



Answering + Booking Extended Access Appointments

Answering calls:

Good Morning/Afternoon/Evening, Kingston GP Chambers Extended Access, speaking how can I help?

Correct procedure to find/book patient:

Patient Trace (magic wand)

Ask patient for: Surname – Gender – D.O.B

If patient doesn't show up, then continue to create new patient.

Fill out all details for patient – ensure you take the best contact number for the patient.

Ask the patient: 'Do you have confirmed COVID?'

If they answer 'No' then please continue to book 'Face-to-Face' appointment.

If they answer 'Yes' then please inform the patient they will receive a 'Telephone' call from the GP.

Please ensure you change the slot type to: Extended Access Telephone

Book the patient into available appointment and confirm the time, location and correct mobile number for the patient.

EVERY patient MUST have an accuRx message sent to confirm the appointment.

The templates are set up for each hub as below – you just need to amend the 'Time':

- F2F - Claremont Medical Centre
- F2F - Holmwood Corner Surgery
- F2F - Kingston Health Centre
- F2F - Manor Drive Medical Centre
- F2F - Merritt Medical Centre
- F2F - Surbiton Health Centre