

**Know how we're working,  
know who can help**

# Patient text messages

Primary care access

2022

## Patient text messages

### Primary Care Access & Care Navigation

Hi [insert name],

At our practice we offer a variety of appointments such as phone, video and face to face. Your appointment may be triaged to get you the right appointment type with the right person. [Find out about accessing your care: bit.ly/know-your-gp-surgery](#)

### Extended Workforce

Hi [insert name],

At our surgery, your GP is supported by a range of other qualified healthcare staff who are trained to diagnose, advise and treat your healthcare needs. Often, you can be seen and treated more quickly by seeing another specialist healthcare professional.

[Find out about our team: \[insert link to personalised extended workforce web page copy\]](#)

### NHS App

Hi [insert name],

The NHS app gives you more access to your health care with a range of services. It's free to download on the App Store or Google Play. [Find out about the NHS App and how to download it to your smartphone or tablet: bit.ly/know-your-gp-surgery](#)

### NHS App (for Primary Care Practices offering appointment bookings on the NHS App)

Hi [insert name],

At our practice you can now book and manage your appointments on the NHS App. Download to your smartphone or tablet today for free on the App Store or Google Play. [Find out about the NHS App and how to download it: bit.ly/know-your-gp-surgery](#)

### Staff Abuse (for practices experiencing an increase in abuse)

Hi [insert name],

A reminder to all patients at our practice please be respectful towards all staff at the surgery who are doing their best to help you.

[Find out about the impact of abuse, bullying and harassment: bit.ly/know-your-gp-surgery](#)

## Notes

For practices with limited characters, please remove the copy highlighted in yellow.