

## **Message templates examples**

### **Appointment Booked**

Thank you for your request , we have made you an appointment with... at.... On....

### **GP Call back**

Thank you for your request, we have passed this to a GP who will call you back today/tomorrow

### **Medicines Team**

Thank you for your request, we have passed it to our medicines team who will deal with your query in the next 48 hours

### **Admin team**

Thank you for your request, we have passed this to our admin team who will deal with your query in the next 48 hours.

### **Prescription Request**

I have issued your prescription and sent it to ....

### **Medical Certificate**

Please find attached your medical certificate

### **New pregnancy**

If you have had a positive home pregnancy test you can book directly in to see our Midwife without having to see a GP first - Simply .....

### **Photograph needed**

Please attach a photograph of your condition for us to review.

Important information:

- The file or photo will be added to your clinical record and used for your clinical care
- The file or photo may be seen by male or female staff
- You should not show your bottom (anus), breasts, Vagina or penis, even if these are the problem area

### **DNA Appointment**

You did not attend your appointment today. Appts are in great demand & missed appts are very frustrating. Pls advise the surgery if you cannot attend.

### **Appointment Change**

Unfortunately, we have had to change your appointment on **(date)** to **(date)** If this is not convenient, please ring **xxxxxxxxxxxx** to rearrange.

### **Appointment DNA**

You did not attend your appointment today. Appts are in great demand & missed appts are very frustrating. Pls advise the surgery if you cannot attend.

**Med review**

The Dr has asked that you come for a review of your medication. Please .....

**Results Message from Dr**

The results of your recent tests are back. The Dr has put a message on your notes. Please contact Reception to retrieve the message on **xxxxxxxxxx**

**Results See Dr in...**

Results of recent tests are back. The Dr has asked if you would make an appt for **(date)** time. Please.....to book.

**Results See Dr next few weeks**

Results of tests are back. The Dr has asked you to make a non-urgent appt within the next few weeks. Please ..... To book.

**Appointment Cancellation**

Unfortunately, we have had to cancel your appointment on **(date)** Please ring **xxxxxxxxxx** to rearrange.