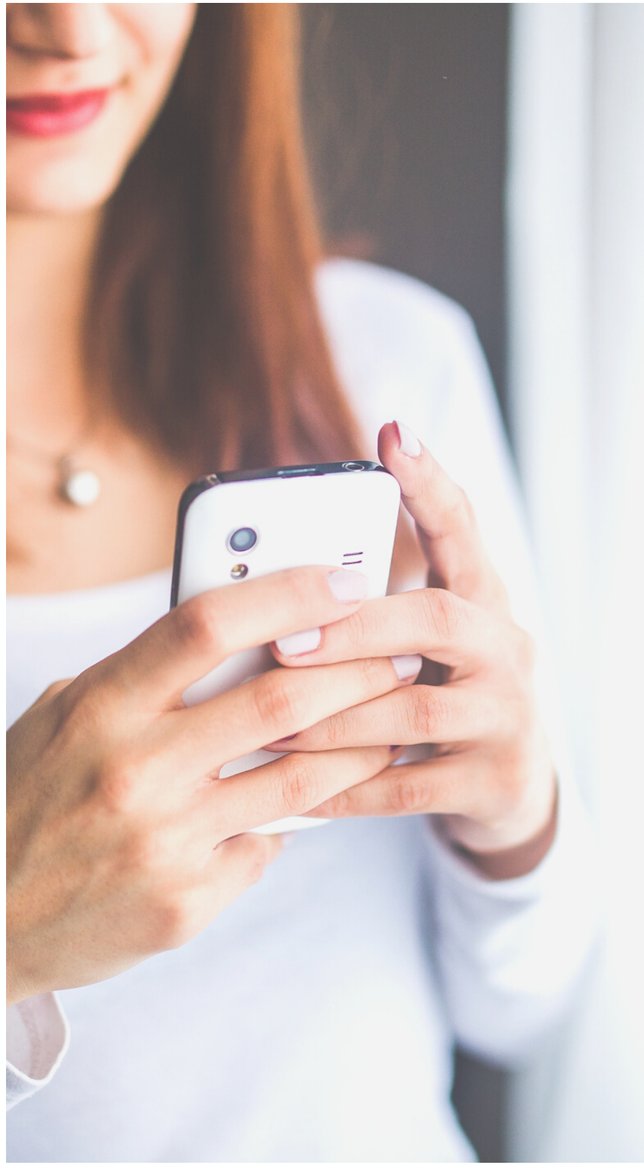
Important basic concepts

Attaching a Document

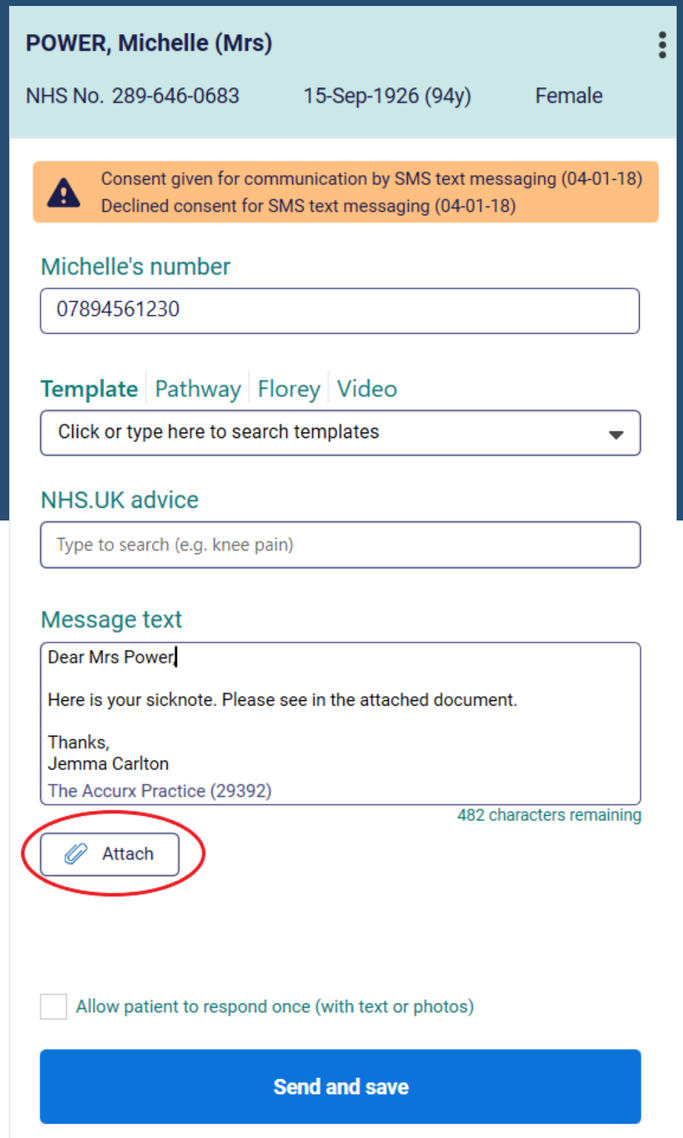
Patient Replies

Pre-written coded templates

Scheduled messages



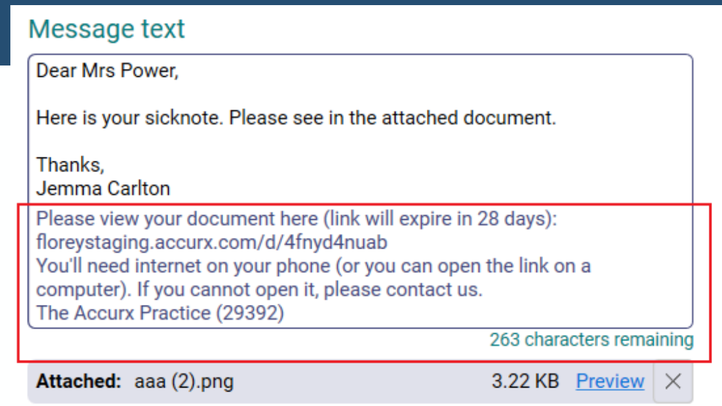
How to attach a document



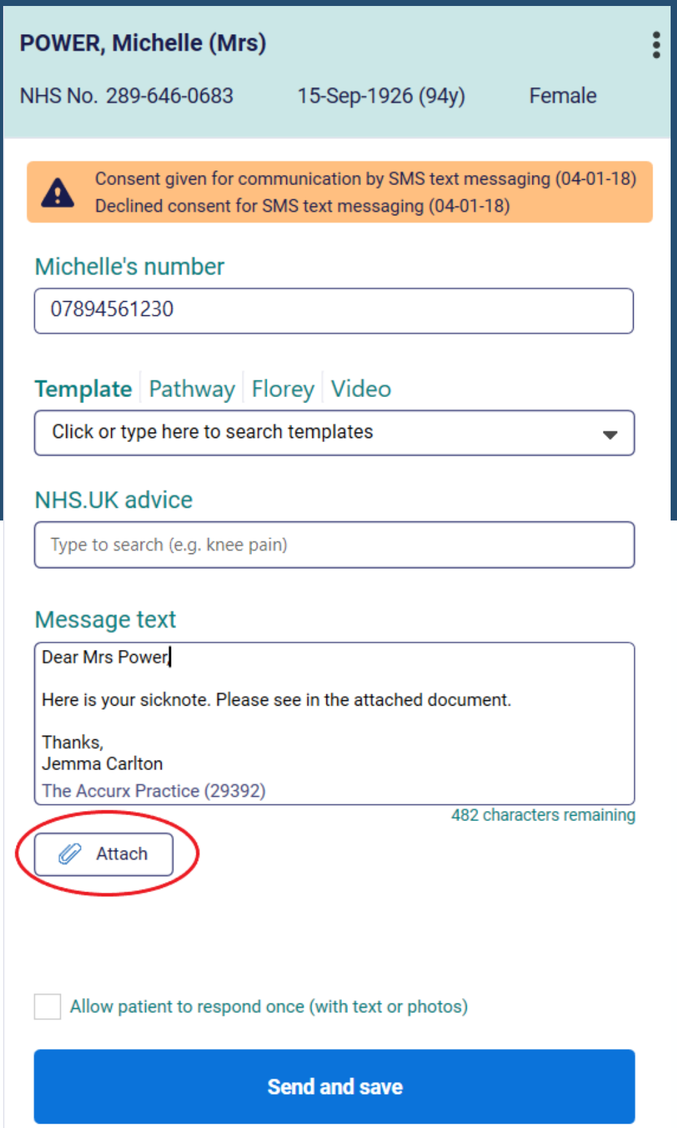
WHY ATTACH A DOCUMENT TO AN SMS

allows healthcare staff to send files or document (such as sick notes/Med3, referral letters, imaging request forms, blood forms, leaflets etc.) via SMS to patients using the accuRx toolbar.

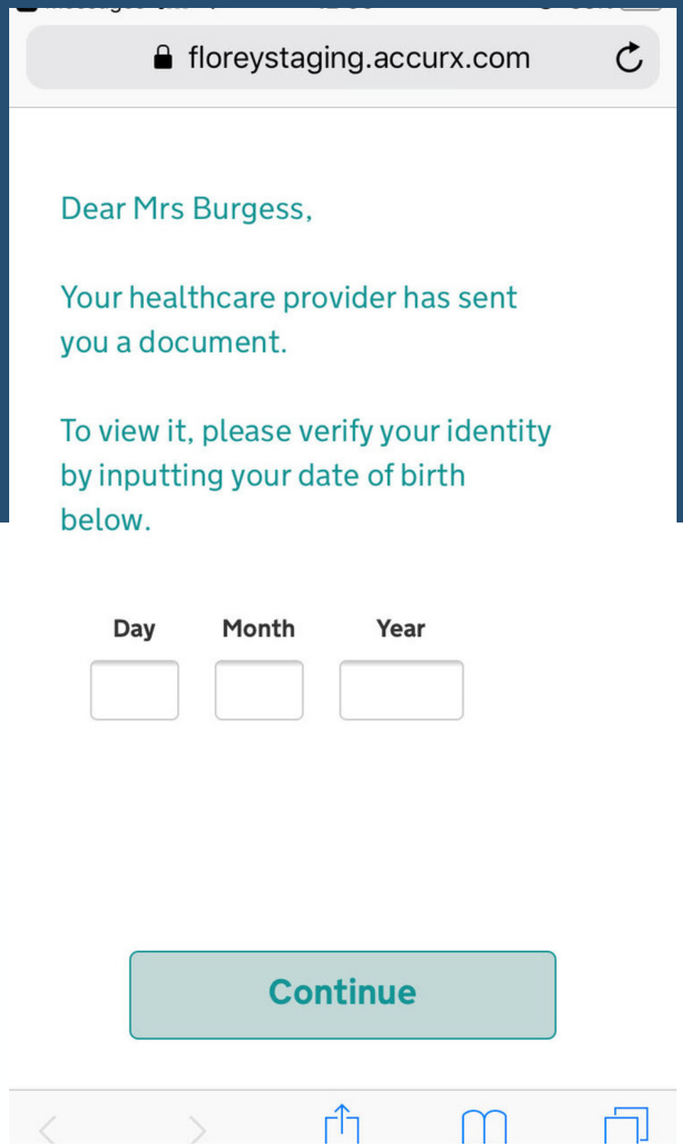
How to attach a document



Once clicked, it will launch the Windows file picker where you can select a file to attach (file formats supported: .pdf, .docx, .doc, .jpeg, .jpg, .png, .tiff, .tiff.xx2)



How to attach a document



WHAT THE PATIENT SEES

Once sent, what the patient receives is an SMS to their mobile phone with a link. When they click on the link, they will be asked to input their date of birth as identify verification, before being able to access the document.

