

Terms and Conditions

- **Mjog will send you a text reminder 2 working days ahead of your booked appointment.**
 - Please note that if you book within 2 working days of your appointment, you will not receive a reminder.
 - If your appointment is on a Monday or Tuesday, you should receive your reminder on the Friday the week before.
- **For confidentiality purposes, this service is only available to patients over the age of 16 only**
- **For confidentiality purposes - this will only be available via your mobile at present (As other household members may pick up a message intended for you via your landline phone)**
- **We may use this service for a number of clinical reasons such as invitations to chronic disease reviews, flu clinics, health promotions, patient information, test results or to help keep your records up to date.**
- **Don't forget to let us know if you change your telephone number(s).**

Wetmore Road Surgery



accuRx.
Powering Primary Care

This leaflet explains about the Mjog / AccuRx reminder and text messaging services

Version 2 (August 2019)

Wetmore Road Surgery
12 Wetmore Road
Burton on Trent
Staffordshire
DE14 1SL

Tel: 01283 564848
Email: wetmore@nhs.net
www.wetmoreroadsurgery.co.uk

Dr S. Law, Dr S. Baldock-Grimes
Dr D. Hallam, Dr M. Kaye
Dr A. Prasad, Dr S. Slack
Dr C. Mckinlay, Dr L. Rhodes,
Dr N. Desai, Dr T. Ajmal

About Mjog

Mjog is a fully automated text and voice messaging service, which reduces missed appointments and assists with health or promotional campaigns.

Approximately 1 in 10 people miss their appointments and have to wait for another

Missed appointments cost the NHS £millions.

Missed appointments delay your treatment and increase waiting times for all patients.

Mjog Features:

- Free automated appointment reminders (sent by text to your mobile phone)
- 2 Way messaging (you pay the cost of a normal text message)
- Appointment cancellation function if you no longer need your appointment
- Health campaign invitations/automated patient recalls

About AccuRx

Accurx Chain SMS is a free, easy-to-use messaging service that allows practice staff to instantly send text messages to patients. It can be used to send advice, notify a patient of results, remind them to book appointments, follow up after a consultation, and more.

Simplify patient communication

Chain provides a quick, direct line of contact between staff and patients. Staff don't have to keep calling a patient who doesn't pick up, or processing letters that may not reach a patient for weeks. Patients no longer have to chase their practice or healthcare professional, sit in the phone queue to get through or wait for a letter to arrive.

Reduce phone calls

Patients get the information they need proactively, meaning they don't have to repeatedly call their practice or healthcare professional. As clinicians can contact patients directly, fewer communication tasks are sent through to reception and admin. Using Chain also means clinicians can reduce the calls they make to patients, many of which often go unanswered as patients are unable to pick up.

Provide patients with advice easily

Chain provides clinicians with the ability to send advice leaflets and other resources direct to their patients. Receiving in digital form over paper means the patient is less likely to lose the advice they were given and can access it easily again in future.

Important Notes

For confidentiality purposes, this service is available to patients over the age of 16 only

Please note that if you book within 2 working days of your appointment, you will not receive a reminder.

If your appointment is on a Monday or Tuesday, you should receive your reminder on the Friday the week before.

Don't forget to let us know if you change your telephone number.

We may use this service for a number of clinical reasons, such as invitations to chronic disease clinics, health promotions, patient information, delivering test results or to help us keep your records up to date.

IF YOU DO NOT WANT THIS SERVICE

PLEASE TICK HERE

Name: _____

DOB: _____

RETURN TO RECEPTION
(Admin Code: 9NdQ)