

FLU SEASON – POST INVITE CHECKLIST

Get the most out of a health campaign with myGP Connect, use this aftercare checklist to guide you through what to do after you have sent out your seasonal flu message.

After messages have been SENT

After your messages have been sent there are several things you can do to help get the most from your health campaign.

Reply Emails

Go to your inbox for the reply email you set up when sending your Health Campaign.

- ✓ Check your reply email for copies of patient responses and to see if a patient responded correctly using your given trigger word

Inbox

Go to the Messages menu, submenu Inbox to check for patient responses within your Connect system.

- ✓ To respond to a patient, click on the SMS symbol next to the patient message. This will allow you to reply directly to that patient

Undelivered report

Go to the Settings menu, submenu Messaging Alerts to check how often you receive the report (Daily, Weekly or Monthly).

- ✓ Check your Undelivered Report for any Failed or Expired messages that that did not get through to your patients

Clinical Code

- ✓ If you have attached a clinical code to a Trigger word or the campaign message, please allow up to 24hrs for the code to appear in your clinical system
- ✓ These will show in your Patient Care History (EMIS), Patient record (TPP), Patient Journal (Vision)

Call/Recall

If you ran a call/recall campaign and included your dummy patient within it, you can see how the campaign looked from a patient's perspective.

- ✓ Log into the myGP app as your dummy patient to see the message sent and the booking option for patients
- ✓ You can also check your clinical system for patients booking into your chosen slot type

Running your next campaign

You may want to follow up your first message with instructions for your patients who have booked appointments, or perhaps message those people who are yet to respond.

Your Connect system can help with:

Reminders for patients

- ✓ What they need to wear (e.g. facial covering)
- ✓ Where to go (e.g. the practice, an outdoor location)

Running another health campaign

- ✓ Send a message to patients who have not yet replied
- ✓ Send an invite to a second group of patients

Run another call/recall

- ✓ Send a message to patients who have not yet replied, giving them another chance to book a flu jab appointment
- ✓ Send an invite to a second group of patients

Top Tip: To help you run your next campaign, go back to the Pre-Flu checklist document.