The document is accessible for 28 days. The patient will need to save the document onto their phone/PC in order to keep a copy for their records.


accuRx Desktop - Attaching a Document
Copy link
Demo
accuRx.
Watch on YouTube

Patient Replies



Message text

Dear Mrs Mouse,

Thanks,

TO RESPOND, please follow this link: (link will autogenerate here)

Accurx Practice (29392)

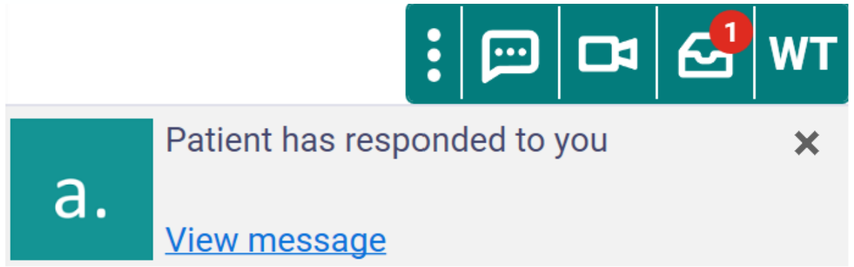
494 characters remaining

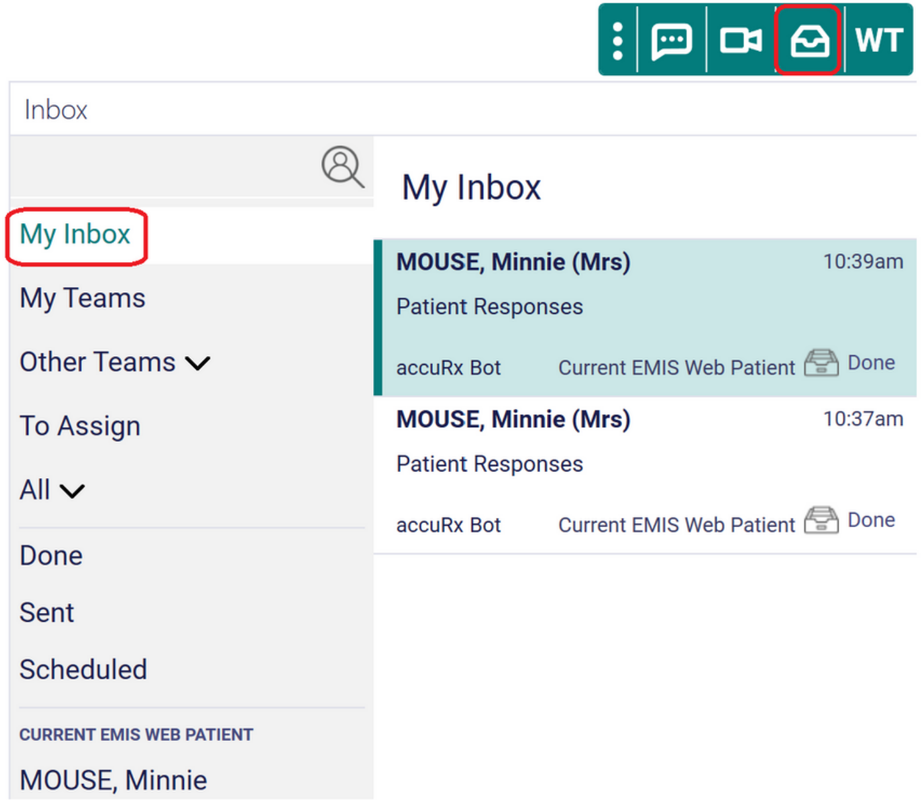
Attach

Allow patient to respond once (with text or photos)

