

## How to send a broadcast message

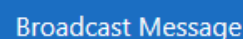
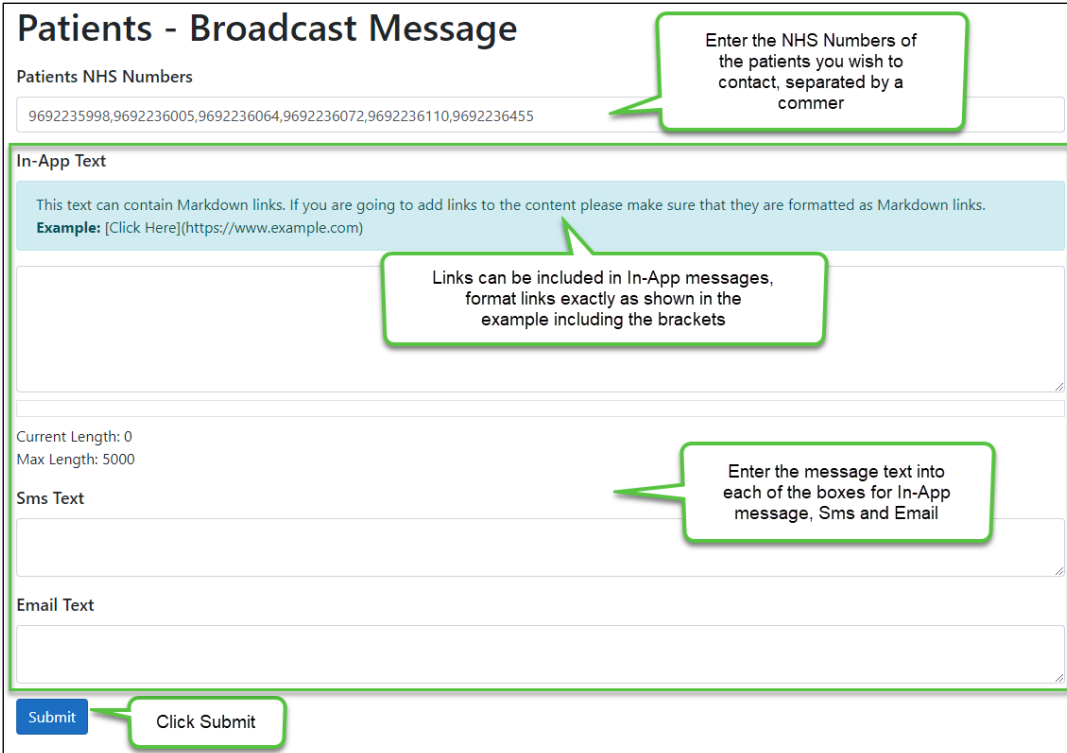
### Scenario

This guide explains how to utilise the Broadcast Message functionality within the My GNCR Management portal. The Broadcast Message functionality is in the Patients, Appointments and Correspondence sections.

- Patients can turn off Email and SMS message alerts in their preferences (*only patients who have this turned on will receive the message*)
- In-App messages cannot be turned off (*all patients will always receive the message*)
- Links can be included in In-App messages. Format links exactly as shown in the example, including the all of the brackets: [Click here](https://www.example.com)

### Broadcast by NHS Number

1. To send a message to an NHS Numbers or list of NHS Numbers click the **'Broadcast Message'** button. This can be found in Accounts > Patients or in the Appointments or Correspondence section.
2. Enter the **NHS Number(s)** of the patient(s) you wish to contact, separated by a comma.
3. Enter the message text into each box:

**Patients - Broadcast Message**

Patients NHS Numbers

9692235998,9692236005,9692236064,9692236072,9692236110,9692236455

In-App Text

This text can contain Markdown links. If you are going to add links to the content please make sure that they are formatted as Markdown links.  
**Example:** [Click Here](https://www.example.com)

Sms Text

Email Text

Submit

Current Length: 0  
Max Length: 5000

Enter the NHS Numbers of the patients you wish to contact, separated by a comma

Links can be included in In-App messages, format links exactly as shown in the example including the brackets

Enter the message text into each of the boxes for In-App message, Sms and Email

Click Submit

4. Click **'Submit'**
5. The message will be sent to the patients in accordance with their communication preferences.

### Broadcast by Filter Criteria

1. Broadcast Messages can be sent to a group of patients by using the Filters on the relevant section.
2. In the **Patients** section the following Filters can be used:

**Patients**

Broadcast Message

**Filters**

First Name:

Surname:

Ods Code:

Nhs Number:

Accessed Count:

