

Template Accurx SMS Messages for Advance Care Planning Campaign

Three Template Accurx SMS messages to signpost patients to the Advanced Care Planning video and other relevant information.

Why might we need to send these templates?

If someone has recently been diagnosed with a life limiting condition or if they are nearing the end of their life, clinicians and GP practice staff can send the campaign video to their patient/service users to watch before, or after an appointment via SMS, enabling them to watch and digest the video in their own time.

The video encourages people to start thinking about what matters to them most for their end of life care, engage in advance care planning, and speak with loved ones. The video is hosted on a campaign page with helpful resources and guidance. By accessing these materials and starting the conversation with loved ones, patients will be better prepared to share their plans with GPs /clinicians.

After watching the video and accessing the resources via the link in these template messages, patients may then book an appointment to discuss their options, ask questions and share their choices with a chosen GP/clinician. For further details about recording Advance Care Plans, please see the [Guidance for Clinicians document](#).

Templates:

Below are three examples of scenarios and corresponding template Accurx SMS messages that can be sent to patients/carers:

Please note: These are just templates, please use these as a guide and tailor them as appropriate to suit the situation and to be as patient centred as possible.

1. Template one

Scenario: Signposting patients to info about Advanced Care Planning – following a discussion about end of life care. This conversation may take place following a life limiting diagnosis or if you think the patient could die within the next 12 months.

Dear * Patient Name*, Thank you for our conversation today about your future care and Advanced Care Planning, which helps care professionals provide end of life care that meets your needs and respects your choices if you become too unwell to make decisions yourself. This link has a helpful video explaining why Advance Care Planning can help, resources for key questions to consider and guidance for including loved ones in the process: <https://bit.ly/careplansheff> . Please book another appointment when you feel ready and we can explore any questions and begin to record your choices and advance care plan.
Kind Regards



2. Template Two

Scenario: Confirmation of booking an Advanced Care Planning appointment.

Dear * Patient Name*, Thank you for booking your appointment on ***** with ***** to discuss your Advanced Care Plan. We appreciate that this might be a difficult time and exploring what matters most is vital. Before your appointment, you may find the link below helpful, it has a short video and resources to help guide you <https://bit.ly/careplansheff>. Sharing this information and discussing it with loved ones can be helpful too, especially if they're attending the appointment with you. We're here to explore any questions you might have and ensure that your choices are recorded. Kindest regards.

3. Template Three

Scenario: Initial interest in learning more about Advance Care Planning.

Dear *Patient Name*, Thank you for asking about Advance Care Planning for end of life care. This link has a video that explores why planning ahead is important, and has resources to help you with the planning process. This info explores some of the key choices and has tips on how to guide conversations with loved ones. These are some of the most important conversations and it's never too early to start talking - <https://bit.ly/careplansheff> . We're here to explore any questions you might have and ensure that your choices are recorded. Please contact us to book an appointment and continue the conversation. Kindest regards