The Patient Portal
Digital Appointment Letters

Matt is 24 years old and shares a flat with 2 others. He rarely collects the post and has missed an NHS appointment previously because it was in a pile of unopened mail. In fact, men aged 20-29 have the highest Did Not Attend rate in the UK.

Matt's mobile phone never leaves his side and he feels lost without it.

Matt will receive a text link to his letter directly to his phone, giving him the option to confirm, rebook or cancel the appointment with one click.

He can check the details anywhere at any time on mobile devices including his laptop. Matt can email or download the letter and attachments as a PDF and has the option to print it out too.

Kate is 19 years old and lives at home with her parents who collect the post before she gets home. Almost all her communications with friends are via text or social media.

Her NHS appointment is a personal health issue and she would prefer her parents were not aware of it.

Kate receives a text to her mobile with a secure link and 4 digit pin. Kate enters her DOB and pin number for her letter to appear.

Pre assessment instructions such as fasting and hospital information can also be attached and Kate can refer to this at any time.

Margaret is 70 years of age and in daily digital contact with her grandchildren. So much so, that she now uses texting and emails over phone calls and letters.

Margaret's mobile text is larger to make it easier for her to read messages.

With one click on the Browsealoud icon within the patient portal, Margaret can increase the font letter size.

Margaret also has the option for the digital letter to be read out loud too!

Sanjay is 60 years old and originally from India, English is his second language. He has a fairly good understanding of it, but he's more comfortable reading in Punjabi. He regularly uses his smartphone to video chat and text family overseas.

Sanjay has missed an NHS appointment before due to a translation error on the month.

Sanjay can click on the Browsealoud icon clearly displayed in the letter. This will give him the option to have the letter read out loud in his chosen language or he can convert the letter text to Punjabi too.

Chelsea is 33 years of age and a technophobe. She uses her mobile for texting and calls, but carries a paper diary to remind her of appointments. She does not use a digital calendar at all.

Chelsea prefers postal letters, she's never missed an appointment and this system works for her.

If Chelsea does not access the letter link sent to her mobile phone within a few days, a postal letter is automatically sent.

Chelsea can also let hospital staff know her communication preference too.

David is a 45-year-old busy media executive. He relies solely on his mobile digital calendar to store appointments which then syncs to all his digital devices. He's highly likely to miss an appointment if he's not prompted by his calendar.

He mainly communicates through emails and uses his mobile phone and IPad to do this.

Once David checks availability, he can instantly confirm the booking with one click. David can then add the appointment directly from the letter to his digital calendar by clicking the 'calendar icon' .

A real time map within the letter will also work out travel plans from his home to hospital.

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