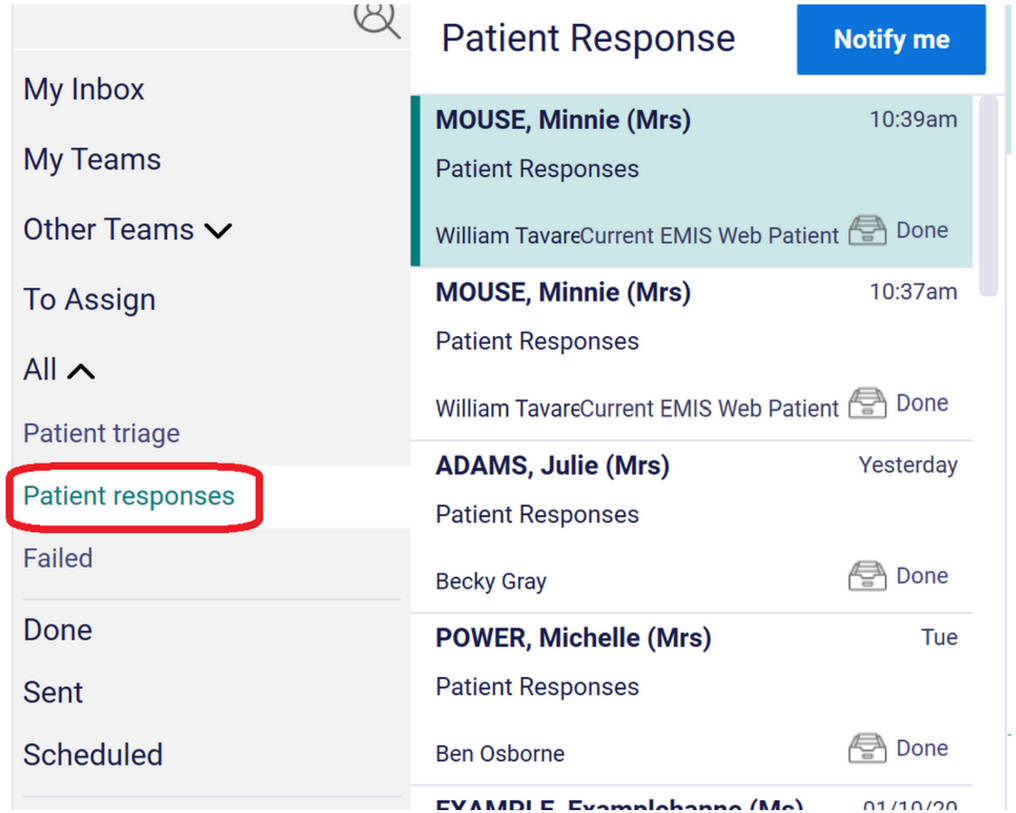
Send and save

Patient Replies

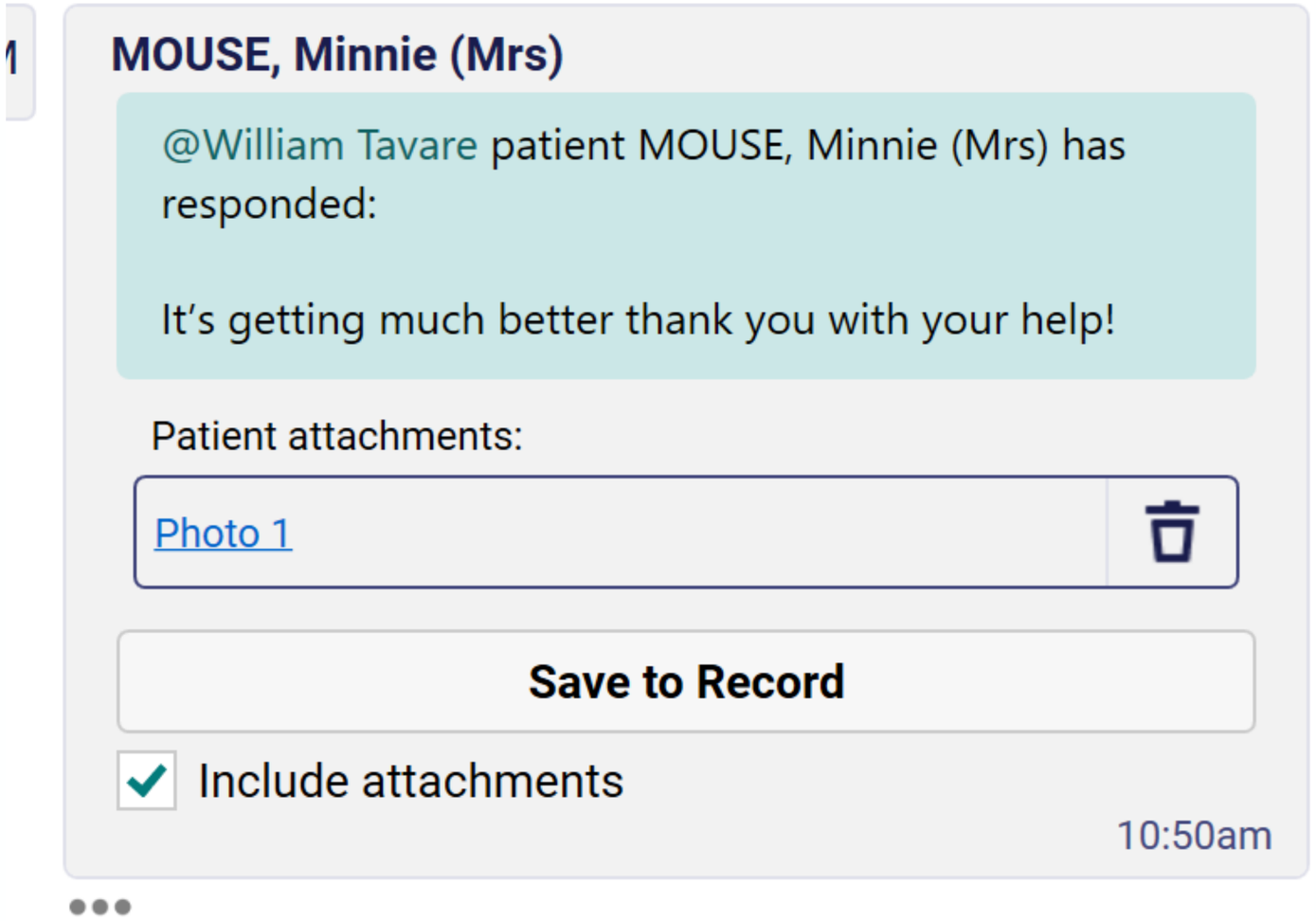




Patient Replies



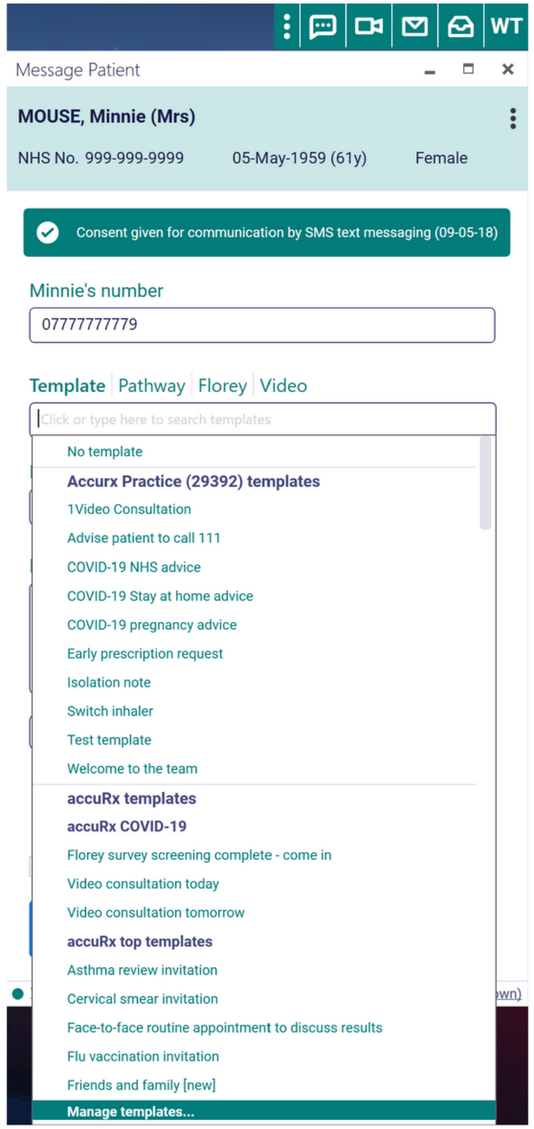
Patient Replies

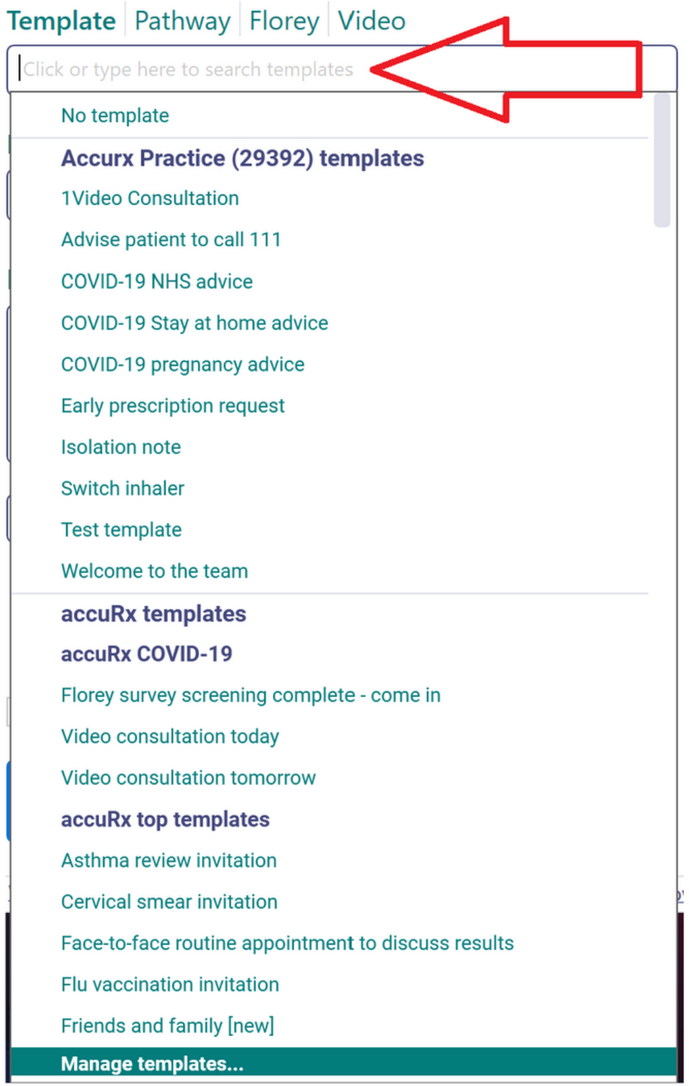


Patient Replies



Templates


WT
Message Patient
MOUSE, Minnie (Mrs)
NHS No. 999-999-9999
05-May-1959 (61y)
Female
Consent given for communication by SMS text messaging (09-05-18)
Minnie's number
07777777779
Template
Pathway
Florey
Video
Click or type here to search templates
No template
Accurx Practice (29392) templates
1Video Consultation
Advise patient to call 111
COVID-19 NHS advice
COVID-19 Stay at home advice
COVID-19 pregnancy advice
Early prescription request
Isolation note
Switch inhaler
Test template
Welcome to the team
accuRx templates
accuRx COVID-19
Florey survey screening complete - come in
Video consultation today
Video consultation tomorrow
accuRx top templates
Asthma review invitation
Cervical smear invitation
Face-to-face routine appointment to discuss results
Flu vaccination invitation
Friends and family [new]
Manage templates...

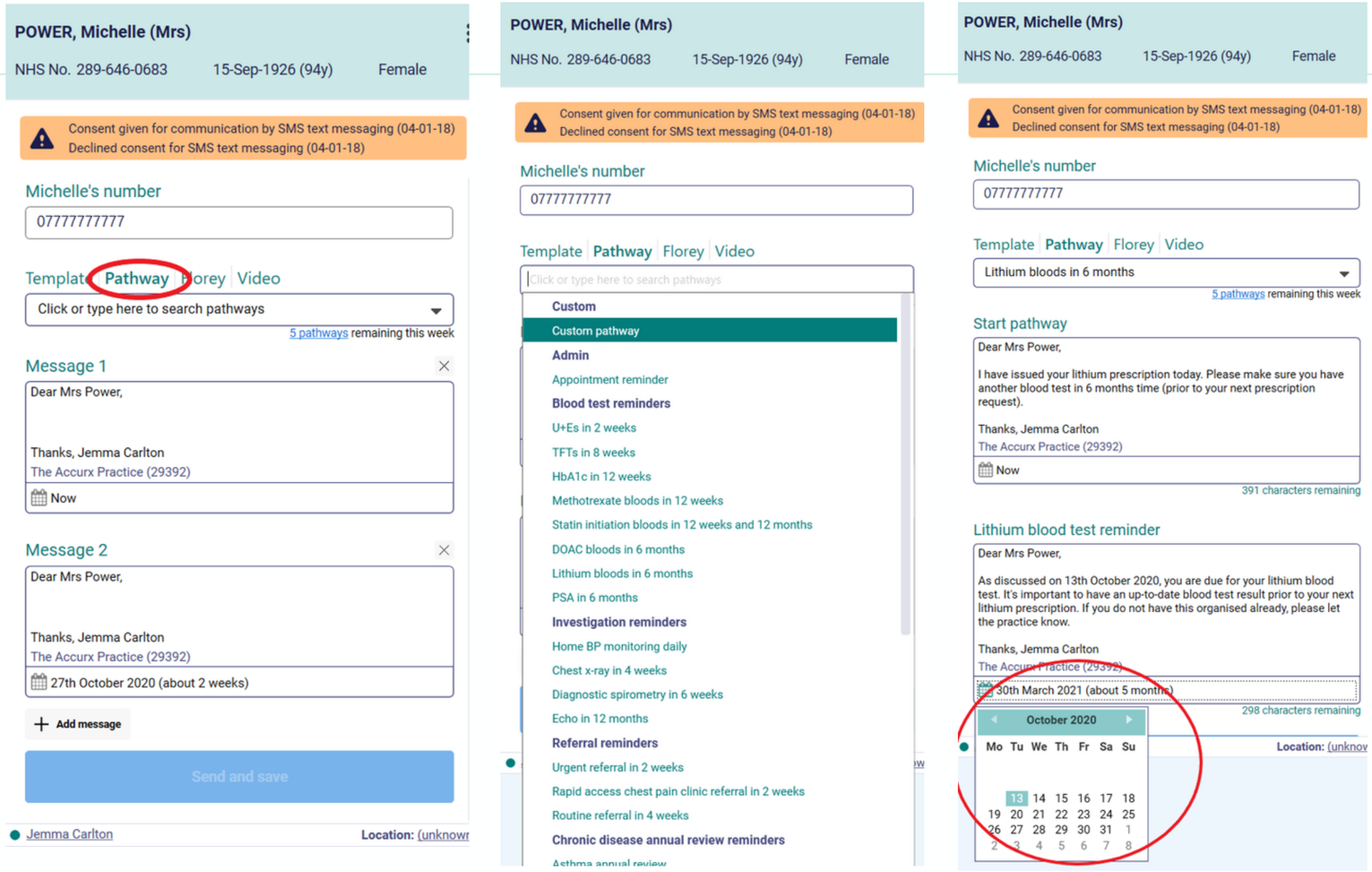

Template
Pathway
Florey
Video
Click or type here to search templates
No template
Accurx Practice (29392) templates
1Video Consultation
Advise patient to call 111
COVID-19 NHS advice
COVID-19 Stay at home advice
COVID-19 pregnancy advice
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Test template
Welcome to the team
accuRx templates
accuRx COVID-19
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Video consultation today
Video consultation tomorrow
accuRx top templates
Asthma review invitation
Cervical smear invitation
Face-to-face routine appointment to discuss results
Flu vaccination invitation
Friends and family [new]
Manage templates...

