

Introduction

At the end of March 2015, HSCIC will withdraw the NHSMail SMS gateway from the NHSMail email service. The SMS gateway has been widely used to very great effect by a wide range of NHS users from small NHS GPs, through NHS Primary Care clinics to large NHS Hospital Trusts.

One popular use has been the utilisation of SMS for appointment reminders. This has sometimes been done by a manual extract/send operation but often via sophisticated Patient Messaging Services. MJog's own Patient Messaging Service (the eponymous MJog application) has been widely used and as of June 2014, MJog was responsible for originating circa 100 million SMS per month and 10% of the UK population has received an SMS from MJog. However, MJog has always maintained non NHSMail based routes for its non NHS clients. When NHSMail is withdrawn this service will be available to pick up the load.

This bulk carrier service is now being made available to NHS organisations to facilitate a smooth transition once NHSMail SMS is withdrawn.

Overview

MJog's SMS service provides a two way, multi protocol SMS messaging service. The network reaches around the world to allow smart phones and mobile telephones to receive NHS originated SMS messages. Our network is secure and proven by the NHS. A range of simple APIs make it straightforward to integrate the service with your existing NHSMail based services.

Features

Management reports

MJog's SMS gateway will provide you with plenty of information about your SMS usage. Enterprise wide reports provide aggregate views of SMS deliveries covering:

- SMS usage by volume (deliveries, failures, replies etc)
- Costs
- Sender summary reports

Detailed reports show usage by cost centres, allowing CCGs and Trusts to apportion costs within their organisation and measure communication effectiveness of their departments and users.

Dedicated NHS Helpdesk

All our NHS customers have a dedicated help desk that is capable of assisting NHS organisations from GPs to NHS Trusts..

W: www.mjog.com/nhs-sms-gateway

E: gateway@mjog.com

T: 01353 741641 (Option 1)

Two way messaging

Patients are (if required) able to respond to your messages with their own replies. Replies will be sent to your application.

Long messages

Send long messages to your patients. The SMS service will automatically detect messages that must be split into multiple segments and convey them to the phone, where they will be rejoined and presented to the patient as the original long message.

Secure

All communication is secured using TLS/SSL for maximum security when messages are in transit.

All of our data is held in very secure facilities. Our security and information governance procedures and data encryption ensure that your patients' information is safe at all times.

Low latency

Messages are delivered rapidly to your patients. Replies from patients will be returned to your application in seconds.

Automatic retries

Should a message be undeliverable because the patient is out of coverage, MJog's SMS service will automatically retry delivery when the patient becomes available again (subject to any cut-off date you provide).

Originator (Reply number) Options

You can optionally associate a sending phone number with your messages to help patients recognise messages as coming from their healthcare provider.

API Options

The SMS service has a number of API options. Integration of the service with your application should pose little challenge via SMTP, Rest or HTTP/XML.

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