

# Citizen notifications

## Information service



### Background

In the wake of the Coronavirus pandemic, NHS organisations have quickly had to adapt to new ways of working, and we have seen a widespread shift to the use of digital tools in providing care. Innovators, such as Inhealthcare have had to step up to demand, and turn services around almost in an instant.

City Health Care Partnership CIC (CHCP) identified a need to quickly inform citizens of important information; to take care during an upcoming heatwave and to wear a face covering at all clinical appointments following Government guidance on the Coronavirus pandemic. With timing of the essence, CHCP turned to Inhealthcare to set up these services at speed.

### Heatwave notifications

As a result of climate change in the UK, we are increasingly experiencing extreme summer temperatures that can be harmful to health. Hot weather puts a strain on the body and can be fatal for the elderly and vulnerable. With a heatwave looming, CHCP wanted to remind vulnerable citizens to take precautions to keep them safe and well.

### Coronavirus updates

With new Government guidance advising citizens to wear face coverings when attending hospital and clinic appointments, CHCP wanted to remind its citizens to take precautions.

### Outcomes

Working with Inhealthcare, in just a couple of days, SMS notifications were sent to more than 50,000 vulnerable citizens. The heatwave notification was sent to 15,000 people, and the Coronavirus update to 35,000. CHCP will include the notifications in their future plans for severe weather conditions. This will include the winter period where cold weather-related deaths represent the biggest weather-related source of mortality. (NHS England)

