

## RECEPTIONIST GUIDELINES:

- Please make sure that you are sending a feedback request survey accuRx message to each patient that has spoken to a GP (please do not send the accuRx message to patients that have not answered the telephone call – check in consultation notes)
- Ensure that when a patient is being booked in from 'out of area' that you are Community Registering the patient correctly and with all necessary and correct information (that is if you cannot find them on the spine)

Title/First Name (Given Name)/Surname (Family Name)/D.O.B/Gender/Full Address/Contact Number/Email Address/GP Practice

- Please check the PDS box when booking patients in for a telephone consultation. If they are red, check patient details **BEFORE** you hang up. This helps to make sure that all contact information is correct, as we don't have the option to check when they arrive for their appointments, as every appointment is virtual.
- Make a note of the quantity of patients you had to turn away due to lack of appointments. We need to be able to assess whether we need extra Doctors, and also to show how popular the service is for our reports.
- Always be logged into the Chambers phone.
- Please ensure an 'End Of Shift' email is being sent to [swlccg.chambersextendedhours@nhs.net](mailto:swlccg.chambersextendedhours@nhs.net) including the below information:
  1. Total number of patients who called for appointments but who we couldn't accommodate as we were fully booked.
  2. Total number of masks used during the session.
  3. Any IT problems.
  4. Any clinical or stationery items that need replacing.

5. Any other queries or issues or comments you may have.
  6. Or just to say all went well nothing else to report.
- If you are fully booked on Saturday you can offer Sunday morning appointments, or give out the following information to help:

**NHS 111 Service – Tel: 111**