



Fy Nhestun Neges Iechyd
My Health Text

Frequently Asked Questions (FAQs) for Patients



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FAQs for My Health Text

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GENERAL FAQs

What is My Health Text?

My Health Text is a new service being offered across Wales where all GP practices will be provided with the ability to send SMS messages to patients to remind them about their upcoming appointments and invite them to contact the surgery for seasonal flu vaccinations or regular clinic appointments.

Why use My Health Text?

My Health Text is a free service provided to all GP practices via their GP System Supplier and enables practices to text patients about their upcoming appointments and to invite specific patients to contact the surgery to attend for clinics appointments.

PATIENT FAQs

How do I use My Health Text?

Patients – All you have to do is to provide your GP Practice with a valid mobile telephone number that you wish for text messages to be sent to. They will use this to remind you of upcoming appointments and invite you to contact the practice for the relevant clinic appointments.

- INTERNAL -

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How will it help me?

It will make life easier and more convenient for you as you will be reminded about your upcoming appointment. You won't have to wait on the telephone to the GP practice to be told about your upcoming appointment. Your practice may also choose to use My Health Text to invite you to contact the practice to make a future appointment – saving paper and postage.

Is it free?

Yes, the receiving of a text message from your GP practice is entirely free.

Is it secure?

Yes, GP Practices have their IT systems stored in a secure data location in Wales. Your medical record and your personal information will be stored in a secure location that can only be accessed by authorised people.

I don't want to use it anymore how do I stop using it?

I've starting receiving text appt reminders from my GP practice, I don't want to receive these – how can I stop this? The reminders are an important way to let you know the time, date and location of your appointment and help to make the appointment system more efficient. However, if you still wish to not receive the reminders you can contact your surgery and ask them to stop texting you.

Will I be able to also get reminders by email in the future?

Yes, the first phase of the My Health service is about text messaging but the next phase will be about the ability for patients to receive alerts about their upcoming appointments via email.