

Chain SMS Pathways

The logo for accuRx, featuring the text "accuRx." in white lowercase letters on a teal square background.

What is Chain SMS?

Chain SMS is an EMIS-accredited partner product that allows anyone in general practice to proactively message patients quickly and easily. It can be used for anything, from texting about results, prescriptions, failed calls, reminders to book appointments, or even sending links to advice from NHS choices.

It's easy to install and can be used alongside existing patient messaging systems. Everything gets saved back to the medical record. Practice staff can send a message in under a minute, saving staff time, reducing calls to the practice, and improving patient experience.

What are the benefits of Chain SMS?

Our practices are receiving significant benefits, including saving £1000s in postage and time: on average 37 minutes a day per staff member. Patient outcomes are improved with increases in attendance for immunisations and screening, improved quality and safety of care. Patients enjoy a better experience and they are empowered to engage with their own healthcare.

Who is currently using Chain SMS?

Currently Chain SMS is being used by over 1000 practices in England, Wales and Jersey.

What are Pathways?

Surgeries are already experiencing cost savings with Chain SMS, however the introduction of Pathways will provide benefits significantly greater than the currently available version. Pathways consist of multiple messages sent automatically over a series of days, weeks or months. They provide a schedule of best-practice healthcare, standardising management, improving safety and releasing staff time.

Pathways Examples

- Reminders for patients to attend their 2-week wait appointment reminder
- Reminders for patients to book annual reviews of chronic disease including hypertension, asthma, COPD and diabetes
- Nudges for lifestyle changes such as healthy eating, smoking cessation and alcohol reduction
- Reminders for patients to have routine investigations such as blood tests and chest x-rays
- Reminders for patients to record home blood pressure readings

Sample 2-week wait reminder

The image displays two side-by-side screenshots of a web-based SMS messaging interface for a patient named Mary Ali. Both screenshots show the patient's details: ALI, Mary (Mrs), Born 29-May-1953 (65y), Gender Female, NHS No. 9339283153. A green checkmark indicates the patient has not opted out of receiving SMS messages. The patient's number is 0787772938. The template selected is 'Specialist referral - 2 week wait'. The left screenshot shows the 'Message schedule' section with 'Today's message - you have been referred' (marked with an upward arrow) and 'Reminder in two weeks' (marked with a downward arrow) scheduled for '11 Dec. (about 2 weeks)'. The right screenshot shows the same interface but with 'Today's message - you have been referred' set to 'Now' (marked with a downward arrow) and 'Reminder in two weeks' set to '11 Dec. (about 2 weeks)' (marked with an upward arrow). Both screenshots have a 'Send and save' button at the bottom.

What do we need to activate SMS Pathways?

For us to enable SMS Pathways for your CCG's practices, we need to be put onto your SMS gateway. We can integrate with BT, EE or FireText gateways.

If you would like to learn how to activate this, please contact support@accurx.com or call 0207 099 2279