

Reference:	FOI.6809.21
Subject:	Appointment confirmation via text message
Date of Request:	2 September 2021

Requested:

Please can you tell us why don't send text messages out to people to remind them that they have an appointment at the hospital etc like they do in other health boards in the UK . it will help to stop the people that don't turn to appointments which is high as with technology today it would be easy to do.and it would help people that work away from home

Response:

Hywel Dda University Health Board (UHB) does utilise a text reminder service. However, this was paused during the pandemic, due to the regular service changes. Services have since recommenced and in conjunction with this, the UHB is preparing to resume the text reminder service within the coming weeks.