

Module 1

CALL CENTRE BASICS

Training Manual

Name of Staff Member _____

Date of Training: _____

TL/Trainers Name: _____

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Contents

1	CALL CENTRE BEST PRACTICE	3
	Basic Rules.....	3
	Be Prepared For Your Shift.....	4
	Representing Badger.....	4
	Badger Call Centre Standards	4
	Customer Service - Do's and Dont's	6
2	The Telephone System	7
	Logging in and out	7
	Wrap up time between calls.....	7
3	Logging on to Windows at Badger	8
4	Screen Locking	9
5	Adastra: Case search & Patient Search	11
6	Adastra: Doctor & Surgery Details Search	13
7	Adastra: Case Edit	14
	Modify Case.....	14
	Demographics edit.....	15
	General case edits.....	15
8	Adastra: Printing a call	16
9	Adastra: Email, Messaging & Communication	18
	Emailing.....	18
	Messenger.....	19
10	System Fail Email	20
11	Manual Call Sheets in case of emergency	21
	Introduction.....	21
	Using Manual Call Sheets.....	21
	Call centre evacuation	21
12	Important Information	22
	Health and safety.....	22
	Confidentiality	22
	Communication.....	22
	Telephone calls	22
	Answer machines	22
	Access to information	23
	Medical advice.....	23
	Press and Media Enquiries	23
	Department of Health - National Quality Requirements.....	23
	Regular reporting of performance to the CCG.....	23
	Initial Telephone Call:	23
	Telephone clinical assessment	24
13	Phonetic Alphabet	25
14	Translation Services	26
	Contact Procedure.....	26
15	Nuisance Callers	27
	Introduction.....	27
	Sexual Calls.....	27
	Abusive or Offensive Language & Insults	27
16	Sign-off	28
	Training Log	28
	Training / Clinical Lead Sign-off	29

1 CALL CENTRE BEST PRACTICE

Meeting the Badger Call Centre standards is one of the most important parts of your job at Badger.

To progress into this role and other duties in the Call Centre you will need to develop and deliver excellent customer service standards and demonstrate exceptional skills.

Whether dealing with colleagues and visitors face-to-face or with patients on the telephone, you must always represent Badger professionally.

You are responsible for providing an excellent customer service to support our colleagues, supervisors and the patients of Birmingham and Solihull. Your professionalism and good behaviour whilst you are on duty is vitally important.

To support you during your training, you will be assessed on the delivery of your professionalism before you can freely schedule shifts on the Rota.

Working in the Badger call centre you will be required to welcome visitors, deal with information accurately, work effectively with colleagues and take and make calls to our patients - just to name a few of your duties. Your professionalism in dealing with people in all types of situations is required for every single person you deal with.

Basic Rules

What better place to start than with the basics.

If you already have the basics down then you are just one step closer to having ideal Call Centre standards, but if not here are some of the most important rules!

- Always be kind, polite and courteous to every person you come into contact with.
- Be punctual - please arrive in plenty of time to prepare for your shift.
- Dress appropriately in line with the Badger Dress Code. Visitors and patients frequently visit our sites, and you must be suitably dressed for your role.
- Personal mobile phones must not be used whilst you are on duty.
- Know how to greet your colleagues and visitors to Badger with courtesy and respect.
- As a member of the Call Centre, you must always be prepared to take calls or handle enquiries from your colleagues or supervisors. If you don't know the answer to a query, then please ensure you politely explain that you will seek

guidance and seek support from your Team Leader to support the enquiry – take ownership.

- Know how to help and assist your colleagues and supervisors when you are not busy.
- Know how you are expected to behave in the workplace – do you understand the Badger Code of Conduct?

Be Prepared for Your Shift

- Develop your telephone skills – ensure you know how to use your telephone; transfer calls, hold, manage calls both incoming and outgoing.
- Know your colleagues – you must know the key departments and key contacts at Badger and how to get in touch with these teams, i.e.: Finance, HR, Training, Rota Team, Operational Management, Badger Executive Team etc and know when you need to contact them.
- Know the expectations of your role.

Representing Badger

Some tips on how to represent Badger with your colleagues, supervisors, visitors and patients on the telephone:

- Always introduce yourself and the company
- Speak clearly both face to face and directly into the phone
- Don't cover the phone - put on hold if you need to ask another person a question
- Always be ready to take and make calls.
- Answer the phone within 2-3 rings
- Greet the caller according to Badgers script
- Use a professional tone of voice and pace when speaking on the phone.
- Always be professional

Badger Call Centre Standards

1. Body Language is Important - Even Over the Phone

You might be thinking 'well, they can't see me, so why does my posture matter?' Your posture can really affect the way you talk with the caller. If you are sitting up

straight at a desk you are going to be more motivated to help assist your caller with whatever they need.

2. Don't Interrupt a caller

You listening to the caller is so important to them. Actively listening to a caller makes them feel valued and will result in the care to our patients that Badger expects of all staff members.

3. Ask Before You Act

Before placing a caller on hold or transferring them to a different department it is important to ask the caller if it is okay first. The caller's time is incredibly valuable and by asking them first it makes them feel as if they have a say in the conversation.

4. Always Inform Your Callers

Your callers should know what is always going on. Please ensure that all callers are dealt with politely and with compassion. Give your caller updates to let them know that you haven't forgotten about them will support your patient.

