# NHS App messaging:

You are now receiving messages through the NHS App Messaging Service.

This is a convenient and secure way for The Surgery to send you messages about your care.

## What to expect from The Surgery messages

We will send you:

- appointment reminders
- test results
- changes to opening times

We will only send you a message if we need to contact you, for example if we have an update about your care.

We may continue to send you some information by SMS (text) message while we transition to using the NHS App Messaging Service.

## If you do not want to receive messages from the NHS App Messaging Service

Contact The Surgery to discuss your preferred contact method.

## How to check if you have a message

You will receive messages here, in 'View messages from your GP surgery and other NHS Services.'

The best way to keep up with your messages is to download the NHS App on [Google Play](#) or the [App Store](#) and turn on notifications.

To check your messages:

1. Log in to the NHS app.
2. Go to **View your messages**.
3. Select **View messages from your GP surgery and other NHS Services.**
4. Then select The Old School Surgery.

**Get NHS App notifications when we send you a message**

To turn on notifications:

1. Log in to the NHS app.
2. Go to **More**.
3. Select **Account and settings**.
4. Then select **Manage notifications**.
5. Use the toggle to turn notifications on or off.

You will see a new notification from the NHS App the next time we send you a message. Your notifications will tell you that you have a new message from your GP.

You will still receive our messages if your notifications are turned off, but you will not see a notification on your device when you have a new message.

**How to contact The Old School Surgery**

- phone 01179653102 or email general.oldschool@nhs.net
- personal health records (PHRs) or online consultation forms (OLCs) in the NHS App - for example click 'Ask your GP a question' – make sure you include the provider's name, like eConsult or Klinik

**Your privacy while using the NHS App**

If you want to find out how the NHS uses your information, read the NHS account privacy policy.