

## **You Said.....We Are Doing!**

Failure to attend appointments is a drain on all of our resources – not just in wasted time for our clinicians, but also in wasted opportunities for patients that would otherwise have been able to be seen more quickly. Many of you have said that a text reminder would help to solve this issue, and the practice's own PPG have supported this view.

We are now researching the best way of issuing confirmations of appointments - and reminders to attend - via SMS Text Messaging, and hope to roll this out in early 2017. We will also be able to use this facility to alert you to a range of services provided at Beechfield, and to take feedback from you regularly.



### **Help Us to Help You:**

The next time you are at Beechfield, please check that the Mobile Number that we hold for you is correct, or let us have your number if we don't already have it.