**Comms pathway - LTC Review**

* Patient contacted (text/email/letter) one month prior to birthday date to book in for 1st appointment with HCA for LTC checks
* Appointment booked through text reply/online request form/calling practice
* Text confirmation of appointment, option to reschedule
* Text reminder of appointment
* Pre-checks questions sent out via text/NHS App
* Attends appointment with HCA for tests and checks
* Appointment with HCP booked
* Receives results letter + prompts (text/email/letter)
* Attends appointment with HCP where results are discussed and priorities addressed as well as creating a shared management plan
* Care plan written during appointment sent to patient
* Follow up appointment to be booked based on appropriate interval
* If the patient does not act on the reminder they are:
* Sent another text reminder
* Sent a reminder via an alternative platform – email or letter
* Called on the phone