Date of Birth: After  Before

First Accessed: After  Before

Last Accessed: After  Before

**Export Columns**

DateOfBirth  GivenName  NhsNumber  Preference: AllowCookies  FirstAccessed

Preference: AllowInAppNotifications  Preference: AllowTextNotifications  Preference: DataSharing  LastAccessed  AccessedCount  AddedDate

Enter the desired filter criteria

Click Broadcast All

Broadcast All Export Reset Filters Filter

3. In the **Appointments** section the following Filters can be used:

**Appointments**

Broadcast Message

**Filters**

Date Range: After  Before

Site:

NHS Department:

Clinical Service:

**Export Columns**

Date  Duration  Acknowledgement  OrganisationId  OriginatorRef

ReasonForCancel  Reason  Status  SupplementaryStatus  AddedDate

Patient: GivenName  Patient: FamilyName  Patient: NhsNumber  AppointmentType: Code  AppointmentType: ServiceName

AppointmentType: Department: Code  AppointmentType: Department: Label  AppointmentType: Department: Title  Location: Site: Code

Location: Site: Label

Enter the desired filter criteria

Click Broadcast All

Broadcast All Export Reset Filters Filter

4. In the **Correspondence** section the following Filters can be used:

The screenshot shows the 'Correspondence' interface. At the top right is a 'Broadcast Message' button. Below it is a 'Filters' section with three main categories: 'Date Range' (with 'After' and 'Before' date pickers), 'NHS Department' (a dropdown menu), and 'Type of Correspondence' (a dropdown menu). Below the filters is an 'Export Columns' section with a grid of checkboxes for various data fields. A callout box points to the filter dropdowns with the text 'Enter the desired filter criteria'. Another callout box points to the 'Broadcast All' button with the text 'Click Broadcast All'. At the bottom right are buttons for 'Broadcast All', 'Export', 'Reset Filters', and 'Filter'.

5. Use the **Filters** to set the desired criteria and then click '**Broadcast All**'
6. The **NHS numbers** will be populated for patients that meet the criteria
7. **Enter** the message text into each box and click '**Submit**'

The screenshot shows the 'Patients - Broadcast Message' interface. At the top is a title 'Patients - Broadcast Message'. Below it is a section 'Patients NHS Numbers' with a text input field containing a list of NHS numbers. A callout box points to this field with the text 'The NHS numbers of patients that meet the desired criteria will be populated'. Below this is an 'In-App Text' section with a light blue header containing instructions and an example link. A callout box points to this section with the text 'Links can be included in In-App messages, format links exactly as shown in the example including the brackets'. Below the header are three text input fields: 'Current Length: 0 Max Length: 5000', 'Sms Text', and 'Email Text'. A callout box points to these three fields with the text 'Enter the message text into each of the boxes for In-App message, Sms and Email'. At the bottom left is a 'Submit' button with a callout box pointing to it with the text 'Click Submit'.

8. The message will be sent to the patients in accordance with their communication preferences.

## Broadcast by Selection

1. In any section (patients, appointments, correspondence) the tick box beside the entry can be used to send a Broadcast message to that patient or patients.
2. Place a **tick** in the relevant box or boxes:

	First Name	Surname	ODS Code	Date of Birth	NHS Number	First Accessed	Last Accessed	Accessed Count	
<input checked="" type="checkbox"/>	Sidney	COY	F00005	11/09/1992	9692236471	11/29/2021 1:40:01 PM	11/29/2021 1:40:01 PM	1	<a href="#">View</a>
<input checked="" type="checkbox"/>	ARVIL	BRYAN	F00005	05/12/1957	9693299647	11/30/2021 2:17:40 PM	11/30/2021 2:17:40 PM	1	<a href="#">View</a>
<input checked="" type="checkbox"/>	Walter	NILSEN	F00005	07/04/1922	9693299639	12/4/2021 12:01:55 PM	12/4/2021 12:01:55 PM	1	<a href="#">View</a>

3. Click **'Broadcast Message'**
4. The **NHS numbers** will be populated for the selected patients
5. **Enter** the message text into each box and click **'Submit'**

### Patients - Broadcast Message

Patients NHS Numbers

The NHS numbers of patients you have selected will be populated

In-App Text

This text can contain Markdown links. If you are going to add links to the content please make sure that they are formatted as Markdown links.  
**Example:** [Click Here](https://www.example.com)

Links can be included in In-App messages, format links exactly as shown in the example including the brackets

Current Length: 0  
Max Length: 5000

Sms Text

Enter the message text into each of the boxes for In-App message, Sms and Email

Email Text

Click Submit

6. The message will be sent to the patients in accordance with their communication preferences.