

## PLEASE NOTE!

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This is a one-way system for now, please **DO NOT** reply to any text messages you receive from the Practice. If you wish to discuss any text received further, please contact us on 0191 4542211 to speak to a Receptionist directly.

It may be in the future we take on a two-way system to communicate with Patients in which you'd be able to text us back for example to cancel an appointment, but for now this is just a work-in-progress.

### Patient Responsibilities

Can we please ask our Patients to keep us up to date with the correct telephone number you wish us to contact you on via text and by call also.

WAWN STREET SURGERY  
WAWN STREET  
SOUTH SHIELDS  
TYNE AND WEAR  
NE33 4DX

Tel: 0191 4542211

Fax: 0191 4540942

Opening Times:  
08:30am—6:00pm  
(7:30pm Tues and Thurs)

Prescription Email:  
[stynccg.wawnstreetprescriptions@nhs.net](mailto:stynccg.wawnstreetprescriptions@nhs.net)

Website:  
[www.wawn-street-surgery.nhs.uk](http://www.wawn-street-surgery.nhs.uk)

*Wawn Street Surgery*

SMS (text)  
Messaging

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Patient Information  
Leaflet

## SMS (text) Messaging

Wawn Street Surgery supports the use of text messaging, also known as SMS (short messaging service) as a means of communication with Patients.



### Advantages

- Speedy and easy to use
- Less likely to miss your appointment due to reminders

### Examples:

- Appointment reminders
- Communicating a negative (clear) test result
- Advice to patients (health, weather, reassurance of Community Nurse visit).

## Ways We Can Contact You

At Wawn Street Surgery we are able to contact our Patients by telephone, letter and text.

### What We Can Text

SMS Texting would only be used for appointment reminders, communicating a negative (clear) test result or advising our Patients (health, weather, confirmation of a Community Nurse visit). We will never text any personal or sensitive information.

### Consent

We will only text you, with your consent. Please inform a member of Reception if you DO or DO NOT wish to receive text messages from us.



## More Information

Some tests come back very quickly, some may take a few days or few weeks. However, this is not a fool proof system

- It relies on accurate records of your Mobile phone number
- The texting service does not work 100% of the time
- The text does not tell you which test it refers to
- You may get different texts at different times that may cause distress (e.g. you may get a text to say 'no action needed' then later receive a text to say 'please contact the GP Surgery').

**If you do not wish to receive test text alerts, this can be recorded on the clinical system. However, it will switch off text alerts for appointments also.**

**PLEASE DO NOT USE OUR  
TEXT MESSAGING  
SERVICE UNDER ANY  
CIRCUMSTANCES IN  
EMERGENCY SITUATIONS!**