

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 **xxxxxxxxxxx** 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.