

Name of Practice

Patient Communication Preferences

Please use this form to let [name of Practice] know how you would like us to keep in touch with you. We use letter, email and SMS communications but need to know which you prefer. This form will be kept on your file to evidence your preferences regarding our communication with you.

If you have specific requirements around accessibility such as braille, large print, a British Sign Language interpreter or voice communications, or you wish to register a carer to receive communications for you please discuss these with our reception staff who will be able to help you register for these.

Your choice on how we communicate with you can be changed at any time.

We need to communicate with you to

- Tell you about our service (changes to hours, new services etc.)
- To discuss your personal direct care and send appointment reminders
- To provide test results
- To communicate directly with our Practice Patient Participation Group (PPG)

Please place a tick in each box to indicate which communication channel you would like us to use.

	General services	Your direct care	Test results	PPG
Email				
Landline call				
Mobile call				
Text message				
Voicemail				

Patient address	
Patient email	
Patient landline	
Patient mobile	

Please note: if a phone is shared with family members or others who may know your pin number or a device is left where others can access it this could lead to a breach

of your confidentiality. Similarly, although email can be more convenient than a letter, it may not be as secure especially if a shared account or device is used.

Where you have indicated a preference for communications related to your direct care to be sent via email or mobile (SMS) or for a voicemail to be left for you, [name of Practice] cannot take responsibility for who may subsequently be able to access these communications.

Keeping us up to date

[Name of Practice] has an obligation to promote health services to patients and to ensure that it's patient registration details are accurate and up to date. [Name of Practice] will write to you regarding these matters by post. You can help us with this by ensuring our contact details for you are updated when you move. If you change your phone number (landline or mobile) or email address then you must let us know as we will continue to respect your preferences for contact you have told us about and if we do not hold your current contact details you may either miss important communications from us or your confidentiality may be breached if your mobile number is subsequently reallocated by your phone provider.

However, should you at any point have any questions or concerns about who may be able to access our communications to you, whether by post, email, landline or email then please speak with our reception staff who will be able to help you.

Surname	
First name	
Date	