



## How to answer a call

The highest priority when handling calls at Badger is to ensure the high levels of patient care and support that we have built our reputation on.

Callers using the service may be distressed, anxious, worried, elderly or infirm.

Callers also may not be experienced in calling for out-of-hours assistance, and so may not be ready to give us the information we require.

All colleagues working at Badger have the right to be spoken to with respect; however, please bear in mind all of the above factors when call handling. We ask that you be polite and professional at all times by being calm, patient and empathetic.

Please guide the caller through the service offering the care and concern necessary.

At times, the caller may be offering you superfluous information, or be giving you information in the wrong order that you will need. It is important that, whilst still being polite and professional, **control the call** – in order to minimise delay in getting the patient the care that they need.

## Standard Greetings

The telephone system enables receptionists to see the source of the call and answer using the correct script; these are shown in the examples below for each service.

### **Badger calls:**

*“Good Morning/ Afternoon/Evening, **Badger out-of-hours**, can I take the patient’s doctors name please.”*

### **Walsall calls:**

*“Good Morning/ Afternoon/Evening, **GP out of hours**, can I take the patient’s doctors name please.”*

# Call Script for receiving calls

- or
- 'Badger Out-of-Hours, May I take the patient's doctor's name please?'
  - 'GP Out-of-Hours, May I take the patient's doctor's name please?'
  - 'Can you confirm the name of the Surgery? '

Then to establish who is calling ask:

'Are you the patient, or are you calling for somebody else?'

If the caller advises that they are calling for someone else:

'Are you with the patient?'

This will prevent you taking the callers details and then having to correct the record with the patient's details later in the call.

'Let me take some details from you, before I get someone to call you back.'

- Date of Birth (search)
- Patient Forename- Check correct spelling
- Patient Surname- Check correct spelling
- Patient home phone number
- Can I take the patient's home postcode?'
- Could you please confirm the first line of your address?
- What area is that? Enter on 4<sup>th</sup> Line
- Can I take the reason for your call today?

To close the call.....

Perform action...  
adastra

**Warning!**

Can you please confirm the telephone number to call you back on?

Your case will now be passed to the Clinical Team. Please keep your line clear for a call back within the next 60 minutes. If your condition gets any worse please call back.

**\*\*ON INSTRUCTION FROM A MANAGER DURING HIGH CALL DEMAND\*\***

Your case will now be passed to the Clinical Team. Please keep your line clear for a call back which should be within the next 60 minutes however, at the moment we have very high demand so it may take longer. If your condition gets any worse please call back.

Return phone number confirmed?

Next > Cancel

**Before** ending the call **always** read this statement.

**Only** to be used when instructed by the Team leader.

When the caller has confirmed the number back to you tick the *Return phone number confirmed? Box*

## Note:

Do not tell the caller that the doctor will call-back as it may be a dispatcher calling the patient back, advising them to attend a treatment centre or another to contact another agency, e.g. 999, A & E, Walk-in Centre, etc.