



# Quick Reference Guide - Failed SMS Messages

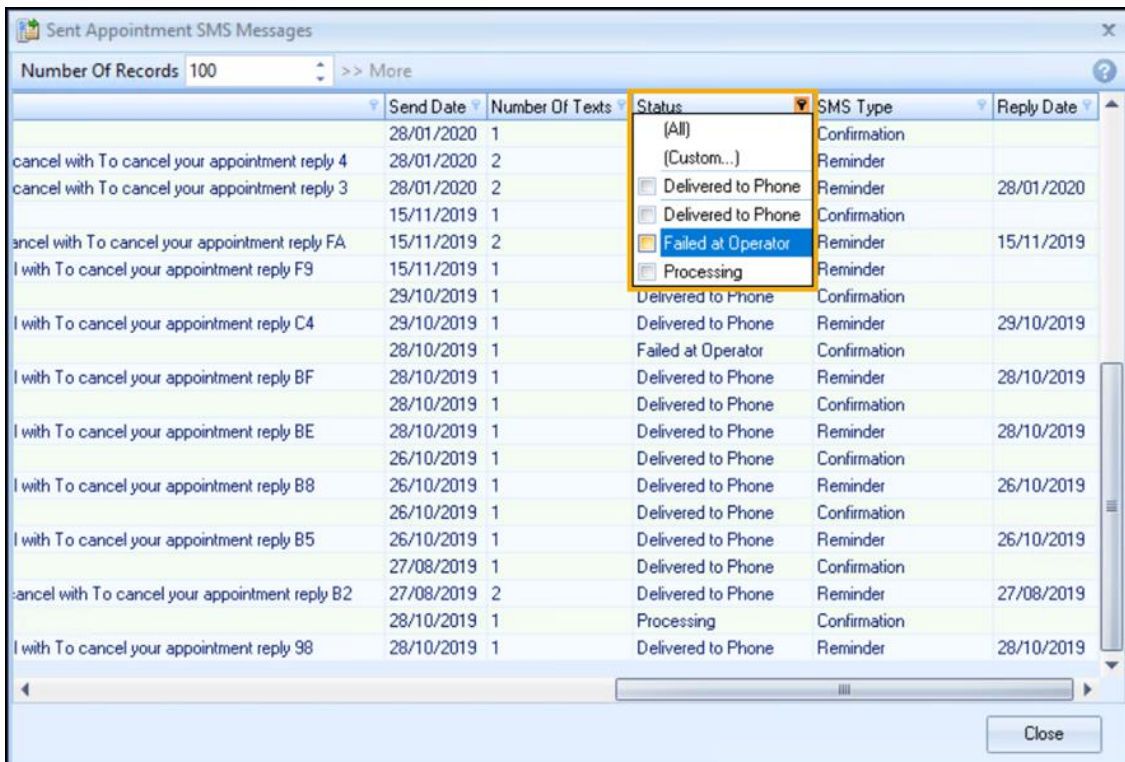
This quick reference guide explains where you can search for failed SMS messages and how to maintain your patient's contact number records.

## Viewing SMS Message Logs

**Vision+** contains three SMS logs screens where you can view sent messages and their statuses:

- **Sent SMS Messages** - With no patient selected, right click on **Vision+**  and select **Sent SMS Messages**.
- **Sent Appointment SMS Messages** - With no patient selected, right click on **Vision+**  and select **Practice Reports**. The **Practice Reports** screen displays, select **Appointments - Sent SMS Messages**.
- **Sent Patient Merge SMS Messages** - When merging a QOF/QAIF report, on the **SMS/My Health Text** tab, select **SMS - Sent**.

On the SMS log screens you can filter the messages, for example by **Send Date** or **Status**:



