

FLU SEASON – PRE-CHECKLIST

This document will advise what you should prepare before you are sending your Flu Campaign.

Preparation

Here are a few things to prepare in advance of your message

Instructions for your Flu Campaign

- Date and time to attend
- Any instructions for attending
- Create a slot for Flu Clinic if using online facing services

Credits

To locate your current credit balance, go to the Home tab which will bring you to the Summary screen within your myGP Connect system.

To check if you have enough credits to send out your health campaign follow the below steps.

1. Take note of how many patients you have added to the recipient group
2. Take note of how many parts of your messages after creating your template (1 message is 160 characters in length)
3. Then times that number by the number of patients in the recipient group
4. If the resulting number is more than the credit balance on the Summary screen, then you will need more credits to send your messages
5. For any questions on credits please speak to your iPLATO Account Manager in the first instance.

Need to top up your credit balance?

CCG Funded

- CCG Funded credits please speak to your Account Manager from iPLATO

Solo site

- Solo practices will be billed monthly and will not need to purchase credits for any questions, please speak to your Account Manager from iPLATO

Credit Portal

If you wish to purchase additional credit for your practice, please go to

URL: https://store.mygp.com/index.php/product-category/sms-credits/sms_standard/

Standard Pricing is at 2.5p per segment (smallest purchase 10k)

Password: STD87B5

Custom Reminder

If you want to create a custom reminder to give your patients special instructions for attending their appointment, go to the Settings tab, then the Custom Reminders sub tab for the left-hand side menu.

Call/ Recall

Did you know Call/ Recall allows you to invite your patients for a flu campaign with the option to book their appointment directly through the myGP app?

Benefits

- It reduces calls to your practice
- Patients can reply with a Trigger word if you would like to record a response and recorded it back to their patient's record (For example, DECLINE for refusing a flu jab)
- Only patients you invite will be able to book the appointment allocated within the app
- myGP users receive their messages for FREE with no character limit on the message

Please Note: Patients are only able to book two appointments at one time on the myGP app.

Clinical Codes

You will be able to assign a clinical code to your outgoing campaign.

- Have the clinical codes that you want to use ready. For example, 1st flu invitation sent

Please Note: myGP Connect is compatible with both Read Codes and Snomed Codes. The system also automatically adds the default code for sending a short SMS in and out.

Groups

- Export your search into an Excel spreadsheet or CSV file containing the patient's unique ID number (for Emis and Vision users) or NHS numbers (for TPP/SystemOne users).
- On your clinical system, prepare your patient searches for the groups you wish to contact for a Flu Campaign.

Please Note: Recipient Groups containing more than 6,000 contacts should be broken into smaller groups

Templates

- Create or edit your template that you wish to send to your patients.

Please Note: 1 SMS Credit = 160 characters

Trigger Word

- Set a Trigger Word to assign a clinical code to a patient's response. For example: 'please text back DECLINE.

Sending Option

- Have a date and time ready when you wish to send your Flu Campaign.

Think about if you want to create multiple groups and use the Send Later option to have your messages go out at different times.

Top Tip: If you are targeting many patients, you could customise your send time to control calls to the practice.

Need training on how to send out your Flu campaign?

- Book in for one of our live training webinars
- View are training videos and step by step guides on our help page

Top Tip: After your Flu campaign sent, please refer to the Aftercare checklist document