



Netcall Patient Hub

Patient FAQs



Netcall Patient Hub **Frequently Asked Questions**

Dear Colleague,

As Patient Hub progresses in your area, there may be questions from patients you need to answer. We hope that this short guide will enable you to confidently answer any questions you may be faced with.

A patient asks why can they not reply to the original text with a simple Yes/No?

The service is set up to direct you through to the Patient Hub platform where you can securely log in using personal data and respond that way. This way eliminates the slim chance of the incorrect contact details being notified in relation to your hospital appointments and neglecting use of the platform.

A patient asks, 'Why do you need me to enter details you already have'?

To ensure that you are accessing this information, as it is patient confidential information relating to hospital appointments, we require our patients to input their date of birth along with your mobile number/ email address.

A patient asks, 'Why do I need an additional security number and if it is necessary, why does it have to have such a short life?'

Patient Hub uses two factor authentication. You begin the login process by giving us some personal information known to you. 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.

The service is designed with security in mind, so you are asked for two forms of identity, to check it really is you. The security number expires after one minute; this is set as a national setting by Netcall (the supplier).

Can a Patient opt out?

Yes, if a patient prefers to receive paper communications only, we can take steps on Patient Hub to remove notifications. Please refer to relevant SOP – 'Patient Hub – Opting A Patient Out'.

A patient needs to change their contact information, what do I do?

Just update patient information as usual through Medway. Patient Hub links to Medway so any changes to contact details should upload automatically to Medway.



Patients are ringing to say they cannot rebook or cancel using the app? What should they do?

At this stage, the rebook and cancel functionality has been removed due to pressures within the Trust. Patients should be advised that rebooking and cancellation requests are done over the telephone – similarly to how this is done previously if a patient receives a patient letter and wishes to change the date/time of the appointment.

Communications to patients will only ask them to ‘accept’ an appointment and will not give them the option to rebook or cancel, therefore Patients will call if needing to change an appointment.

Appointments should be changed in Medway. Again, this will automatically update in the Patient Hub platform.

A patient is reporting the app times out or disconnects, what do I suggest?

Although unlikely, you will be told if there are any errors or downtime which would affect patient accessibility.

Does the patient have any Wi-Fi or data (4/5g) connection? If not, you can advise them to opt out of the hub if they prefer? (See – Can a Patient Opt Out?)

*Also, mention the Trust has free on-site Wi-Fi. This may be useful if Patients are struggling to connect to ‘I’ve Arrived’**

** Applicable in some outpatient areas.*

A patient has a complaint about Patient Hub or I’ve Arrived, who do I direct them to?

PALS and the Patient Experience Team have been trained specifically to deal with Patient complaints. They are also trained with Patient Hub so will be able to advise what to do and deal with complaint accordingly.

A patient has received a text message in relation to an appointment that is not theirs

This stems down to the quality of the patient contact details we have stored in our Medway PAS against our patient records. If we have the incorrect patient details in Medway this will then be reflected on Patient Hub which will result in the incorrect person being notified.

This will need escalating to PALS who will raise a DATIX if necessary.

In the first instance please ensure the incorrect number is removed from the patient record to prevent any further correspondence being sent out.