5. Handling Difficult calls.

Working in a call centre can be especially challenging when you have an angry caller to deal with. Remember to use your conflict resolution training and soon handling a difficult customer will be nothing! There are some key things to remember when handling an angry customer:

- First impressions are important
- Be empathetic
- Speak clearly
- Support the caller by being helpful and kind.
- If you need it, always ask for help from your team leader or colleagues.

Customer Service - Do's and Dont's

How to properly treat a caller or visitor might seem obvious but there are some extremely important do's and don'ts to always remember if you want to provide a great customer service.

Honesty

Do: Always be honest with your customer, especially with the timeframes.

Don't: Lie or tell the caller wrong information – check your facts.

Respect

Do: Put yourself in their situation and make sure that you are treating the patient with the highest level of respect. Work with the patient as best as you can.

Don't: Make the customer feel as if their time isn't valued; take your time and listen to the caller to help them.

Responsibility

Do: If there is a problem, take responsibility on behalf of Badger. The caller does not care who is at fault only that the issue be resolved as quickly as possible.

Don't: Talk poorly of anyone in Badger - you are the face of Badger to our patients and visitors.

Keep It Simple

Do: Simplify the problem at hand and make sure you understand your audience.

Don't: It's important to not use complicated jargon if your customer isn't going to understand it. The last thing you want to do is make the customer feel dumb for not understand what you are trying to say.

Listen

Do: Listen to what your caller is saying. There is a good chance they are going to give you honest feedback as to how their experience went. Use it to make to your advantage to make the next call you have with a customer even better. You can also use the feedback to build relationships with the customers.

Don't: It is important to use the feedback you are given constructively and not take it personally. Don't forget how important it is to turn a caller's negative experience into a positive one.

2 The Telephone System

This section explains how to use the Badger telephone system; it provides information on how to log in and out of the phone system.

Logging in and out

To log into to the phone:

- Press 'Hot Desk' button
- Press 'log in'
- Enter your '**agent ID**'
- Press the '**OK**' button
- Enter your password (**currently the same as Agent ID**)
- Press the '**OK**' button

To log out.

- Press the 'Log out' button
- Press 'Cancel' button

Wrap up time between calls

At the end of each call there is a short period of time set to allow you time to finish off entering the details on the database; no calls will be presented to you during this period. At the end of the wrap up time the system will deliver another call to your extension.

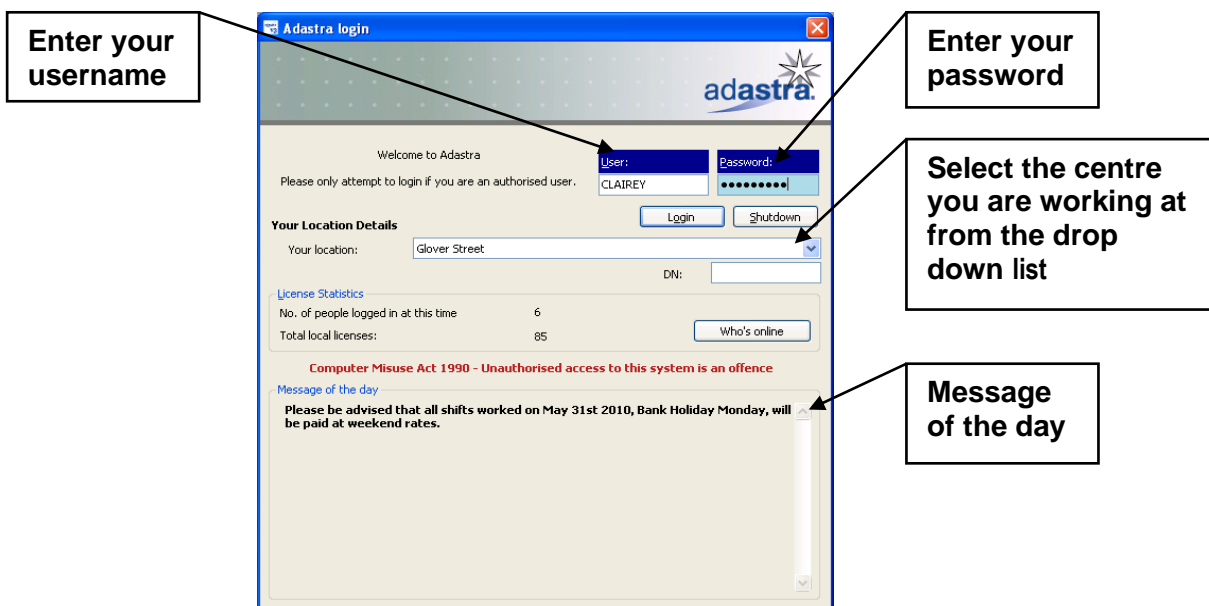
3 Logging on to Windows at Badger

Under normal circumstances the Badger computers will be logged on to Windows and Adastra will be running. However, if you are required to log on to windows then enter the following information:

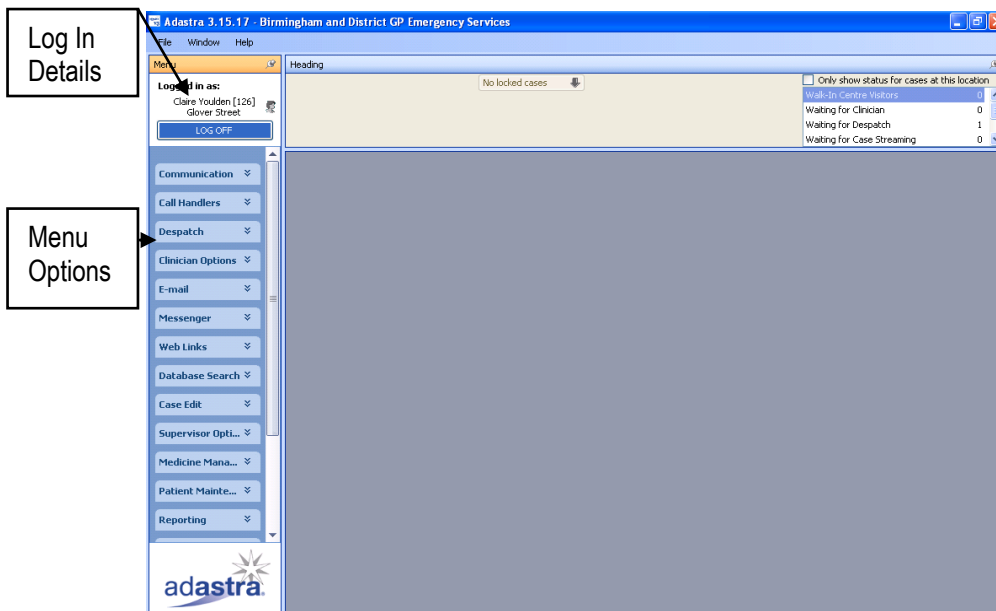
User: **Adastra**
Password: **4DASTRA1234!**

Select the Adastra icon and double click with the left mouse button to launch the application.

Log onto Adastra using your username and password issued to you at induction.

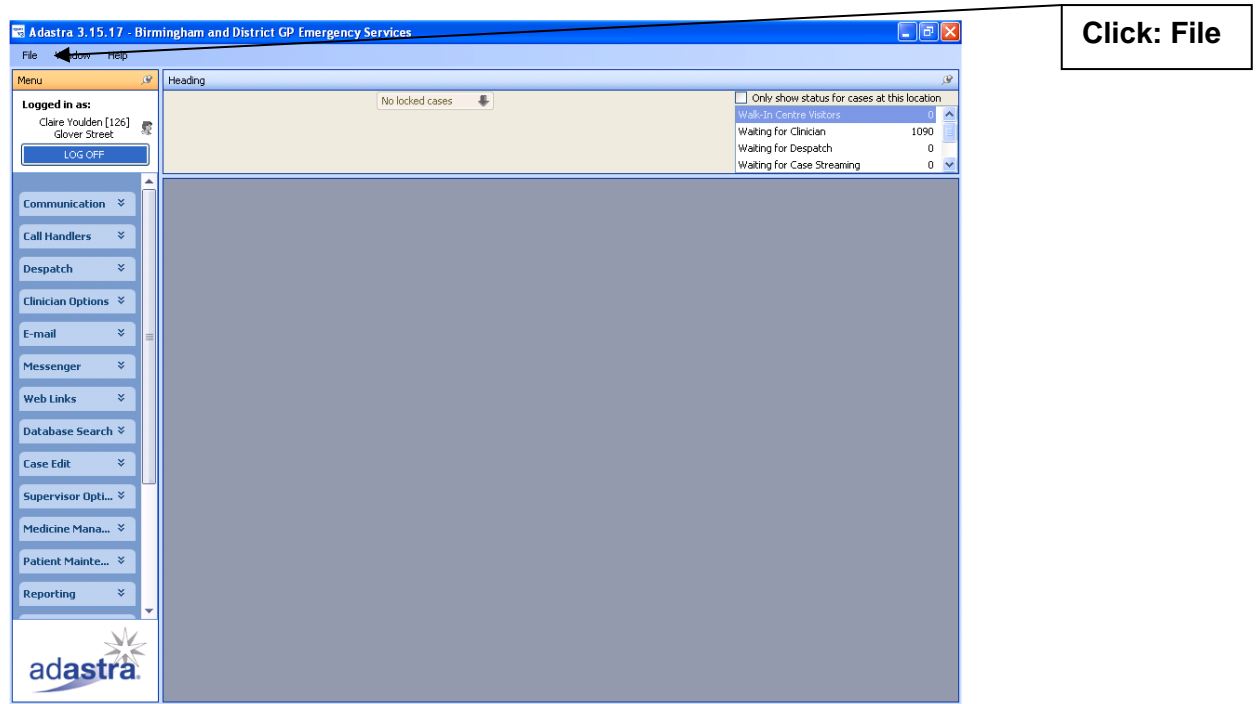


Note: Please ensure to read the **Message of the day** section on the log-in screen at the beginning of your shift

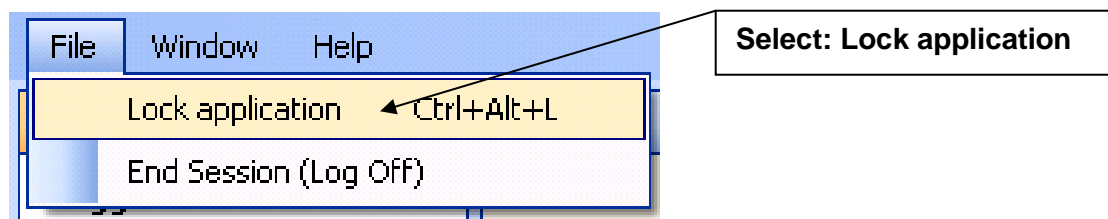


4 Screen Locking

There is a lock screen facility on AdastrA. Using the screen lock reduces the risk of patients' details being available on-screen whilst you are away from the workstation and ensures compliance with Information Governance policies.