Templates


accuRx Desktop - Custom Templates
Share
Demo
accuRx.
Watch on YouTube

Scheduled Messages

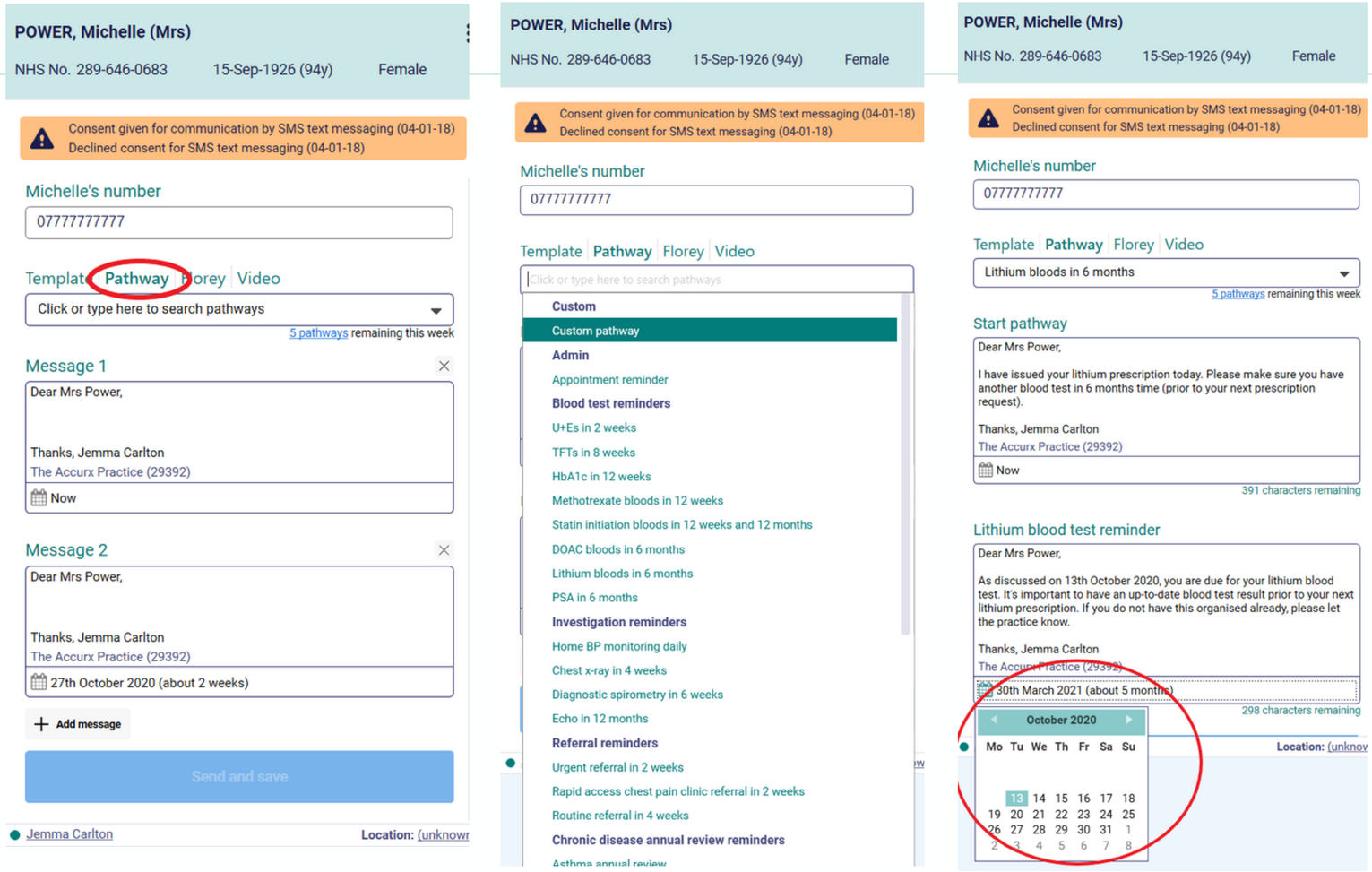
Pathways



For messages scheduled in the future - will always check the patient's details to make sure they are still registered at the practice and their details have not changed. If a patient has died or moved we will automatically cancel any future messages to that patient. If you wish to you can cancel scheduled messages by going to your toolbar menu, clicking 'Manage Practice' and then 'Delayed Messages'. Just click cancel next to the message you wish to cancel.

Scheduled Messages

Pathways



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Scheduled Messages

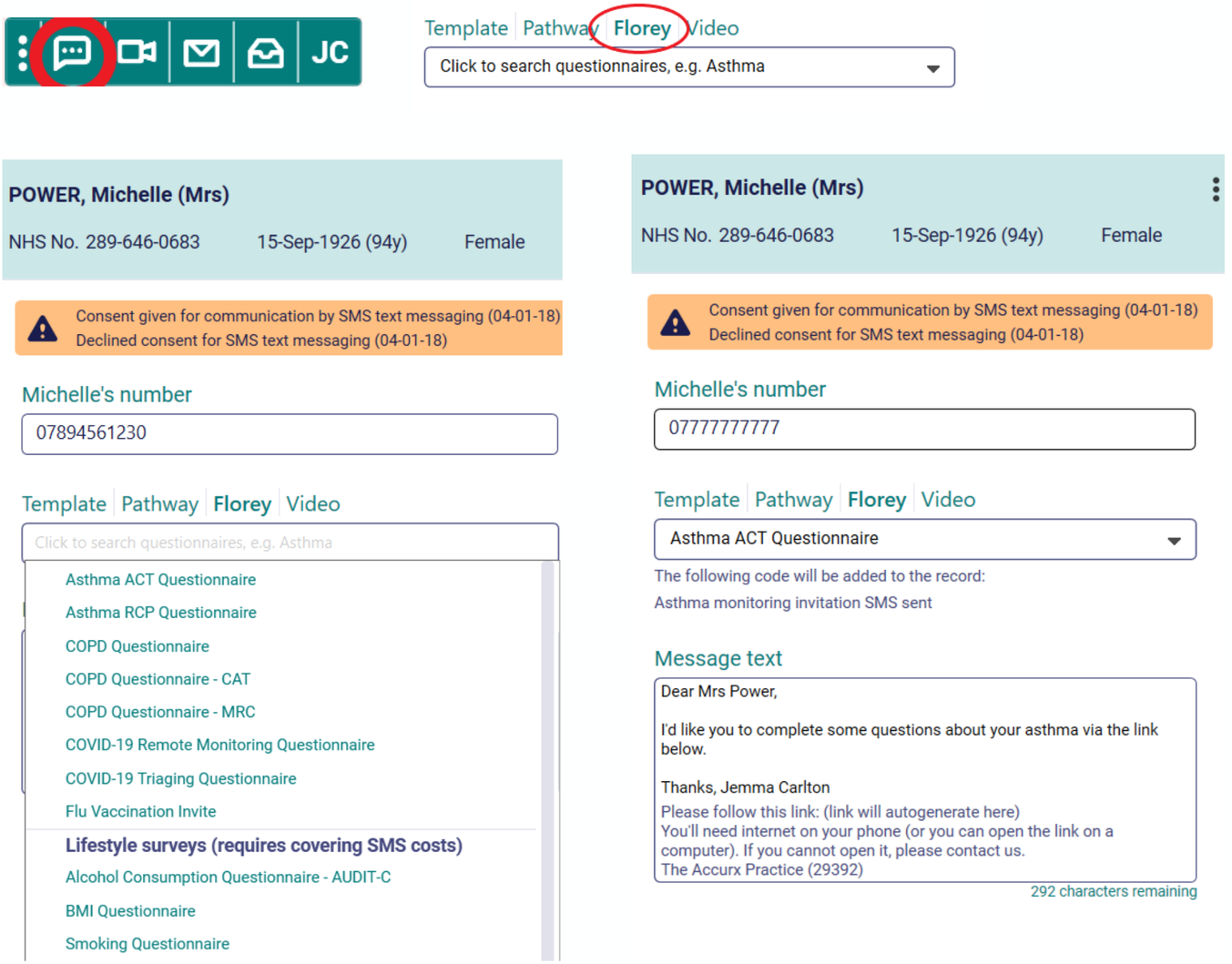
Pathways



Surveys

Floreys

Send a patient a text which contains a unique link to a pre-made questionnaire. The patient can then fill it out on their phone (or any device with internet) and the response comes back to you in the accuRx Desktop toolbar. You can then save the responses, including relevant SNOMED codes, straight to the record!



Surveys

Floreys

REMINDERS

Patients will receive a couple of extra texts if they have not completed the survey in the week following, before it times out at 7 days.

Reminder 1, sent on day 3:

"You still need to complete your health questionnaire. This allows your practice to manage your health effectively and helps the NHS. You need internet on your phone (otherwise use a computer or contact reception). Please follow this link: (link generated here)

Reminder 2, sent on day 6:

"This is the last day for you to complete your health questionnaire before the link expires. You need internet on your phone (otherwise use a computer or contact reception). Please follow this link: (link generated here)"speeches, reports, and more.

