Don’t miss your next appointment!

Do we have your correct contact details? That is the question NHS Ayrshire & Arran is asking patients who wish to use the new text reminder service to remind them of their outpatient appointments.

The system will text patients with details of the date, time and location of their appointment, for both new and repeat appointments. If patients are not able to attend their appointment, they can then telephone the Referral Management Service to cancel or reschedule.

Robert Bryden, Head of Health Records Services, explains: “For this system to be successful we need to make sure we have the correct contact details for our patients. To help with this, we are urging patients to get in touch to make sure we have their up-to-date details, especially a mobile telephone number.”

Patients can update their details at their next outpatient appointment or by calling the Referral Management Service on 01563 827070.

For those patients who would rather not receive a text reminder and wish to opt out of the service, they should also call the Referral Management Service.

Robert adds: "Appointments may be scheduled a number of weeks in advance and we appreciate that people have busy lives and may want a reminder of their appointment time.

“Patients may receive a text reminder two working days before their appointment date. If they are unable to attend or no longer need the appointment, they can call the Referral Management Service.”
“A missed appointment is a wasted appointment and can lead to longer waiting times for all patients. If you have an appointment, make sure you can keep it. If not, please let us know.”

Ends

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