	Send Date	Number Of Texts	Status	SMS Type	Reply Date
cancel with To cancel your appointment reply 4	28/01/2020	1	(All)	Confirmation	
cancel with To cancel your appointment reply 3	28/01/2020	2	(Custom...)	Reminder	
	28/01/2020	2	<input type="checkbox"/> Delivered to Phone	Reminder	28/01/2020
	15/11/2019	1	<input type="checkbox"/> Delivered to Phone	Confirmation	
ancel with To cancel your appointment reply FA	15/11/2019	2	<input checked="" type="checkbox"/> Failed at Operator	Reminder	15/11/2019
l with To cancel your appointment reply F9	15/11/2019	1	<input type="checkbox"/> Processing	Reminder	
	29/10/2019	1	Delivered to Phone	Confirmation	
l with To cancel your appointment reply C4	29/10/2019	1	Delivered to Phone	Reminder	29/10/2019
l with To cancel your appointment reply BF	28/10/2019	1	Failed at Operator	Confirmation	
	28/10/2019	1	Delivered to Phone	Reminder	28/10/2019
l with To cancel your appointment reply BE	28/10/2019	1	Delivered to Phone	Confirmation	
	26/10/2019	1	Delivered to Phone	Reminder	28/10/2019
l with To cancel your appointment reply B8	26/10/2019	1	Delivered to Phone	Confirmation	
	26/10/2019	1	Delivered to Phone	Reminder	26/10/2019
l with To cancel your appointment reply B5	26/10/2019	1	Delivered to Phone	Confirmation	
	26/10/2019	1	Delivered to Phone	Reminder	26/10/2019
ancel with To cancel your appointment reply B2	27/08/2019	1	Delivered to Phone	Confirmation	
	27/08/2019	2	Delivered to Phone	Reminder	27/08/2019
l with To cancel your appointment reply 98	28/10/2019	1	Processing	Confirmation	
	28/10/2019	1	Delivered to Phone	Reminder	28/10/2019

The **Status** filter filters the messages by:

- **Delivered to Phone**
- **Failed at Operator**
- **Processing**




**Training Tip** - We recommend that you check the send message logs daily as initially the screen displays the last 100 records, select **More** to view further records.

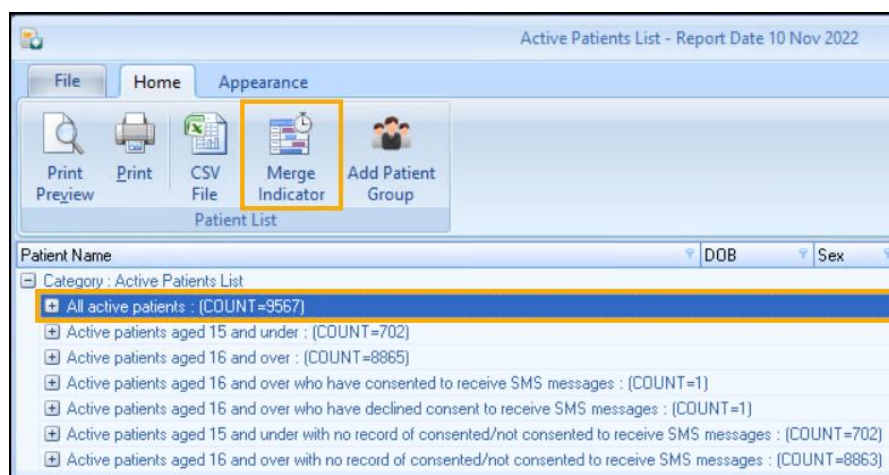
## Searching for Invalid Mobile Numbers

There are features within **Vision 3** where you can search for invalid mobile numbers within your patient records:

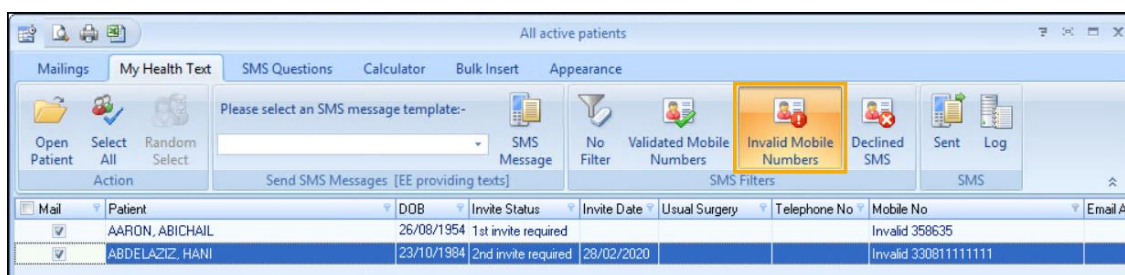
### Active Patients

To search for invalid mobile numbers using the **Active Patients** practice list:

1. With no patient selected, right click on **Vision+**  and select **Practice Reports**.
2. The **Practice Reports** screen displays, select **Practice Lists - All Practice Lists**.
3. Search for and run the **Active Patients List** practice list.
4. The **Active Patients List** practice list splits the active patient list into groups depending on their SMS consent status, however select **All active patients** and then **Merge Indicator**:




- Select the **SMS/My Health Text** tab and from the **SMS Filters** section select **Invalid Mobile Numbers** to display all patients with invalid mobile numbers:




From here you can open the patients record in **Consultation Manager** or select all and perform a mail merge, for example.