FREE FLOREYS

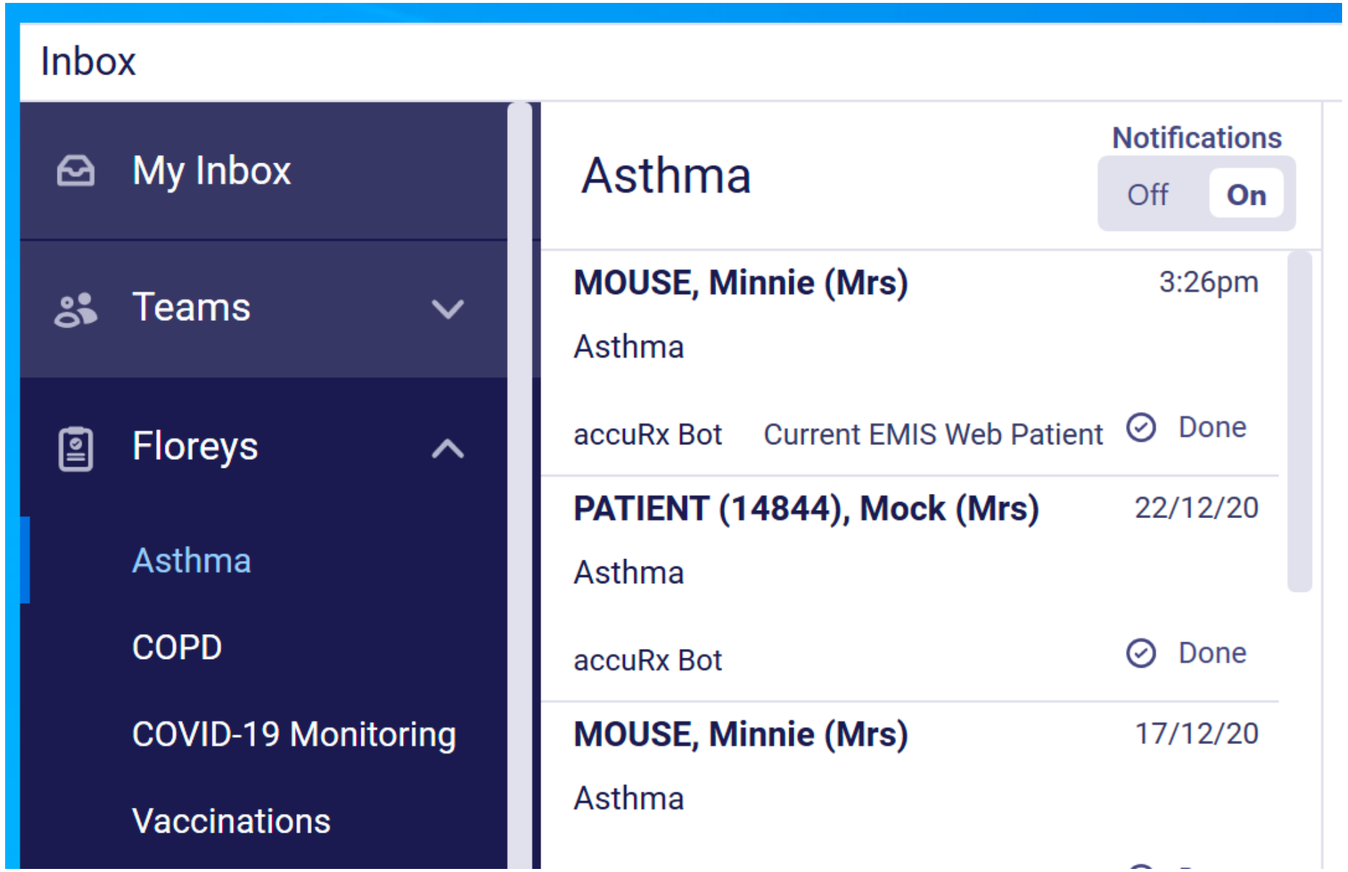
COVID Monitoring
COVID Triaging
Asthma ACT
Asthma RCP
COPD - CAT (with GSK), MRC
Flu Vaccination Invite
Urinary Tract Infection (with TARGET)

PREMIUM FLOREYS

Blood Pressure - one-off
Blood Pressure - home monitoring
Anxiety (GAD-7)
Combined Oral Contraceptive Pill (COCP)
Depression (PHQ-9)
Diabetes (pre appointment)
Health Check (BP, BMI, Alcohol, Smoking)
Progestogen-only Pill
FRAX

Surveys

Floreys



Remember to save to record!

Note: if you would like to add the free text comment that the patient wrote in the survey to the medical record, you will need to go back in and manually copy&paste this from the message.

Surveys

Floreys



Inbox

Some Concepts

3 DIFFERENT TYPES OF INFORMATION COME INTO THE INBOX

- Any patient responses (including photos) to specific text messages. These are replies to those text messages that you've ticked the "Allow patient to response once (with text or photo)" box on.
- Any Florey responses such as to the Asthma/COPD/COVID-19 questionnaires.
- Any failed delivery receipts for text messages that fail to deliver to the patient's phone..

LOCATING RESPONSES

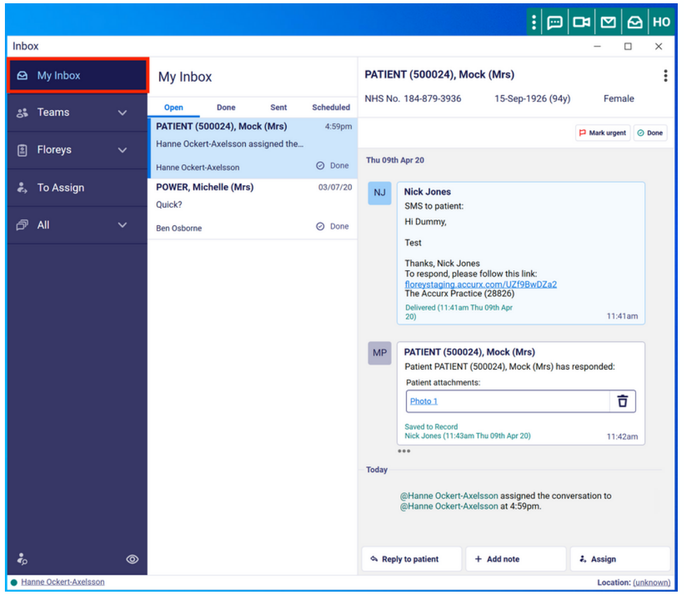
- View messages for your whole practice in the "All" folder
- Patient responses (with text or photo) come back to the person who sent them
- Florey questionnaire responses come back to the affiliated condition Team
- Failed delivery receipts come back to the "Failed" filter of the "All" folder
- Viewing all messages related to a patient

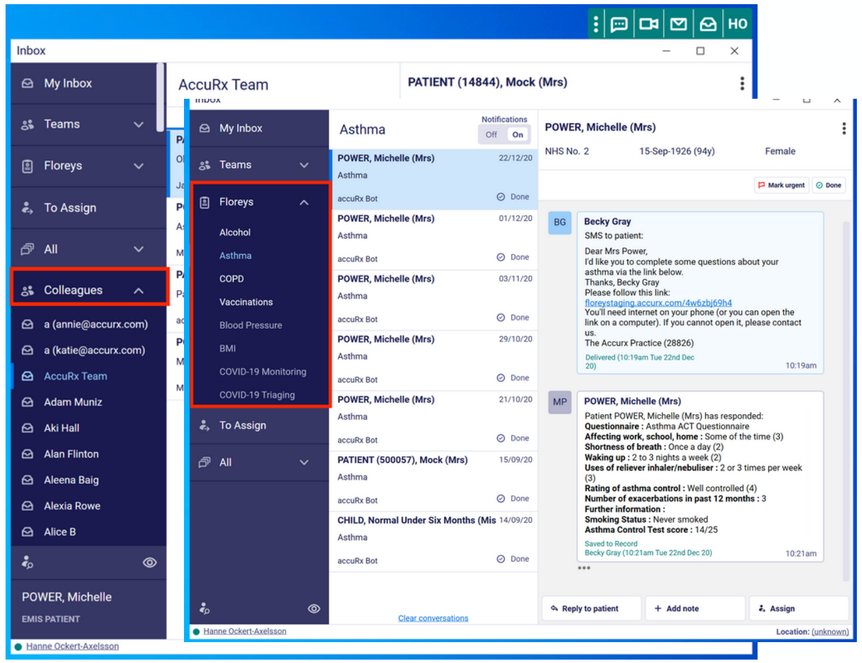
OTHER ACTIONS

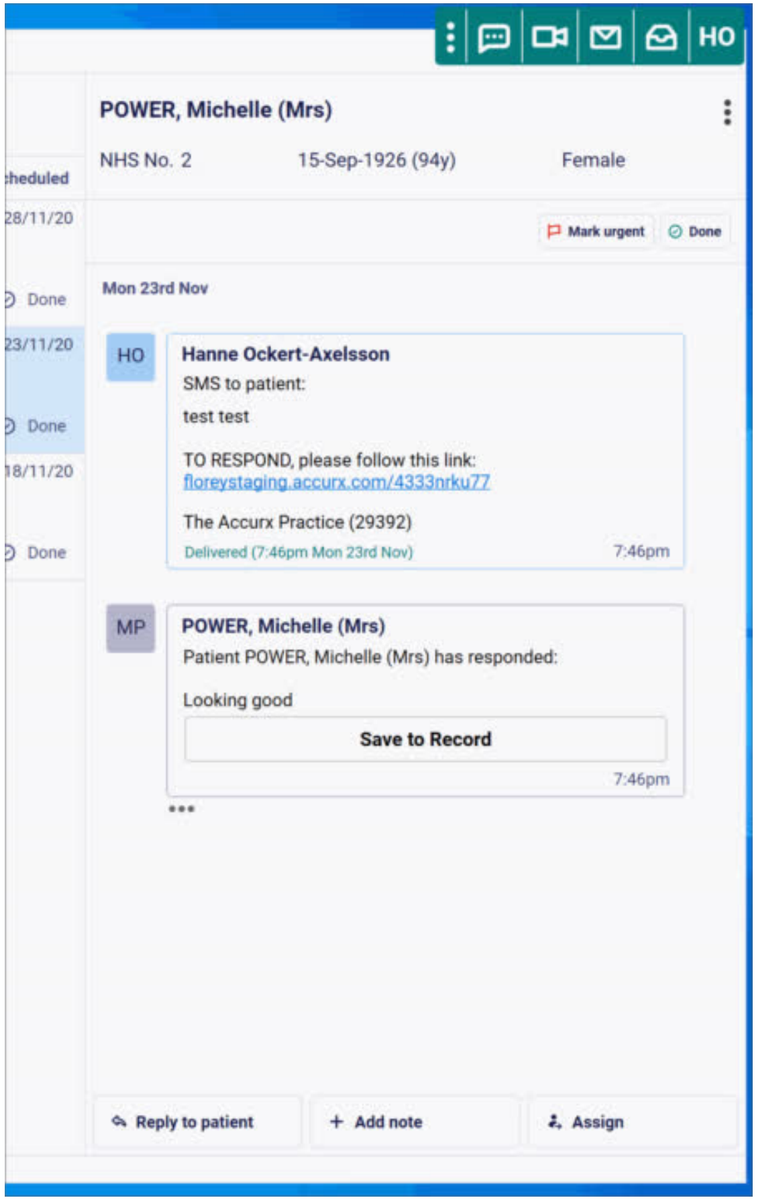
- Assigning a message to a colleague
- When you are done with a message, mark it as "Done" (you can still find this in the "Done" folder)

Inbox

Some Concepts







Patient Triage

Patient visits practice website - clicks on link to online consultation

→

Patient selects Medical or Admin request. *Self-help requests redirect to NHS website.*

