



Dear Patient,

You are due for your annual Chronic disease management review; we wish to inform you that the Practice is currently changing the recall system it uses to manage annual review reminders for patients. To do this we have looked at what systems have worked well in other Practices in helping to remind patients when they should book an appointment for their annual review. This review has shown that having an annual review in the month of your birthday has worked well with this in mind has decided to transition to this recall system in the next 12 months.

We have traditionally used letters to remind patients that their annual reviews are due. We are now encouraging our staff to use a texting system called Accurx Chain SMS or email. Both these methods are environmentally friendly and data secure. For the patients who do not have access to either text messaging or email we will try to communicate via telephone or revert to mailing out a letter.

We therefore ask that all patients inform us when their contact details change, so that we can update their records and contact preferences.

As this is a generic letter we ask you to do the following to book your annual review:

If you have a diagnosis of any or all of the following:

- Hypertension (raised blood pressure)
- Diabetes
- Heart disease
- Stroke or TIA (mini stroke)

please book a blood test prior to your review with a member of the clinical team.

When you call to book your blood test (please call in an afternoon) the Patient Advisor will also book you a review appointment with a member of the Clinical team for a few weeks later when your test results are back from the laboratory and filed onto your records.

If you have a diagnosis of

- Asthma
- COPD (Chronic Obstructive Pulmonary Disease)

call the surgery in an afternoon to book an annual review with a member of the clinical team, and, remember when you attend your appointment to bring your inhalers with you. You do not usually need a blood test in advance for an Asthma or COPD review.

Yours Sincerely,

Dr McCarthy and Partners.

