**Service User Communication**

We would like to send communications such as information leaflets, questionnaires appointment reminders etc. to you via electronic means such as email and / or text message (including services such as WhatsApp). To do this, we need to make you aware that the Trust cannot guarantee the confidentiality of email or text messages once they leave our systems. We also need to be able to contact you via phone and to send correspondence through the post

*Note: Our automated appointment reminder system only produces SMS text messages.*

**What we need from you**

Before we start to send communications to you via e-mail or text message, or call / write to you beyond the initial referral contact we need the following information from you.

|  |  |
| --- | --- |
| Your name: |  |
| DoB: |  |
| Email address: |  |
| Mobile Number: |  |

The Trust would like your consent to communicate with you via text messaging or e-mail. This may include appointment reminders, patient surveys, and other communications relevant to you and your care. Messages are generated by an NHS secure service, however they are transmitted over a public network to your personal phone or via the internet to your personal e-mail address, so we cannot guarantee the privacy of the message once it leaves our systems.

If you would like to receive text messages or e-mail, we will record your consent for this and start to communicate with you this way. You can change your mind at any time – just tell us. Do make sure that if you change your telephone number or e-mail address, tell us as soon as possible.

I agree to communications being sent to me by:

|  |  |  |  |
| --- | --- | --- | --- |
| **Email** | **[ ]**  | **Text** | **[ ]**  |
| **Telephone** | **[ ]**  | **Post** | **[ ]**  |

Having been made aware of the risks involved, I consent to communication being sent by the methods indicated above.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Service Specific Information (Optional)**

|  |
| --- |
|  |

**For Verbal Consent the staff member receiving consent should fill in the following section.**

**[ ]**  The service user consents to receive contact via phone

**[ ]** The service user consents to receive contact via post

**[ ]** I have explained that the Trust cannot guarantee the security of messages sent by text messaging or e-mail, and the service user has capacity to understand these risks.

**[ ]**  The service user consents to receive messages sent via text messaging.

**[ ]** The service user consents to receive messages sent via unsecured e-mail.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_