You will be presented with an option screen



The screen below will be presented, and the screen will be locked.

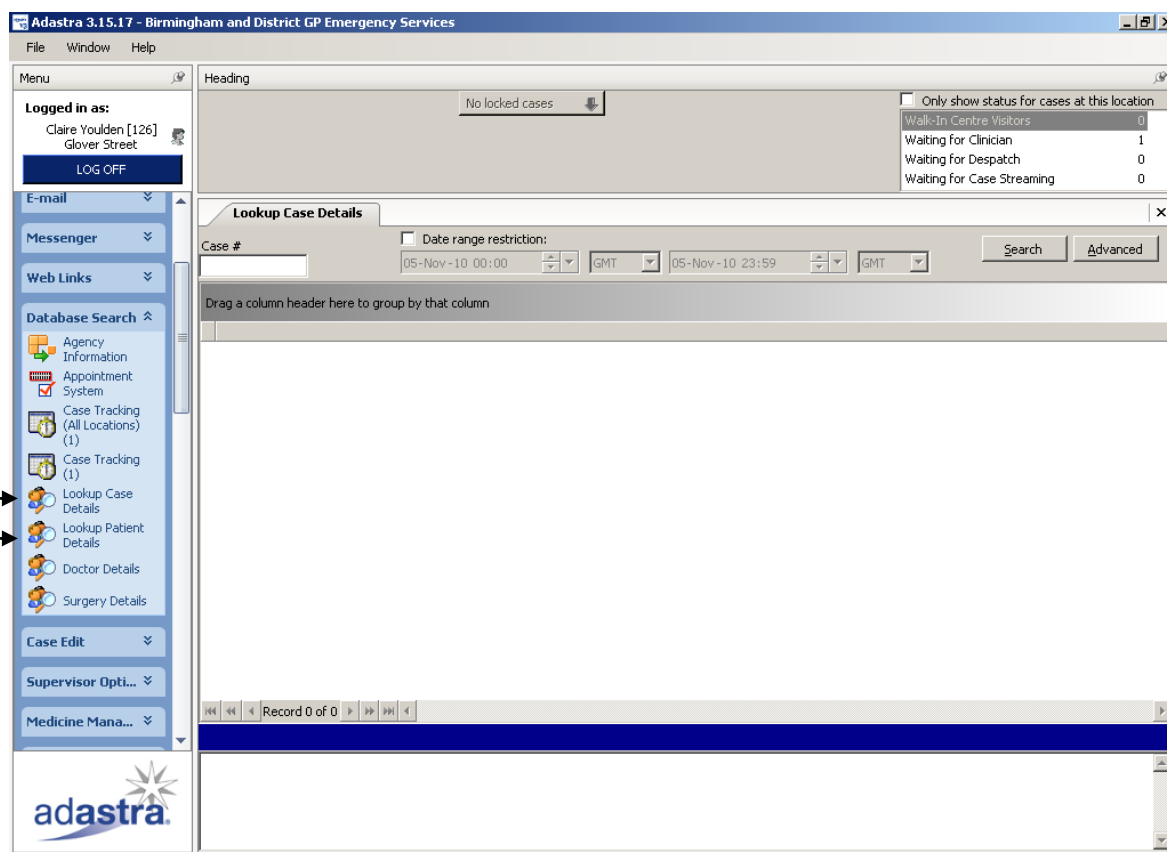


To unlock the screen

1. Unlock Session: Type in your password to unlock the system (only current user)
2. Exit application: Type in your username and password to exit the application (any user)

Note: Everyone should follow these steps when moving from their workstation even for a short while.

5 Adastra: Case search & Patient Search



If you need to look up of view event that have occurred in a case or any previous encounters a patient has had with Badger, you can use the **Look up Case Details** or **Look up Patient Details** options.

The differences between the two search options are; in 'Lookup Case Details' you can find the patients case by searching under the case number. In 'Look up Patient Details', you use if you know the patients name, telephone number and date of birth.

To use '**Look up Case Details**' go to '**Database Search**' and select '**Look up Case Details**'.

Enter case number and click on search

A list of matching numbers will be displayed; select the correct patient then double click on their details.

You will then be taken to the screen below where you can view the patients' demographic details.

Lookup Case Details

Patient Details | **Event List**

S6076 | **Test Test** | Female | **09-Jan-76** | 33 years | 0 last week

Active date: 21-Nov-09 12:20:09 GMT | Entry date: 21-Nov-09 12:17:00 GMT

Contact
 Home: 0121 123 4567 Dial
 Mobile: 0121 123 4567 Dial
 Cur. loc: Dial
 Other: Dial

Status
 T\Centre Nurse
 CLOSED
 On reception: Routine
 Cover: Full Cover
 NHS Number: []

Current Location
 141 Turfpits Lane
 Erdington
 West Midlands
 Postcode: B23 5EA | Map Reference: SP:096 932
 Directions | Map

Doctor: Registered
 Sinha, Mukesh Church Road Surgery

Ethnicity: Unknown

Case Summary
 Symptoms: ear - started this motning - pt agreed to attend gh tc

Id	MinutesElap...	TargetTime	Status
FTF	502624	360	

Record 1 of 1

Patients' demographics screen

If you click on the second tab along 'Event List' you will be taken to the screen below where you will see all the events that have happened within the case.

