

SMS cuts missed appointments by 27 per cent across 16 surgeries

As a result of one of the first population-wide deployments of text messaging services, GP surgeries across Lewisham Primary Care Trust in South London, have reduced missed appointments by 27% over the last year.

The reduction has been attributed to surgeries using iPLATO Patient Care Messaging, the leading platform for text appointment reminders and other mobile patient services in UK Primary Care.

In order to receive the service, patients register their [mobile phone](#) number at their surgery in order to receive appointment reminders and health information direct to their mobile phones. From modest beginnings, the service is now participating GP surgeries. As a result, the mobile channel has now become the key electronic area. The service has proven to be hugely popular among patients as indicated by a 50%



Public Sector Roundup: IT for local health



Texting cuts missed appointments by 27 cent

Text messaging has helped cut missed appointments by 27 per cent over the past year in a pilot of [iPlato](#) communication [service](#) in [Lewisham Primary Care Trust](#).

Patients simply register to receive reminders information direct to their mobile phone. The service now covers 43 per cent of the population in trial area.

Marie Searle, Practice Manager at Honor Oak Practice, said: "We have ethnically and socially very diverse population in Lewisham. A vast majority of our patients are from the BAME community."



Lewisham cuts missed appointments with SMS

Lewisham PCT has reduced the number of missed appointments in its practices by 27% by using text message appointment reminders from iPlato Patient Care Messaging software.

The PCT which first started using iPlato last July now has 43% of its patients signed up to use the service. The PCT attributes the fall in missed appointments to the use of the SMS reminder service.

SMS Text News

Text reminders help cut missed GP appointments

Healthcare messaging company [iPLATO](#) have helped reduce missed appointments in the borough of Lewisham, in South London, thanks to the power of SMS.

The deployment of the company's Patient Care Messaging to GP surgeries across the Lewisham Primary Care Trust area cut missed appointments down by 27% over the last year.



Missed Appointments cut by 27% across 16 surgeries

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In order to receive the service, patients register their mobile phone number at their surgery in order to receive appointment reminders and health information direct to their mobile phones. From modest beginnings, the service is now participating GP surgeries. As a result, the mobile channel has now become the key electronic channel for patient communication. The service has proven to be hugely popular among patients as indicated by a 50% increase in PCT-wide text volumes over the last 12 months.

Missed Appointments cut by 27% across Sixteen Surgeries

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SMS reminders help NHS tackle forgetful patients

Case study: 'Don't forget ur doc app 2day...'

An SMS service is helping the NHS save time and reduce the number of appointments missed by patients.

The Patient Care Messaging (PCM) software, which is made by healthcare application developer iPLATO, is being used by 24 NHS Primary Care Trusts to enable GP surgeries to send automatic and targeted appointment and health reminders to patients by text message.

Stuart Hall, IT manager of The Vale Medical Centre in Lewisham, which has been using the system since September 2006, told silicon.com PCM has reduced the practice's missed appointment rate by a considerable margin - from between 15 and 18 per cent at the time of installation, to between four and five per cent at the end of December 2007.

Hall explained: "It is an NHS problem nationwide: patients that don't keep their appointments or just forget them. This system has certainly reduced our number of failed appointments."

“The response rate on postal questionnaires is abysmal.”