

CPG50F - SMS TEXT MESSAGING TO SERVICE USERS PROCEDURE

APPENDIX 2

How to Request Enablement of SMS Text Messaging within SystmOne

SystmOne has the functionality to send text messages to service users to confirm appointments or cancellations and to send reminders, reducing the level of DNA's. The SystmOne Team can enable SMS Text Messaging at any time however, prior to initiation of each service, assurance must be obtained from the Service Lead that processes are in place, and that Trust policies are being followed in line with the current Information Governance and Trust SMS Text Messaging Procedure (which can be located via the Trust Intranet).

Once the set-up processes are in place, as detailed below, please complete and sign the following declaration, attach to a Change Request Form and send to the SystmOne Team via systmonesupport@nhs.net

Once the Change Request has been received, the SystmOne Team will action SMS Text Messaging and contact the Service Lead to confirm this has been enabled, providing all the necessary set-up guidance documents.

SET-UP PROCESS (to be completed by the Service Lead)

1. Service to contact the ITT Service Desk, requesting an NHS Mail Account, unique for the purpose of sending SMS Messages via SystmOne.
2. Once the NHS Mail account details are confirmed, Service to complete a Change Request Form, attaching the completed declaration of interest form, and send to the SystmOne Team via [REDACTED]
3. Each service must also decide how consent will be obtained and evidenced within the patient record, this can either be:-
 - a.) A signed and scanned consent form (example attached) or
 - b.) Verbal consent gained, evidenced by transcript of conversation within the patients notes, confirming details of how SMS will be used (as per the consent form).
4. An internal process for each service must be in place to determine how SMS will be used.

SMS TEXT MESSAGING TO SERVICE USERS PROCEDURE

SYSTEMONE SMS TEXT MESSAGING SERVICE

Declaration of Due Process

Prior to enablement of the SystemOne SMS Text Messaging service, each Service Lead is required to complete and return this form in conjunction with a Change Request and send to the SystemOne Team.

This can be done via the Internal Mail or scanned and emailed to

[REDACTED]

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(Name and Title of Service Lead)

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I am aware of the Trust SMS Text Messaging Procedure and whereabouts it is stored on the Intranet (and have communicated this to my Team)
I am aware of the Trust Information Governance Policy and whereabouts it is stored on the Intranet (and have communicated this to my Team)
I confirm the Service will obtain a consent form from the Service User or their parent / carer / guardian prior to sending text messages
I confirm the Service will obtain a verbal consent from the Service User or their parent / carer / guardian prior to sending text messages and record this within the patient record
I confirm the Service has processes in place for the safe storage of scanned consent forms.