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 See [Opening Patient Notes from the Patient List](#) or [Running a Mail Merge from Patient Target Lists](#) for more details.








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 **Training Tip** - Don't forget you can add an alert (yellow post-it note) to the patient's record to remind you to check their mobile number.

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## Clinical Audit

Use the **In Practice Systems Daily - Administration** clinical audit to review your patient's contact numbers:

Administration			
Children New Registration (Version 4, 17/03/2017)			
SMS Validation (Version 13, 03/05/2017)			
	9735		Total Practice Population
	1	0.01%	Patients with a mobile number (begins 07 or other valid format) attached to their address
	20	0.21%	Patients with a mobile number (begins 07 or other valid format) showing as Contact for Patient
	1	0.01%	Patients with a mobile number (begins 07 or other valid format) attached to their address, but has no Contact for Patient
	0	0.00%	Patients with mobile number(s) (begin 07 or other valid format) attached to their address and also Contact for Patient
	0	0.00%	Patients with mobile number(s) (begin 07 or other valid format) under Contact for Patient, but not of type MOBILE
	0	0.00%	Patients with mobile number(s) (begin 07 or other valid format) under Contact for Patient, but containing letters (invalid)
	9184	94.34%	Patients aged =>16 yrs
	9164	99.78%	Patients aged =>16 yrs with NO mobile phone number attached to Contact for Patient
	551	5.66%	Patients aged <16yrs
	0	0.00%	Patients aged <16yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged <1 yr WITH mobile phone number attached to Contact for Patient
	0		Patients aged 1 yr WITH mobile phone number attached to Contact for Patient
	0		Patients aged 2 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 3 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 4 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 5 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 6 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 7 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 8 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 9 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 10 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 11 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 12 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 13 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 14 yrs WITH mobile phone number attached to Contact for Patient
	0		Patients aged 15 yrs WITH mobile phone number attached to Contact for Patient
	9714	99.78%	Patients with NO valid format mobile number (not attached to their address, and not as Contact For Patient)




See [In Practice Systems Daily \(opens the Clinical Audit Help Centre\)](#) for more details.

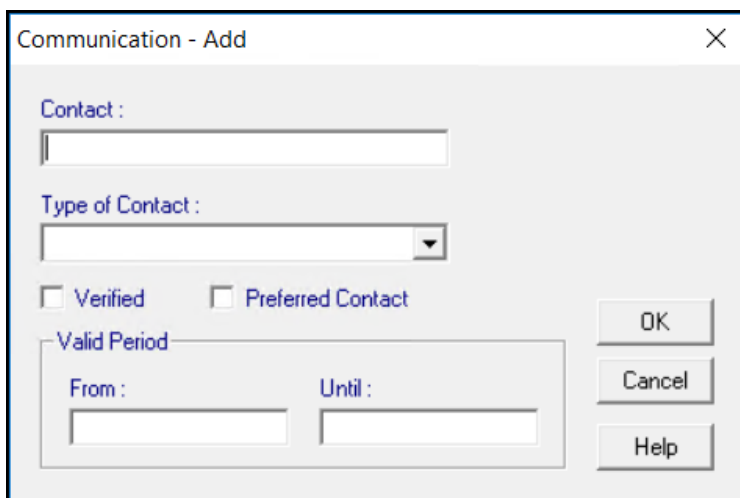


**Training Tip** - You can add reminders to a line on a clinical audit, see [Managing Reminders \(opens the Clinical Audit Help Centre\)](#) for more details.

## Updating Patient Contact Numbers

To update the patient's mobile number in **Consultation Manager**:

1. Open the patient in **Consultation Manager**.
2. Select either **View Patient Details**  from the toolbar or the **Patient Details** tab.
3. Double click a mobile number to update or select **Add to Patient** to add a new mobile number.
4. The **Communication - Update** or **Communication - Add** screen displays:



Communication - Add

Contact :

Type of Contact :

Verified  Preferred Contact

Valid Period

From : Until :

OK

Cancel

Help

5. Add or update the mobile number as required and then select **OK**.