

Answering + Booking 111 (Minor Illness) Appointments

Answering calls:

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

Booking appointments:

- Ask the person on the phone what the disposition is for the patient – MAKE SURE to check before confirming we have available appointments within the specified time frame.
- DO NOT book any dispositions into any slot after the timeframe. (E.G: Don't book a 1 hr disposition that has called at 10am into a slot after 11am)
- Also please don't question about where the patient lives – you can phrase it as:

Can you please make the patient aware that if the GP feels necessary for a F2F appointment that our clinic is based in Surbiton.

Correct procedure to find/book patient:

Patient Trace (magic wand)

Take NHS number

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.

Book the patient into available appointment and confirm over the phone that the patient will receive a call within the disposition.

Attaching 111 reports:

111 will email a report into kgpc.ooh@nhs.net

This email can be access via your personal NHS email address or by logging in manually.

Email address: kgpc.ooh@nhs.net

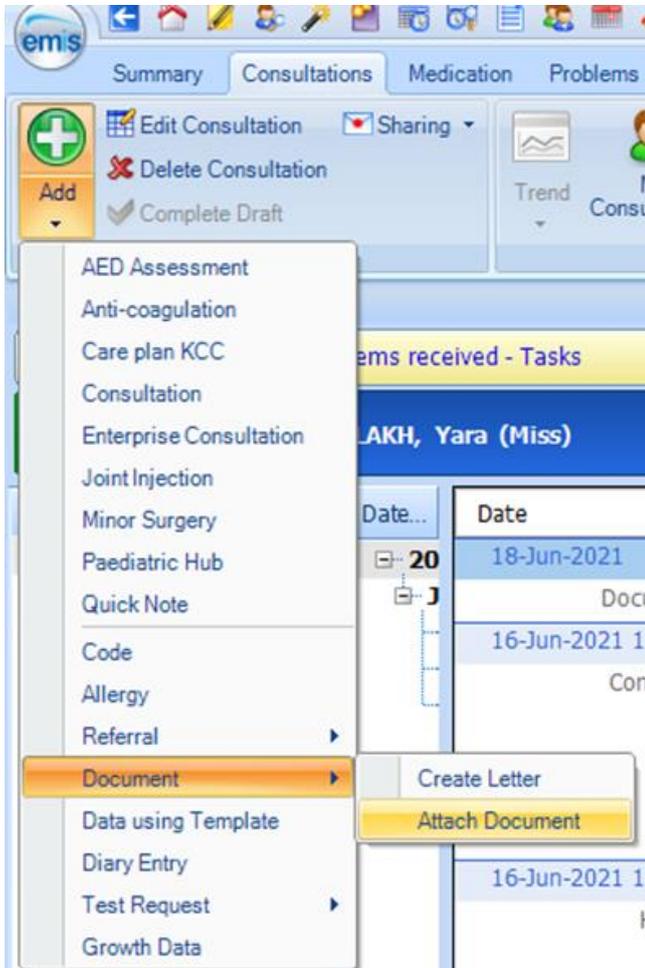
Password: Kingston2022 (This may change)

This report needs to be attached the patients EMIS notes by following the steps below:

Open the email.

Save the document to the desktop. (This may be different on each computer – you need to download and then save as)

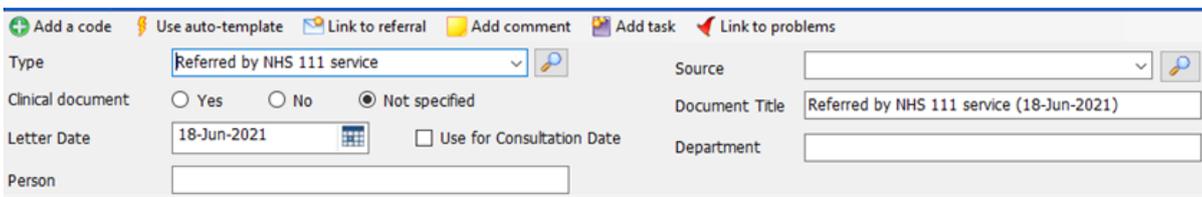
Go to EMIS - Consultations – Document – Attach Document



You then need to select – Referred by NHS 111 service as the ‘Type’

This will default the Document Title – this does not need to be changed.

Then select ‘File’



Check the patient details on the 111 report

and on EMIS (so they match) – ALSO ensure that the PDS box is BLUE – if it is RED, then please update details.

Completing telephone call:

An appointment has been booked for the patient and they will receive a call within the (disposition timeframe).