→

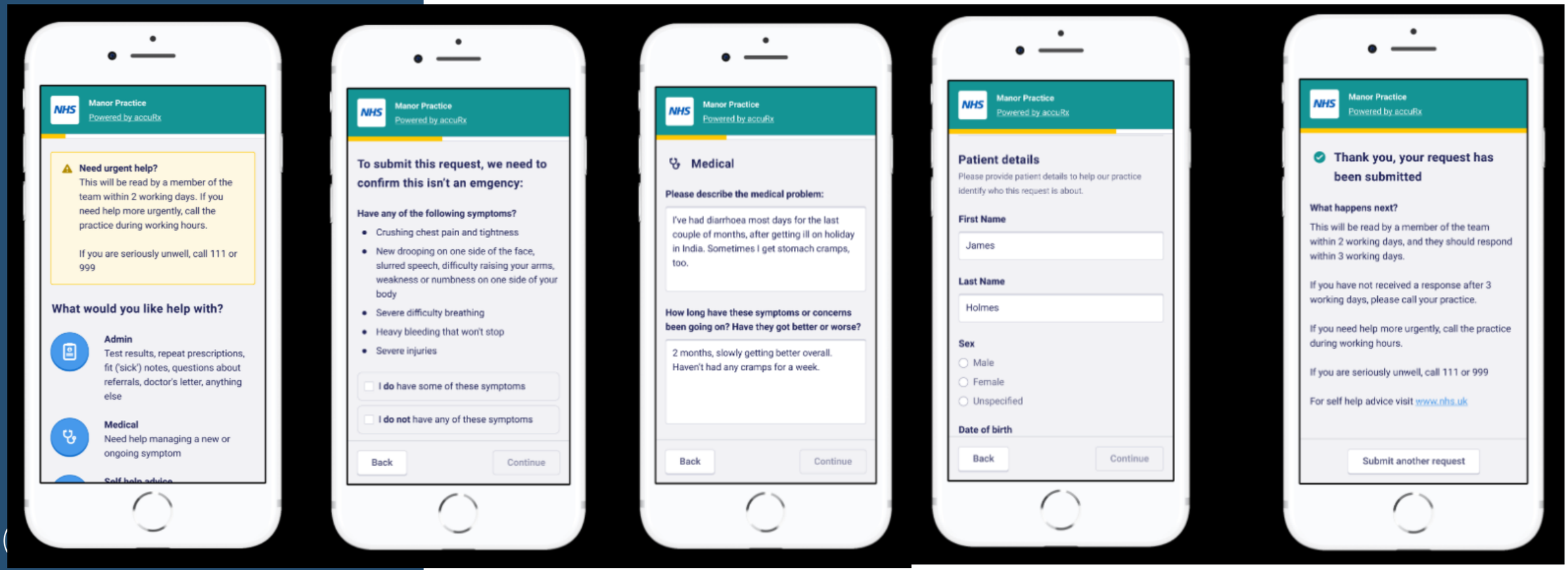
Patient fills in the request

→

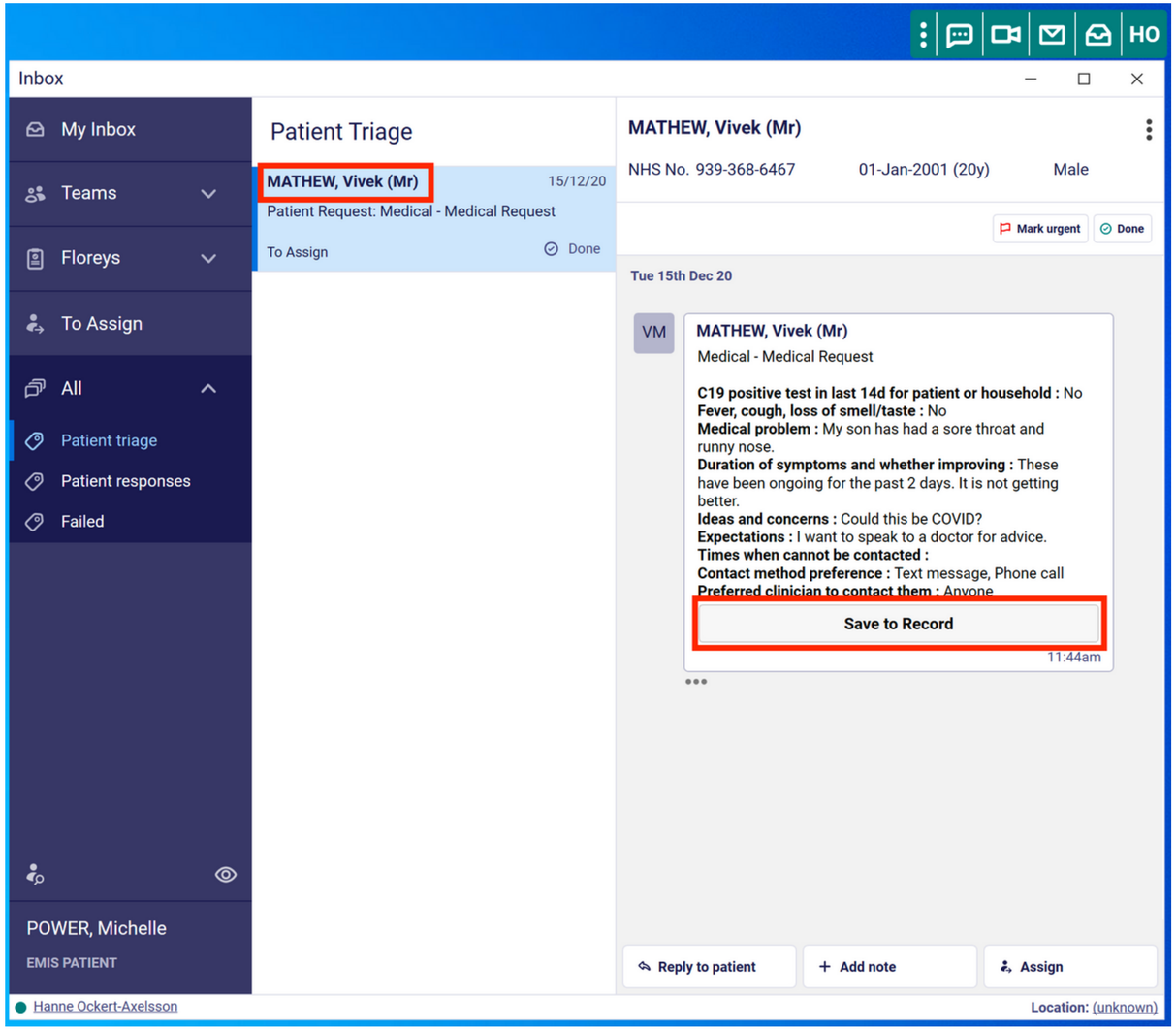
Patient provides contact information

→

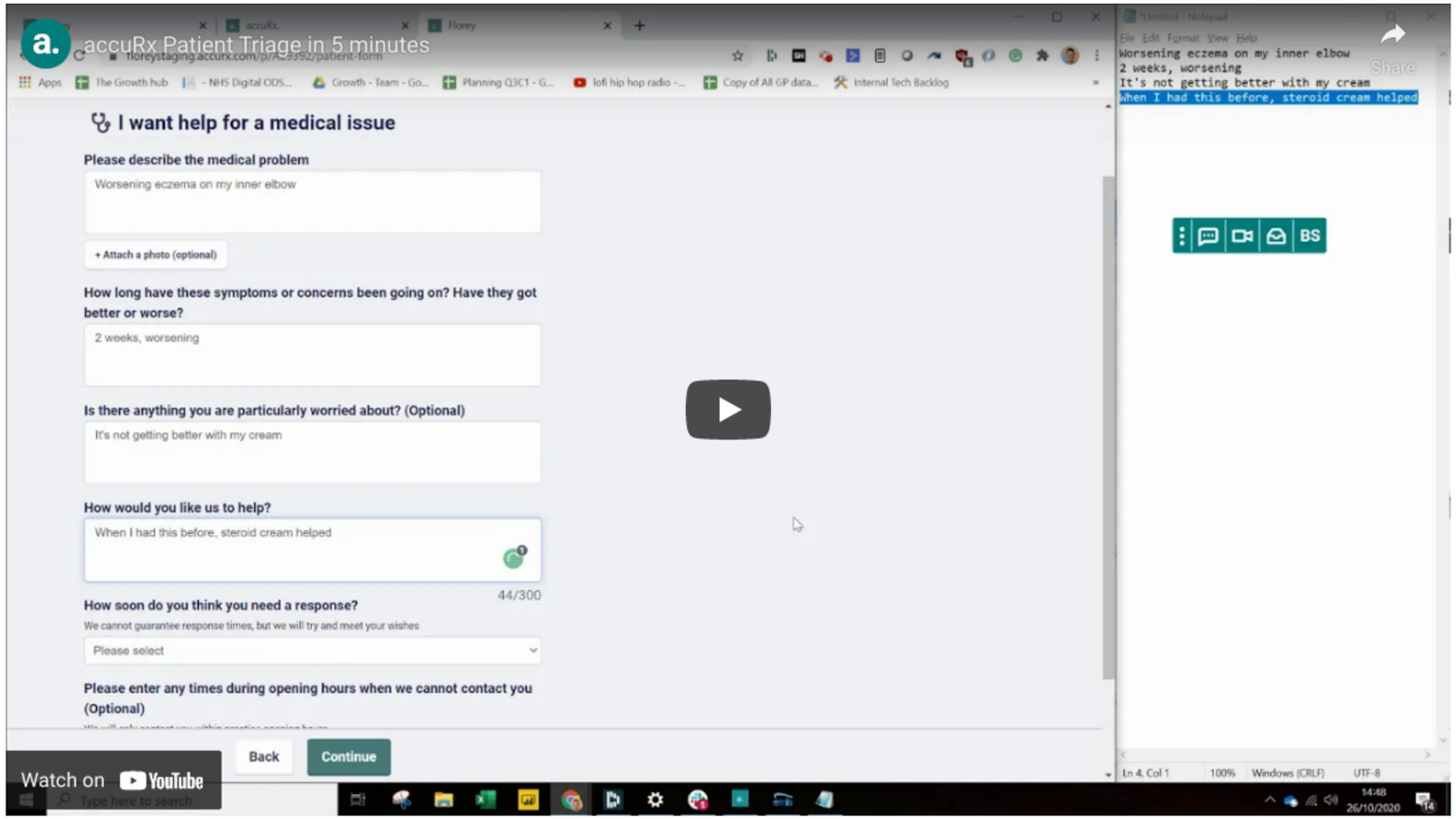
Requests come into the accuRx Chain toolbar where they can be saved to record



