**WIDEOPEN MEDICAL CENTRE**

http://www.wideopenmedicalcentre.nhs.uk/

Great North Road Market Street

Wideopen Dudley

Newcastle upon Tyne Northumberland

NE13 6LN NE23 7HR

**Tel: 0191 2362115 Tel: 0191 2500219**

**Fax: 0191 2362116 Fax: 0191 2502031**

<Todays date>

**Private and Confidential**

<Patient name>

<Patient address>

**NHS No:** <NHS number>

Dear <Patient name>,

From our records you have your Sixteenth Birthday very soon, and we thought we would write and say Happy Birthday and to let you know a few details about your GP surgery.

You are very welcome to ring up and make an appointment with a Doctor or Nurse. You can come with your Mum, Dad, Carer, Friend or by yourself. If you feel the problem is urgent and the reception staff say there is no appointment that day then ask to speak to the doctor who can ring you back. All appointments are confidential – we tell no one that you have been in or details of the appointment – the only exception to this is if we thought you were in danger. We have Male and Female Doctors; please ask when booking the appointment if you have a specific requirement.

You are welcome to come and talk to us about anything you feel is troubling you – acne, body image, sexual health, confidence, low mood etc. Sometimes we may not be the best service to help but we can often direct you to further specialist advice. We are able to offer the full range of contraceptive services including implants (except condoms).

You may find the web links from our website useful at [www.wideopenmedicalcentre.nhs.uk](http://www.wideopenmedicalcentre.nhs.uk) or download our QR Code located at the top of this letter.

If you would like to receive free text messages from the surgery, please complete the consent form and return it to us. This will enable us to provide you with appointment reminders.

You can register for online services which will enable you to book an appointment with a Doctor or Nurse and order repeat prescriptions via the internet – you must call in and register for this and remember to bring some ID such as passport, National Insurance Card etc…. There is also an app for smart phones and iPhones so you can book an appointment or order repeat prescriptions using your mobile.

We hope this letter has given you some useful advice and guidance.

Take care – from the staff at Wideopen Medical Centre.

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**PATIENT CARE TEXT MESSAGING**

Would you like to receive appointment reminders / general information about the practice?

If so, please complete and return the consent form to us as soon as possible.

**CONSENT FORM**

**Declaration**

I consent to the practice contacting me by text message for the purposes of health promotion and for appointment reminders.

I acknowledge that appointment reminders by text are an additional service and that these may not take place on all / or on any occasion, and that the responsibility of attending appointments or cancelling them still rests with me. I can cancel the text message at any time.

The surgery **does not** offer a reply facility to enable patient to respond to texts directly.

Text messages are generated using a secure facility however I understand that they are transmitted over a public network onto a personal telephone and as such may not be secure, however the practice will not transmit any information which would enable an individual patient to be identified.

I agree to advise the practice if my mobile number changes or if this is no longer in my possession.

**Patient name**………………………………………………………………

**Mobile number**…………………………………………………………....

**Email address**...................................................................................

**Date of Birth**………………………

**Date**……………………………….

**This practice does not share mobile phone contact with any external organisation**