

Confirming your place on NHS Golden Jubilee's patient waiting List

NHS Golden Jubilee is piloting the use of a quick, safe and secure digital service to ensure our patient waiting lists are up to date.

The service is being provided by the Golden Jubilee University National Hospital's Patient Coordination Centre using Netcall's online Patient Hub.

Patients who have provided a mobile telephone number will receive a text message from NHS-NoReply containing a secure link. Please note that we are unable to receive calls or texts to this number.

This text message service allows us to contact large groups of patients at once to find out if they still need an appointment or operation and will:

- Improve communication and engagement with you, allowing you to comment on your needs when requesting to stay or be removed from the waiting list.
- Reduce administrative validation of waiting lists.
- Reduce the number of phone calls needed to validate our waiting lists.
- Reduce printing and postage costs associated with sending letters – allowing the savings to be reinvested in our clinical services.



How it works

We will send a text message containing a secure link to people on the waiting list who have already provided this information to us.

If you are waiting for an appointment or operation, please do not ignore this message.

You can access this link on your smart phone, tablet or computer.

1. Click on the link.
2. Confirm your mobile number and date of birth.
3. You will then be sent a **6-digit authentication code**. Enter this code to unlock the secure page.
4. Click on **'Referrals'**.
5. Click the green **'Respond'** button.
6. Select the appropriate answer:
 - I would like to go ahead with the procedure but wish to delay my treatment due to personal circumstances.
 - I no longer wish to have the procedure and/or my symptoms are resolved and I am happy to be discharged.
 - I would like to go ahead with the procedure but like to delay due to COVID-19.
 - I would like to proceed with the procedure, my condition has not changed.
7. Click the green **'Confirm'** button to submit your answer.
8. You will see a message confirming your response has been submitted.



How long do I have to respond to the text message or email?

If this link is not used and you don't respond within 72 hours, a paper copy will be sent by post. The link to your Portal (Patient Hub) can be accessed at any time.

When you log in you will be sent a secure authentication message to complete your log in. This secure code only lasts for one minute.

I clicked on 'call me back, but I haven't had a call back yet

The Hospital team will call you as soon as they have availability. The speciality team staff work between 8am and 6pm.

What should I do if I answer the question incorrectly?

If you select the wrong answer, please email gjnh.pccpatientenquiries@gjnh.scot.nhs.uk

What happens after I respond?

Your initial answer will determine what happens next.

- Yes: You will remain on the waiting list and will be contacted when an appointment or operation becomes available.
- No: We will contact you to ask why you no longer need your appointment or operation. We will then remove you from the waiting list.
- Unsure: A member of our team will call you to discuss your needs and will update the waiting list as appropriate.

We will also be calling a random sample of patients to assess this service.

What happens if I do not respond to the text message?

Patient Hub knows if you have not logged in so you will still get letters if you can't use digital platforms. The system will notify us if you haven't logged in after 48 hours so that we can send a paper letter to the home address you have registered with us.

What do I do if I gave the wrong answer?

If you have answered the question incorrectly, just go back to the link in your text message and start again.

Does it cost me to reply to a text message?

Text messages will be charged at standard network rates but will be free if you have a text message bundle with your mobile provider. You can change your digital letter setting online for free by following the link in your text messages.

What if I don't have a smart phone or a computer?

The initial link needs either a smart phone, tablet or a computer.

If you don't have a smart phone or computer, don't worry, you will continue to receive any information about the waiting list by letter in the post.

What happens if I want to opt out, or still want to receive a letter in the post?

You can access the link to opt out of future communications on the Portal.

What web browser do I need to access Patient Hub?

If you have trouble accessing this site, please check your internet access and that you are using, and that you are using one of the below compatible web browsers:

- Microsoft Edge
- Chrome
- Firefox
- Safari
- Chrome for Android
- Chrome for iOS
- Safari for iOS



Will you be able to tell me where I am on the waiting list?

We cannot provide you with details of where you are on the waiting list or how long your wait may be. You can check average waiting times on the NHS Inform website at:

<https://www.nhsinform.scot/waiting-times>

What happens if my condition changes while I'm on the waiting list?

If you have an urgent or emergency medical problem or concern, please contact the appropriate service:

- In an emergency, always dial 999.
- For urgent care, call NHS 24 on 111.

Data security

Why are you asking me for my date of birth?

After you have answered the question, we will ask you to input your Date of Birth so that we can confirm we are updating records for the right person.

If you are answering the survey on behalf of someone else, you must provide their details at this stage.

Is my data secure?

As part of NHS Scotland, NHS Golden Jubilee has strict clinical and information governance standards, policies and procedures.

Data will be shared in line with the [Intra NHS Scotland Sharing Accord](#) and associated [Directorate Letter](#) setting out the need for seamless data flow to support cross boundary working and patient care.

NHS Golden Jubilee has signed a Data Processing Agreement with the supplier.



Is this service secure?

Yes, the service is designed with security in mind.

The text message or email regarding your referral will be sent to you by the Hospital.

Once you click on the link, you will be asked for two forms of identity, to check it really is you. This will be either your mobile number or email address and your date of birth. This information, coupled with a 6-digit authentication code, forms secure 2-factor authentication.

What authentication does Patient Hub use?

Patient Hub uses 2-factor authentications.

1. You begin the login process by giving us some personal information known to you – your mobile number or email address and your date of birth.
2. To complete the log in process, you will be sent a 6-digit security code by text message, or by email. This code can only be used once and is only valid for 1 minute.

Every time you log in, you will get a new 6-digit code.

Do I need to remember a username and password?

No, you do not have a username or password.

Do I need to securely log in each time I access the Portal (Patient Hub)?

Yes, it is important to keep your data secure. The code via text message or email is very fast.

Is the link in the text message or email trustworthy?

Yes. Our partner, Netcall, adheres to the highest data security standards in line with NHS Scotland clinical and information governance standards, policies and procedures.

[Click here to read Netcall's Privacy Policy](#)

[Click here to read NHS Golden Jubilee's Data Protection Privacy Notice](#)