Patient Details | **Event List**

Start Date	Δ	Finish Date	User	Event description	Entry Date
21-Nov-09 12:17:09		21-Nov-09 12:20:58	CLAIREY	Case initially received	21-Nov-09 12:17:00
21-Nov-09 12:20:26		21-Nov-09 12:20:26	CLAIREY	Case type set to T\Centre Nurse	21-Nov-09 12:20:26
21-Nov-09 12:20:29		21-Nov-09 12:20:29	CLAIREY	Priority On reception set to Routine	21-Nov-09 12:20:29
21-Nov-09 12:20:55		21-Nov-09 12:20:55	CLAIREY	Booked for Good Hope / Clinician 21-Nov-09 14:00:00	21-Nov-09 12:20:55
21-Nov-09 12:21:00		21-Nov-09 12:21:00	CLAIREY	Case status set to OLC	21-Nov-09 12:21:00
21-Nov-09 12:21:00		21-Nov-09 12:21:00	CLAIREY	Active Performance Management Started for FTF	21-Nov-09 12:21:00
21-Nov-09 12:24:42		21-Nov-09 12:24:42	TINAB	Booking cancelled	21-Nov-09 12:24:42
21-Nov-09 12:24:42		21-Nov-09 12:24:42	TINAB	Case cancelled (Test Call)	21-Nov-09 12:24:42
21-Nov-09 12:24:47		21-Nov-09 12:24:47	TINAB	Modified case	21-Nov-09 12:24:47

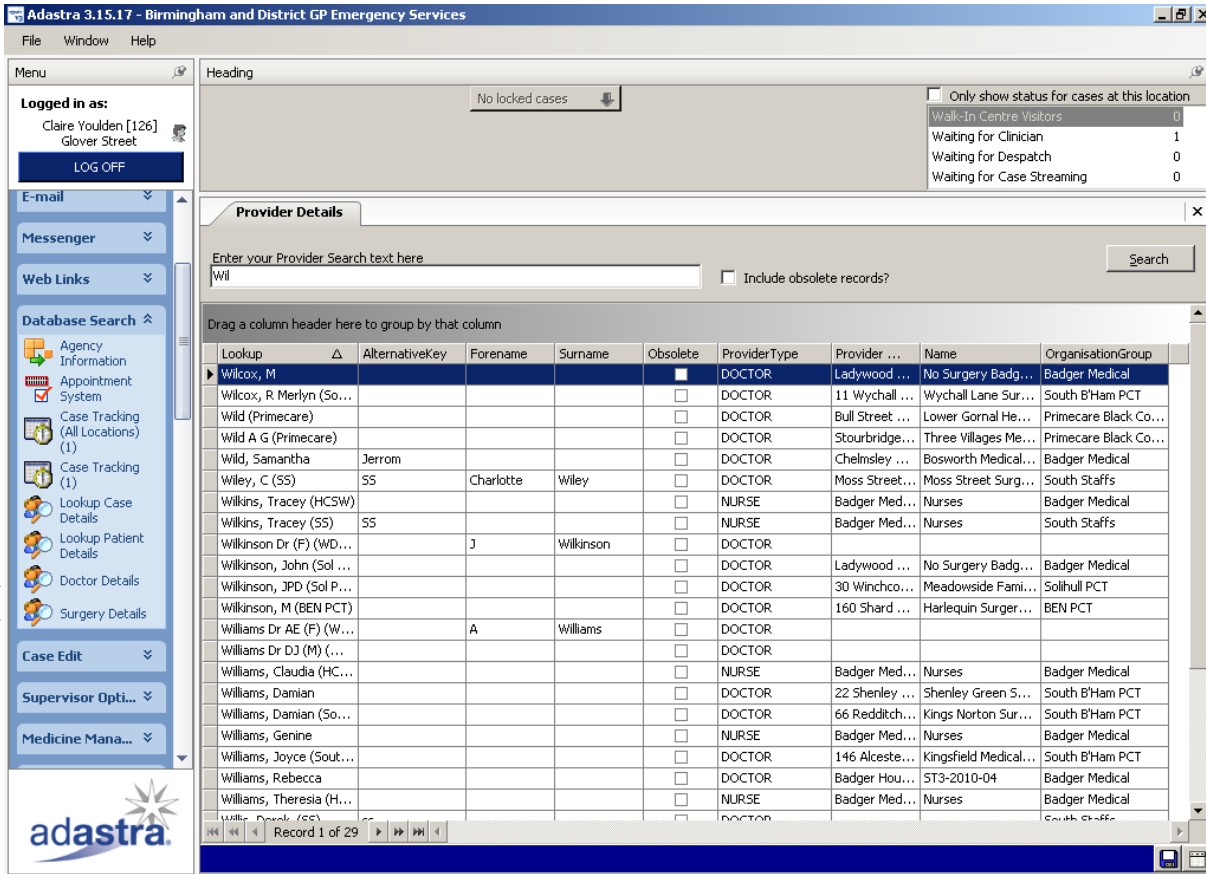
Record 1 of 9

Summary
 Symptoms: ear - started this motning - pt agreed to attend gh tc

User Comments

Events screen

6 Adastra: Doctor & Surgery Details Search



The screenshot shows the Adastra 3.15.17 interface for Birmingham and District GP Emergency Services. The user is logged in as Claire Youlden [126] at Glover Street. The main window displays a search for 'Wil' in the 'Provider Details' section. The search results table is as follows:

Lookup	AlternativeKey	Forename	Surname	Obsolete	ProviderType	Provider ...	Name	OrganisationGroup
Wilcox, M				<input checked="" type="checkbox"/>	DOCTOR	Ladywood ...	No Surgery Badg...	Badger Medical
Wilcox, R Merlyn (So...				<input type="checkbox"/>	DOCTOR	11 Wychall ...	Wychall Lane Sur...	South B'Ham PCT
Wild (Primecare)				<input type="checkbox"/>	DOCTOR	Bull Street ...	Lower Gornal He...	Primecare Black Co...
Wild A G (Primecare)				<input type="checkbox"/>	DOCTOR	Stourbridge...	Three Villages Me...	Primecare Black Co...
Wild, Samantha	Jerrom			<input type="checkbox"/>	DOCTOR	Chelmsley ...	Bosworth Medical...	Badger Medical
Wiley, C (SS)	SS	Charlotte	Wiley	<input type="checkbox"/>	DOCTOR	Moss Street...	Moss Street Surg...	South Staffs
Wilkins, Tracey (HCSW)				<input type="checkbox"/>	NURSE	Badger Med...	Nurses	Badger Medical
Wilkins, Tracey (SS)	SS			<input type="checkbox"/>	NURSE	Badger Med...	Nurses	South Staffs
Wilkinson Dr (F) (WD...		J	Wilkinson	<input type="checkbox"/>	DOCTOR			
Wilkinson, John (Sol ...				<input type="checkbox"/>	DOCTOR	Ladywood ...	No Surgery Badg...	Badger Medical
Wilkinson, JPD (Sol P...				<input type="checkbox"/>	DOCTOR	30 Winchco...	Meadowside Fami...	Solihull PCT
Wilkinson, M (BEN PCT)				<input type="checkbox"/>	DOCTOR	160 Shard ...	Harlequin Surger...	BEN PCT
Williams Dr AE (F) (W...		A	Williams	<input type="checkbox"/>	DOCTOR			
Williams Dr DJ (M) (...				<input type="checkbox"/>	DOCTOR			
Williams, Claudia (HC...				<input type="checkbox"/>	NURSE	Badger Med...	Nurses	Badger Medical
Williams, Damian				<input type="checkbox"/>	DOCTOR	22 Shenley ...	Shenley Green S...	South B'Ham PCT
Williams, Damian (So...				<input type="checkbox"/>	DOCTOR	66 Redditch...	Kings Norton Sur...	South B'Ham PCT
Williams, Genine				<input type="checkbox"/>	NURSE	Badger Med...	Nurses	Badger Medical
Williams, Joyce (Sout...				<input type="checkbox"/>	DOCTOR	146 Alceste...	Kingsfield Medical...	South B'Ham PCT
Williams, Rebecca				<input type="checkbox"/>	DOCTOR	Badger Hou...	ST3-2010-04	Badger Medical
Williams, Theresia (H...				<input type="checkbox"/>	NURSE	Badger Med...	Nurses	Badger Medical
Williams, Theresia (H...				<input type="checkbox"/>	DOCTOR			South Staffs

This option allows you to search for doctor details.

Go to '**Database search**' and click on '**Doctor Details**' and click on the search option.

Type the first three letters of the **Doctors name** and click on the '**Search**' option.

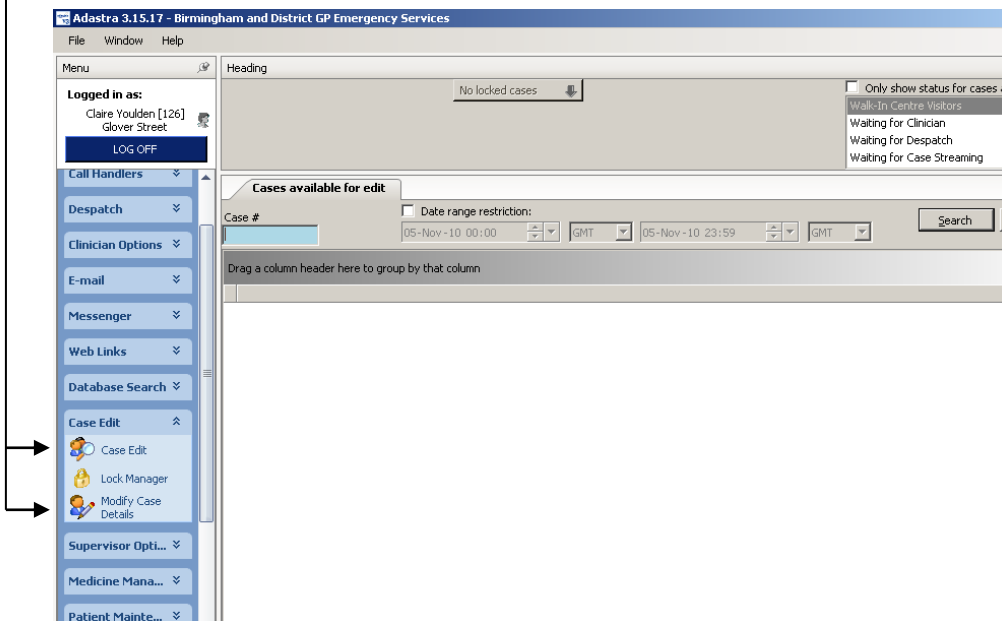
A box will appear with a list of doctors that match your search criteria, select the doctor that you are looking for and **double click**.

