

Woodgrange Medical Practice

Dear patient,

The Patient Participation Group (PPG) is seeking your opinion about whether the practice should continue to provide text message appointment reminders and offer a text message cancellation service. Patients are currently sent text message reminders for their appointments at the practice and are then able to cancel their appointment via text message if necessary.

Why are we asking?

This text message service is currently being used within the practice to provide appointment reminders and a cancellation service to patients. We hope that by providing this service we will reduce the number of missed appointments, as well as providing you with a helpful reminder. Our contract with iPLATO, the company who run the service, is due for renewal. We would like to know if you find the service beneficial and would like it to continue.

Please answer the following questions.

Please tick as appropriate:

QUESTION	YES	NO	N/A
1. Do you have a mobile phone?			
2. Does the Practice have your current mobile number?			
3. Have you ever received a text message from us?			
4. Was the text message reminder useful?			
5. Have you ever used the text message cancellation service?			
6. Was the text cancellation service useful?			
7. Would you miss the text message service if it were no longer available?			
8. Any further comments?			

Many thanks for taking the time to answer the questions. Please post your completed questionnaire in the box in reception before you leave.

The consultation period will close on 31st January 2014. We will publish the combined results on the Patient Participation Group notice board in reception and on the WMP website by 31st March.
