FAQ for C&PCCG MOT WhatsApp

How can I get WhatsApp on my mobile device if I don't already have it?
Search in your App Store (iPhone) or Play Store (Android) for **WhatsApp** and click **Install.** Once the app has downloaded click **Open.** You will then need to follow the instructions on screen for registering your device. You then need to follow the joining instructions as detailed above to receive messages from the MOT WhatsApp.

Will any information I send to the MOT WhatsApp be viewable by other users?
No, any information sent by yourself to the MOT WhatsApp number will only be viewable by members of the MOT and cannot be seen by any other persons.

What sort of messages will I receive from the MOT WhatsApp?
The purpose of the MOT WhatsApp is to share important and urgent information from MOT.
It may also be used to facilitate requests for specific information to be feedback to MOT – e.g. locating urgent medicines, confirming pharmacy open hours, etc.

Can I send queries to the MOT via the MOT WhatsApp?
All queries for MOT should continue to be emailed to CAPCCG.prescribingpartnership@nhs.net and **NOT** sent via the MOT WhatsApp. This will ensure your query is dealt with by the appropriate person. We advise that you should only send messages to the MOT WhatsApp if specifically requested to do so.

What if I no longer want to receive messages from the MOT WhatsApp?
To unsubscribe from the service, send **STOP** to the MOT WhatsApp to indicate that you no longer wish to receive messages. Your contact details will be removed from the broadcast group and from or records. You will no longer receive messages.
You can also delete the MOT WhatsApp contact number from your device, and this will mean you can no longer receive broadcast messages from the MOT WhatsApp.
You can opt back in at any time by following the original sign up procedure.