



STB 24 Using the Sensitive Button

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 24: Using the Sensitive Button

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 24 – Using the Sensitive Button	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

Using the Sensitive Button	Date
Added to Rotamaster	

VERSION CONTROL

DATE	CHANGE	CHANGED BY
23.03.11	Original Version	CY
24.07.18	Reviewed	SBi

INTRODUCTION

There may be occasions when a member of staff calls in to use the Badger service as a patient. With immediate effect when a member of staff calls in wanting to speak to a clinician please follow the process below.

Process to follow when a member of staff calls in as a patient

If a member of staff is calling in as a patient with symptoms they feel are of a personal nature they should call:

- (Birmingham Staff) The Team Leader on 0121 766 2120
- or
- (South Staffs staff) The Co-ord on 0121 766 2173

For all other calls they can call in on the usual line.

The member of staff should be treated the same as a regular patient, no details should be given about the clinicians on duty or the AMD on duty if requested.

Their details should be taken and the reason of the call recorded (if they are happy to pass this information to you). If they are not happy divulging the nature of their call it should be recorded as "personal reasons"

Demographics Details

Test Test -- 06-May-58 (52 years) 0121 693 4000

Notes

Symptoms *

test call

Comments

Multiple case

Store Call

999

Store Call TC

Amalgamate

Sensitive

Before storing the call *click* the Sensitive button. This button will now be highlighted, and the call will be tagged *sensitive*.

The call should always be placed in the queue with the other patients to wait for a call back.

IMPORTANT:

Calls received from a member of staff should NOT be discussed with other members of staff