7 Aداstra: Case Edit

In the main menu under '**Case Edit**' you will find '**Case Edit**' and '**Modify Case Details Options**', both these options enable you to edit case details, however there are a couple of differences between the two options.

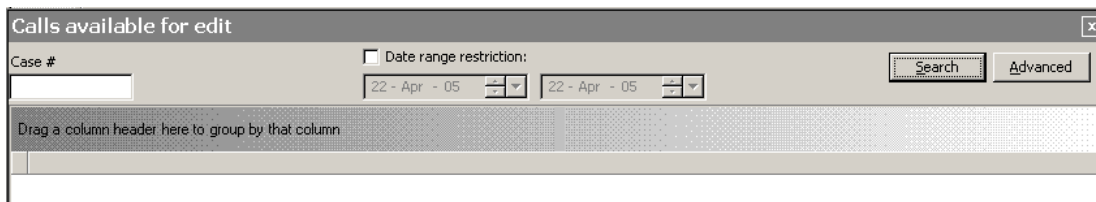
'**Case Edit Option**' allows you to search under a case number, it also allows you to edit any case details whether there active, completed or closed.

'**Modify Case Details**' shows a list of all active cases and only allows you to edit active cases.



Modify Case

Modify case details will only allow the case details of an active case to be modified and are displayed after you select the option on the menu as shown.



Case Edit is based around the database search functionality and will allow you to search for a case open or closed. You may find that you are restricted to the cases you can search for based on access permissions assigned to you.

Please refer to **Section 5** for using the database search function.

Once you have found the case you were searching for double click on it to open it.

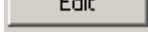
There will be 3 tabs available:

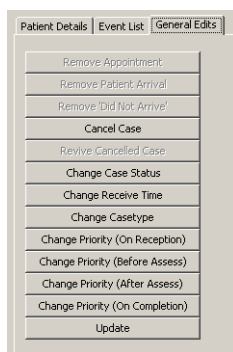
- 'Patient details'
- 'Event list'
- 'General Edits'



The patient details tab by default. It is **important** to double check that you have selected the correct patient / case before editing any details.

Demographics edit

To edit the patient demographic details, click on the  button on the bottom right of the Patient details screen.