Patient Triage

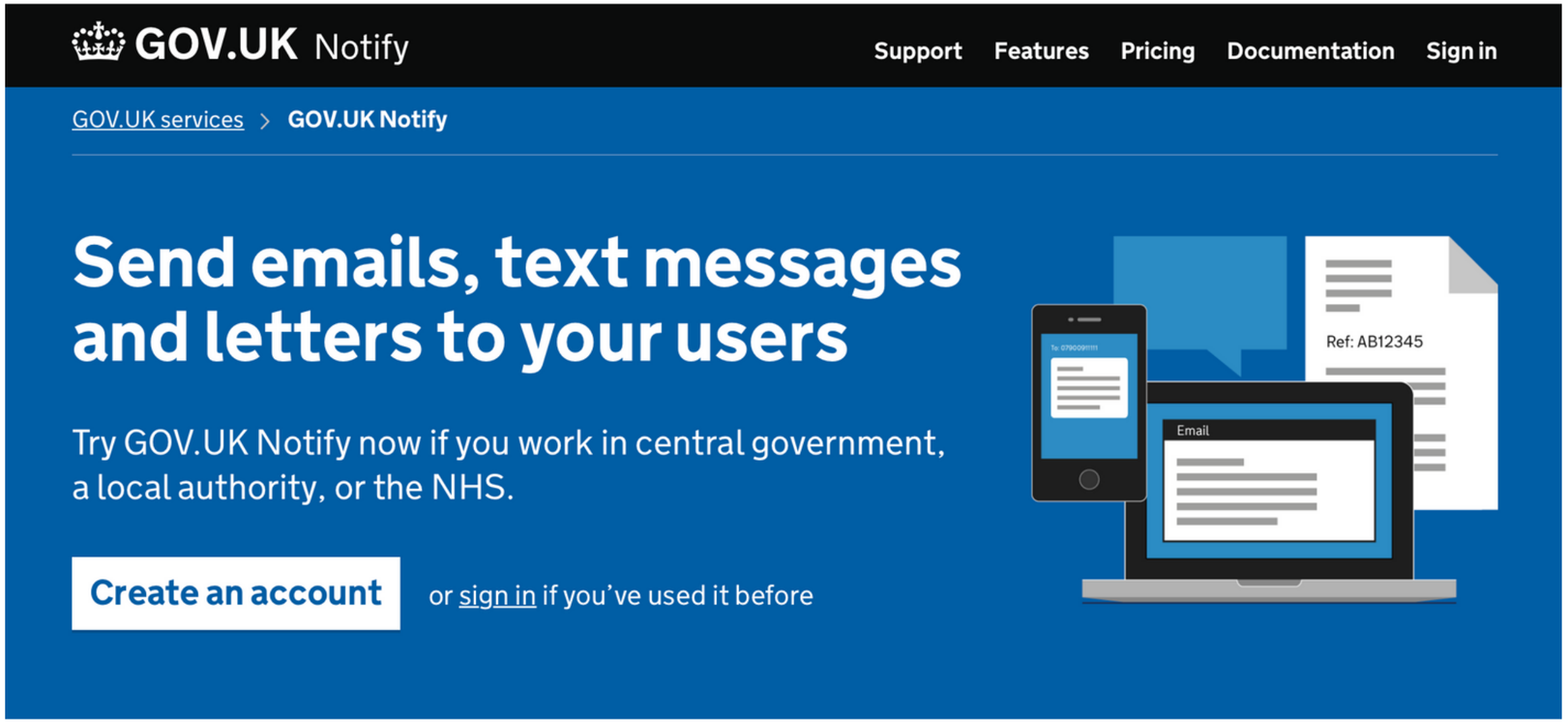


Patient Triage



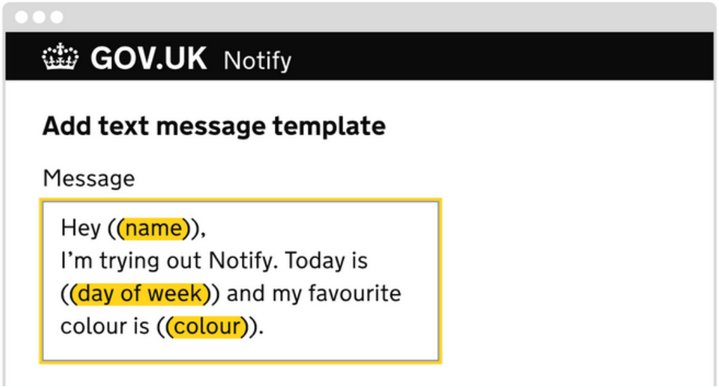
Notify

GOV.UK



Control your content

You do not need any technical knowledge to create email, text message or letter templates.



Notify
GOV.UK

Security

Built for Government so therefore robust data security & processes in place to
– Protect User Data
– Keep Systems Secure
– Manage data risks

Notify
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Data

- Data encrypted passing through and when stored on system.
- Data uploaded only held for 7 days (files via email will however be available for 18 months)
- Cabinet Office is the data processor (you are the DPO)
- Regular reviews of privacy policy etc

Notify
GOV.UK

Technical security

- compliance with National Cyber Security Centre (NCSC) Cloud Security Principles
- protective monitoring to record activity, and raise alerts about any suspicious activity

Notify

GOV.UK

You can use Notify to send messages classified as ‘OFFICIAL’ or ‘OFFICIAL–SENSITIVE’ under the Government Security Classifications policy.

Notify does not process data classified as ‘SECRET’ or ‘TOP SECRET’.

Notify
GOV.UK

Who can use Notify

GOV.UK Notify is available to:

- central government departments
- emergency services
- local authorities
- the armed forces
- the NHS and GP practices
- state-funded schools

Notify
GOV.UK

Pricing

GOV.UK Notify is free to use unless you:

- exceed your free text message allowance
- send letters

You'll only pay for the additional text messages or letters that you send. There's no monthly charge, no setup fee and no procurement cost.

Notify
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Text messages

Each unique service you add has an annual allowance of free text messages.

When a service has used its annual allowance, it costs 1.6 pence (plus VAT) for each text message you send.

Notify
GOV.UK

Long text messages

If a text message is longer than 160 characters (including spaces), it counts as more than one message.

Message length	Charge
Up to 160 characters	1 text message
Up to 306 characters	2 text messages
Up to 459 characters	3 text messages
Up to 612 characters	4 text messages
Up to 765 characters	5 text messages
Up to 918 characters	6 text messages

Notify
GOV.UK

Letters

The cost of sending a letter depends on the postage you choose and how many sheets of paper you need.

Prices include:

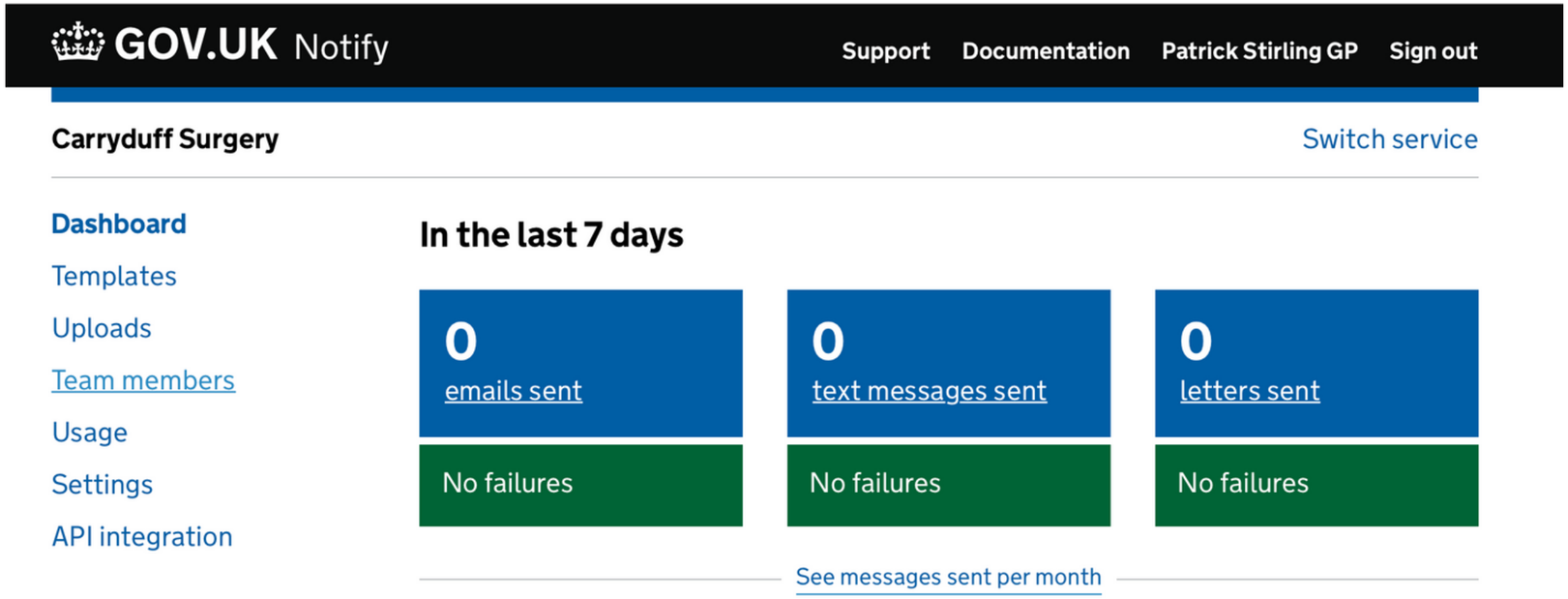
- paper
- postage
- double-sided colour printing
- C5 size envelopes with an address window

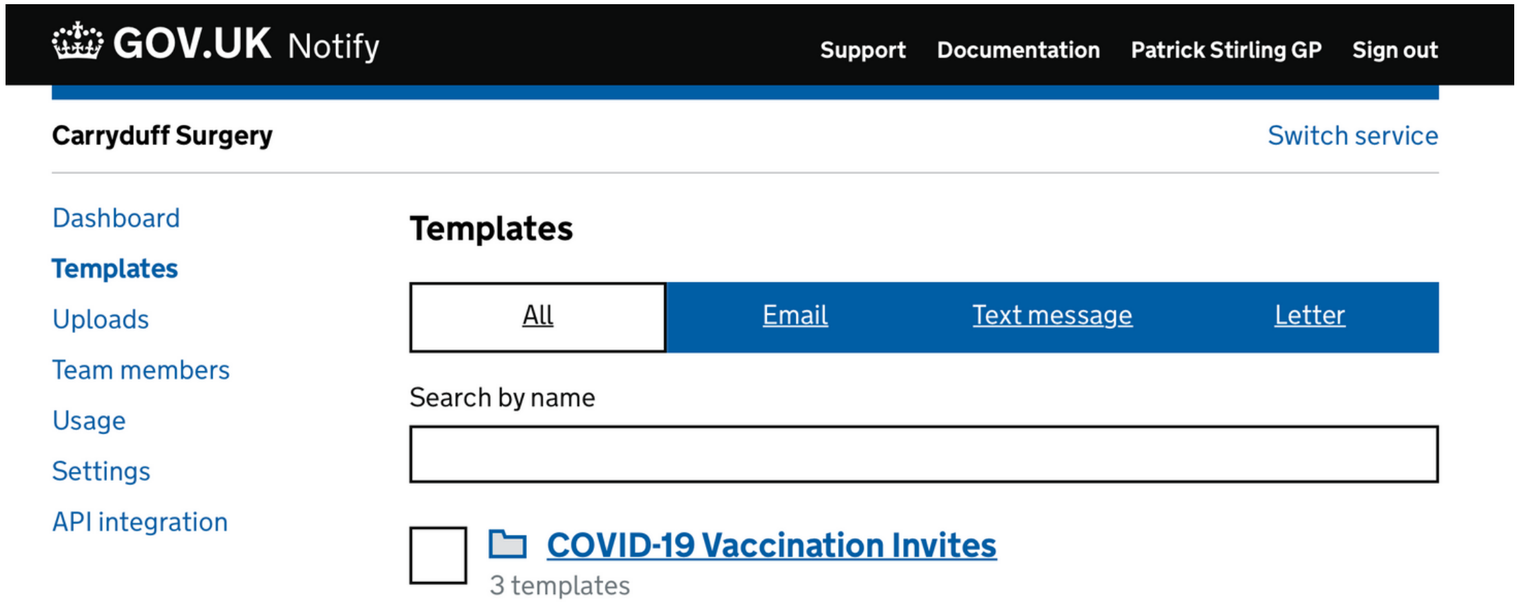
Paper	Second class	First class	International
1 sheet	39p + VAT	69p + VAT	89p + VAT
2 sheets	44p + VAT	74p + VAT	97p + VAT
3 sheets	49p + VAT	79p + VAT	£1.05 + VAT
4 sheets	54p + VAT	84p + VAT	£1.13 + VAT
5 sheets	59p + VAT	89p + VAT	£1.21 + VAT

