

Post-review SMS templates

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These post-review SMS templates help reinforce the plan discussed in the consultation and ensure the patient feels supported during the transition.

Option 1: For a Switch (e.g., to Mirabegron)

[Surgery Name]: Following your review, we have switched your bladder med to [New Med Name]. This should be easier on your memory/balance. Please finish your current pack before starting the new one. Any issues, call [Phone].

Option 2: For a Dose Reduction (The "Slow & Low" approach)

[Surgery Name]: As agreed, please start your new lower dose of [Med Name] today. We hope this reduces side effects like dry mouth while still helping your bladder. We will call you in 4 weeks to check progress.

Option 3: For a Trial Stop (The "Holiday")

[Surgery Name]: You are now starting a 2-week break from your bladder medicine to see if you still need it. Please keep a diary of any symptoms. If you find things difficult, contact the Pharmacist on [Phone].

Option 4: "No Change" (Safety Education only)

[Surgery Name]: Thank you for your medication review today. We have agreed to stay on your current dose for now. Please contact us if you notice new symptoms like increased confusion, dizziness, or a very dry mouth.

Pro-Tip for the Pharmacy Team

If your clinical system (like EMIS or TPP SystemOne) allows for **delayed SMS**, schedule a "Check-in" text to go out automatically **14 days after the review**.

Example Check-in Text:

"Hi from **[Surgery Name]**. It has been 2 weeks since we changed your bladder medicine. How are you feeling? If you are struggling with symptoms, please book a follow-up with the Pharmacist here: [Link]."