Don’t forget your outpatient appointment!

New text reminder service

From next month, NHS Ayrshire & Arran is introducing a new text reminder service to remind patients of their outpatient appointment.

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

Robert Bryden, Head of Health Records Services, explains: “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.

“From 1 June 2015 we are implementing a text reminder service for a number of our clinics. 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 booking centre.”

For patients who would rather not receive a text reminder and wish to opt out of the service, they should call the referral management service on 01563 827070.

Robert added: “A missed appointment is a wasted appointment and can lead to longer waiting times for all patients. If you have an appointment, make sure that you can keep it. If not, let us know.

“And whenever you attend our outpatient services, make sure we have your up-to-date contact details, including a mobile number.”

ends

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Media information
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