

Text appointment reminder service and my GP app (Provided by iPlato)

The text appointment reminder service and app launched on 20/12/16 and a welcome message was sent to all patients with a mobile phone number in our computer system (unless they had previously opted out of SMS messaging). This also invited them to download the new app.

The app will work on phones running Android 5 or iPhone running iOS9 or above

Patients wishing to access this should download it and follow the instructions on the app to set up their access. Patients will be asked to confirm their details which will be electronically cross-checked against the information held on the surgery records to verify patient identity.

The app will allow patients to order repeat medication and there will be an appointment booking facility (we are not making many appointments available by this route initially but will monitor uptake of the app and adjust as necessary)

People whose mobile phones cannot use the app will still get appointment text reminders

Frequently Asked Questions

When will I get my reminders?

At present the reminders are set to occur at 3 days and again at one day before the appointment. We have asked the service provider not to text on Christmas Day or Boxing Day and we trust they have set the system appropriately.

Why didn't I get a text or an invitation?

Perhaps the surgery does not have your current mobile number or it may be in the record but not in the correct field for the iPlato system to identify it as a mobile number. Please ensure reception have your correct number.

If you have previously opted out of receiving text messages, then you have been removed from the iPlato phonebook and no message would be sent.

If you wish to opt in – please inform a receptionist.

Why did I get a text – I am sure I opted out?

It is possible that the code for opt out has not been put on your records. Please accept our apologies. Please inform a receptionist and we will ensure you are opted out in future.