



New appointment reminder service for patients

Each year, thousands of appointments are wasted when patients fail to attend, costing the NHS millions of pounds.

A few days before your appointment you will receive a telephone call or text message on behalf of the Trust which will confirm your appointment details. You will be asked to confirm your date of birth, please do not be alarmed by this, it is simply to maintain patient confidentiality. If you no longer need your appointment you can easily cancel or rearrange it.

The service uses both agent calls and text messages, is very easy to use and is completely free to patients.

Please note that calls may be recorded for quality and training purposes.

Frequently asked questions

Why is the Trust offering an appointment reminder service?

Our aim is to ensure as many patients as possible receive the care they require. Every year, thousands of appointments are wasted when patients fail to attend. By providing a reminder, we can help those patients who may have forgotten their appointment and also make it easier for patients who wish to cancel or rearrange their appointment to do so.

How are reminders made?

Reminders are made using text messages and calls made by call centre staff. Please note that calls may be recorded for quality and training purposes.

What should I do when I am called?

Follow the instructions in the text message or telephone call. You will be asked to confirm your date of birth, please do not be alarmed by this, it is simply to maintain patient confidentiality. You will then be able to confirm, cancel or rearrange your appointment.

Do the calls cost me anything?

The service is completely free of charge.

Are the reminders expensive for the Trust?

Missed appointments cost the NHS millions of pounds every year. The cost of the reminders is insignificant compared to the amount of money wasted by missed appointments.

When will the reminders take place?

You will be contacted a few days before your appointment.

What if I do not want to be contacted?

We would hope patients would welcome this service; however, if you do not wish to receive a reminder, please inform the reception team.