



North East London

# Resources for managing SMS fragments

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# Webinars

NEL ICB asked Accurx to deliver a live webinar for practice staff, including a 40 minute presentation and Q&A, covering steps practices can take to be more fragment efficient in relation to 1:1 messaging, appt reminders and batch messaging. It also includes details of how to access usage data for your practice.

This is available at the link below (Practice staff might need to ask permission to access but this should be granted promptly):

[Streamline your Accurx SMS Messages Guidance to SMS Fragment Reduction and Best Practice-20240723 123321-Meeting Recording.mp4 \(sharepoint.com\)](#)

Dr Osman Bhatti also organised two SMS High Usage Webinars during October 2024. A recording of this webinar is available at the link below:

[SMS High Usage Webinar - Dr Osman Bhatti](#)

Alternatively, Accurx have produced a much shorter 5 min video available on YouTube or the Accurx website:

[Flash Demo: Top tips to be more fragment efficient \(youtube.com\)](#)

# Accurx website help

- [SMS costs: How to be more fragment efficient](#) – General article covering high-level steps each practice can take
- [SMS Costs: Fragment Resource Centre](#) – More detailed information of fragment efficiency including links to pages dedicated to specific functionality listed below:
  - [SMS Costs: Ad-hoc messages](#) – ad-hoc or 1:1 messaging, including use of emails and link shortening
  - [SMS Costs: Appointment Reminders](#)
  - [SMS Costs: Batch Messaging](#) – includes information for self-book and [batch messaging through the NHS App](#)
- [Accurx Desktop: Usage Dashboard for Fragments](#) – for monitoring practice usage
- [Accurx Desktop: How to attach test results, sick notes, and more directly from your clinical system to SMS messages](#) - Attaching documents with additional information
- [Accurx Desktop: How to create your own message templates](#) – create more fragment efficient templates
- [Manage Organisation: How to change the text sender ID from "GPSurgery"](#) - Changing the sender ID to avoid using the full practice name when signing off messages

# Messaging via the NHS APP

- *An alternative to SMS messaging is sending messages to patients via the NHS App. To enable this, patients must have registered for the app and switched on notifications.*
- *When a patient has switched on notifications, they will receive batch messages, self-book links and Florey's initially in their NHS App. Currently, if the batch message is unread after 24 hours (3 hours for the Blood pressure 4-day and 7-day home monitoring questionnaires) the message will be resent as an SMS. If patient emails are included in the CSV file, patients will only receive the message as an email, with no fallback to SMS. To understand more about how the NHS notifications work, view [NHS E guidance](#) or [AccurX user help](#).*
- *Support is available for practices to increase utilisation of the NHS app. You can view a range of resources available [here](#), and specific resources on notifications [here](#) If you would like additional support from a facilitator, please contact [martha.morris@nhs.net](mailto:martha.morris@nhs.net)*