> These prices were updated on 1 February 2021.

Notify

GOV.UK





Notify
GOV.UK

Back

New text message template

Template name

Your recipients will not see this

Test

Message

Your message will start with your service name

Will be charged as 1 text message

Save

Carryduff Surgery: If you are over 18 and yet to receive a first dose of COVID-19 Vaccine or due a second dose of the Moderna vaccine (due 8 weeks after your first Vaccination) you can book this now via [redacted]

If you have received both 1st & 2nd COVID-19 vaccinations 3 months or more ago you are now eligible to book a booster via https://[redacted]

Please book asap and check the location of your vaccination in your confirmation.

If you have already received your vaccinations or booked an appointment, please disregard this message.

Notify
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Personalisation

Use double brackets to personalise your message:

> Hello ((first name)), your reference is ((ref number))

Optional content

Use double brackets and ‘??’ to define optional content.

For example if you only want to show something to people who are under 18:

> ((under18??Please get your application signed by a parent or guardian.))

For each person you send this message to, specify ‘yes’ or ‘no’ to show or hide this content.

Links and URLs

Always use full URLs, starting with https://

> Apply now at https://www.gov.uk/example

Notify
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[Templates](#) > **Booster - all over 18's**

[Get ready to send](#) [Edit](#)

From	Carryduff Surgery
To	email address
Subject	COVID-19 Booster Vaccinations at Carryduff Surgery

All patients who are over 18 and received their second Covid-19 Vaccination three months or more ago are now advised to receive a booster jab.

It is important to get your booster vaccination as soon as possible once eligible.

We are offering booked appointment times – no long queuing and no 15 minute wait. Capacity is limited please book asap.

Use the link below to book your appointment:

[redacted]

Please check the location of your vaccination in your confirmation.

> If you have already received your booster or booked an appointment, please disregard this message.

Notify

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GOV.UK Notify

Support Documentation Patrick Stirling GP Sign out

Carryduff Surgery

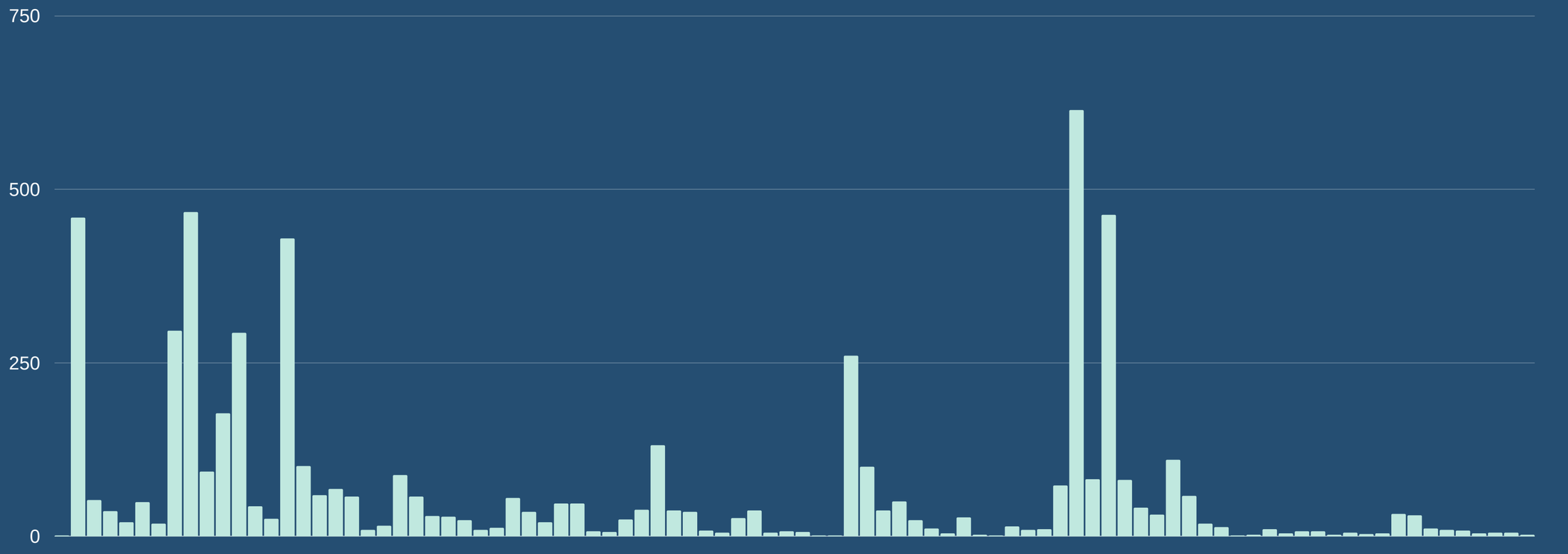
Switch service

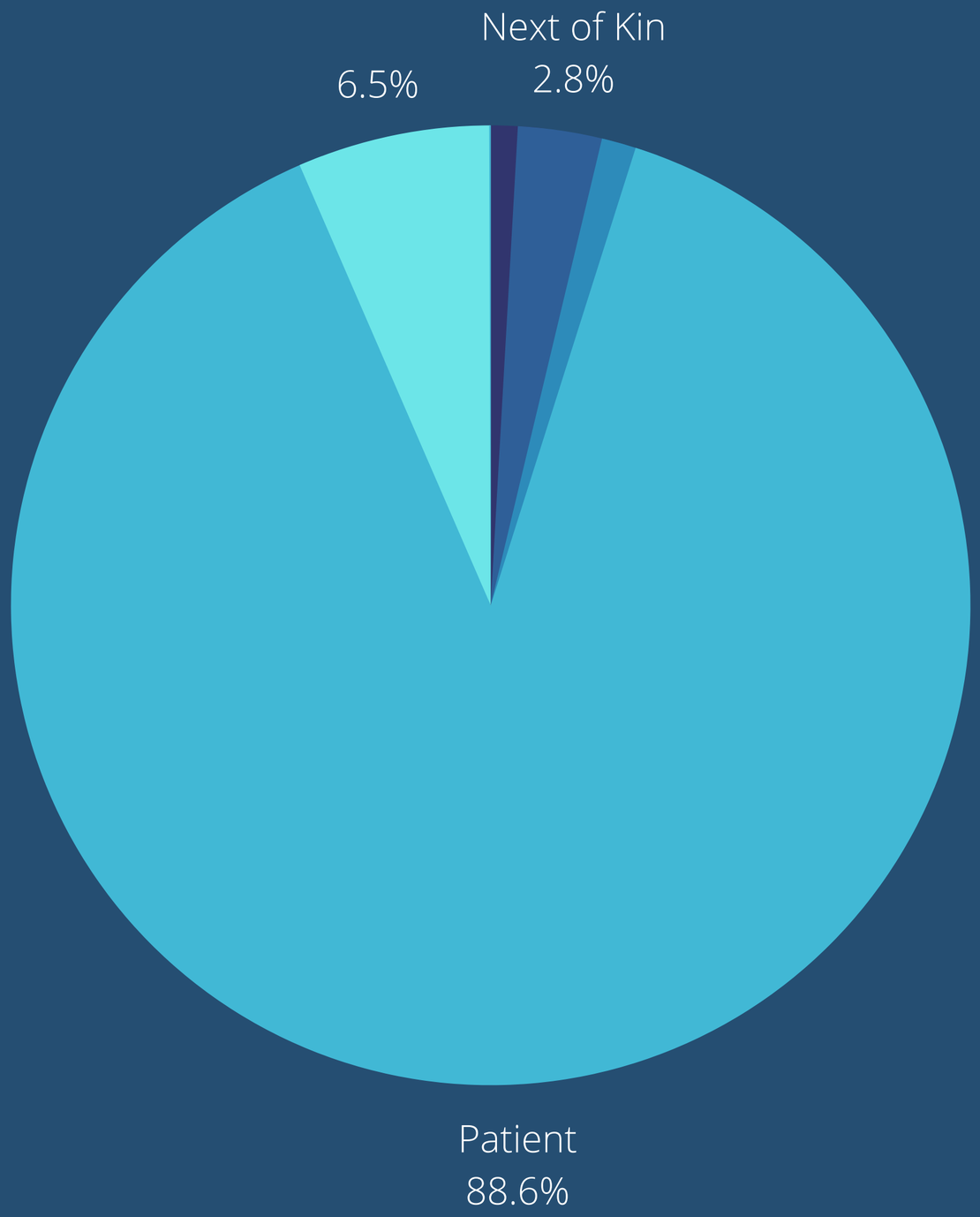
- **Dashboard**
- Templates
- Uploads
- Team members
- Usage
- Settings
- API integration

Messages sent

2021 to 2022 financial year	**2020 to 2021** financial year	**2019 to 2020** financial year

April	**0** emails –	**754** text messages **49 failed**	**0** letters –
May	**0** emails –	**280** text messages **19 failed**	**0** letters –
June	**0** emails –	**277** text messages **52 failed**	**0** letters –
July	**0**	**0**	**0**


750
500
250
0


Next of Kin
2.8%
6.5%
Patient
88.6%

Blue Sky