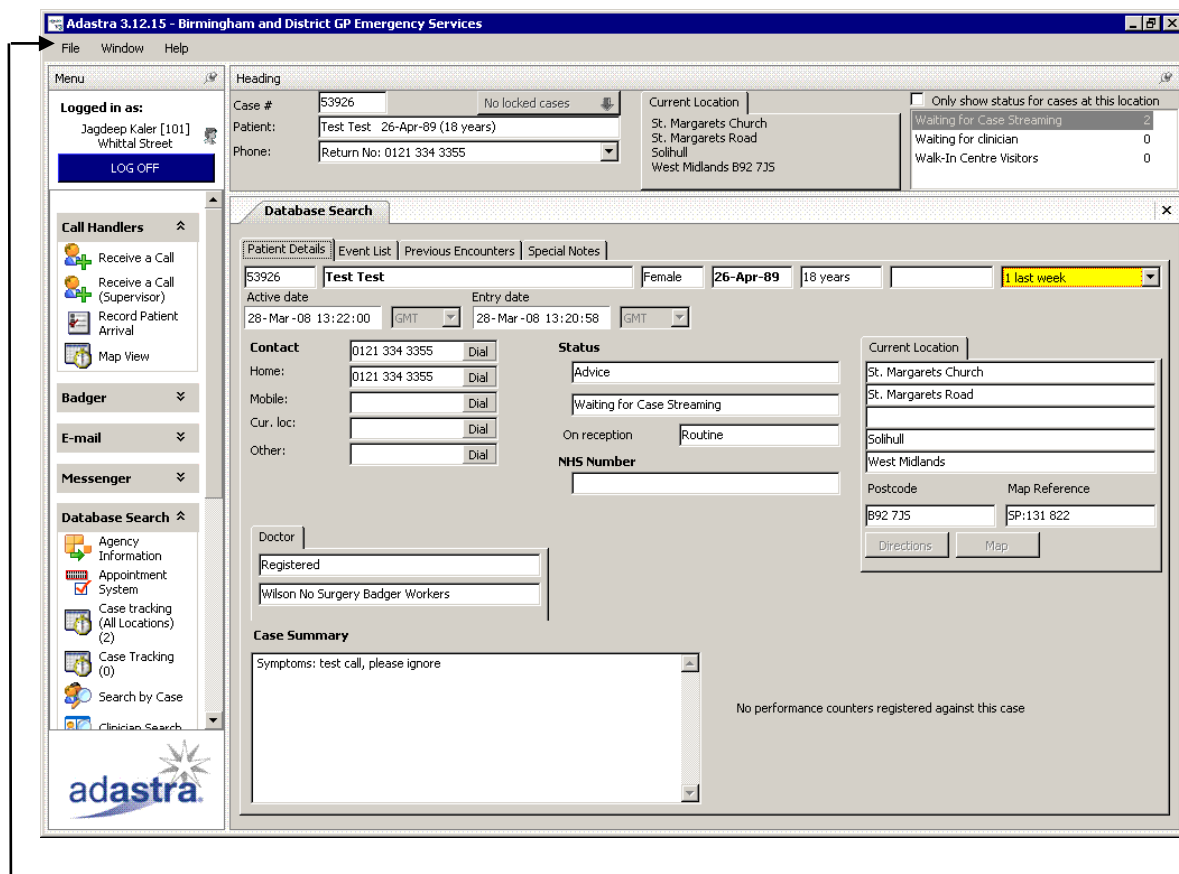
General case edits

Click on the 'General Edits' tab; the following buttons will be displayed

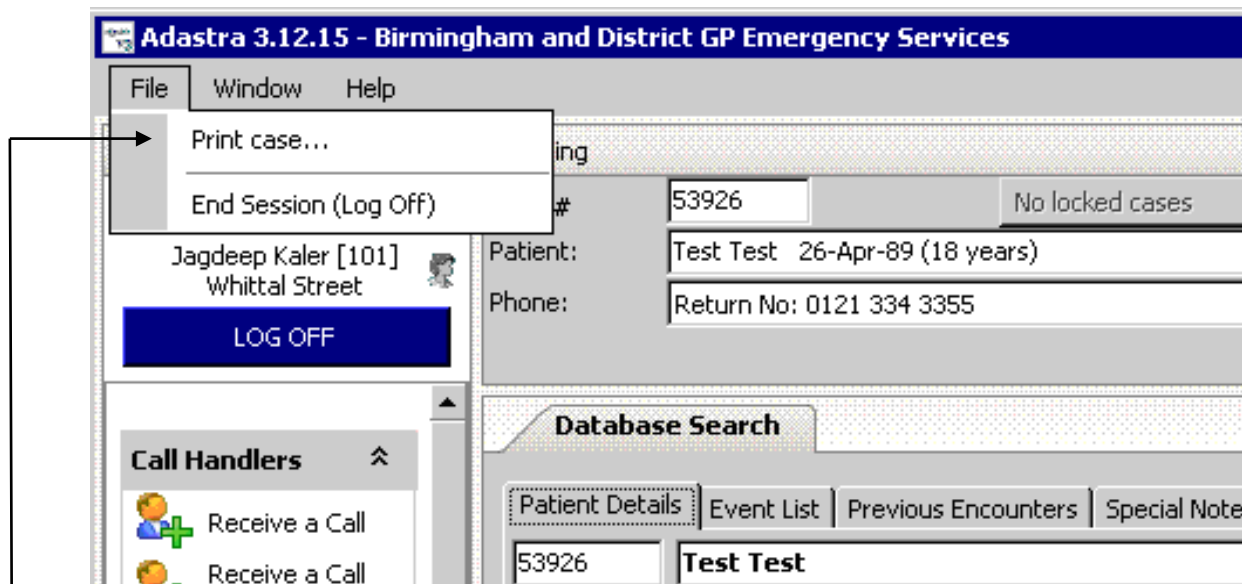
Dependent on how the case has been dealt with and the information available some of the buttons may not be active.

8 Adastra: Printing a call

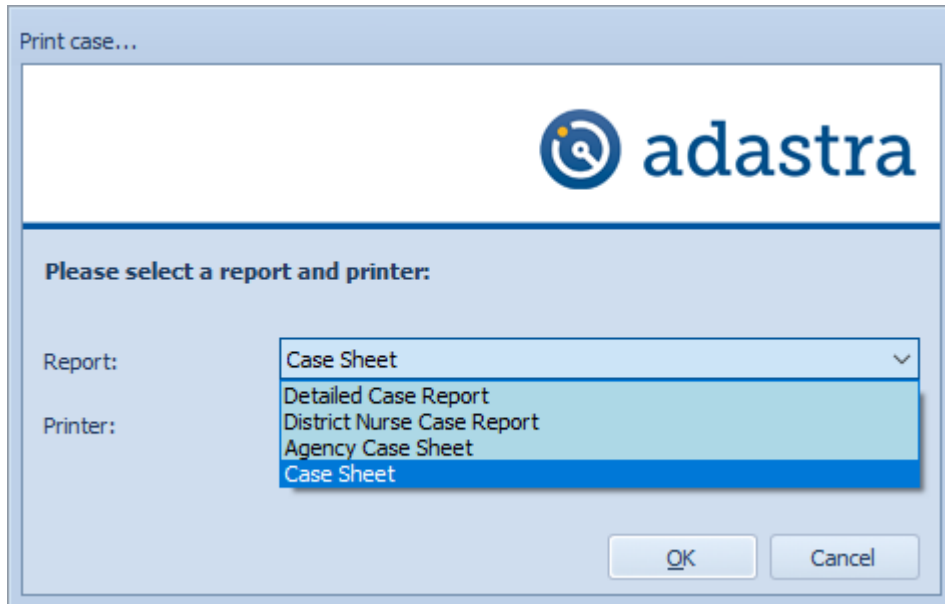
To print a call sheet from Version 3, open the call, once the call details are displayed on the screen as shown below.



Click File and Print Case



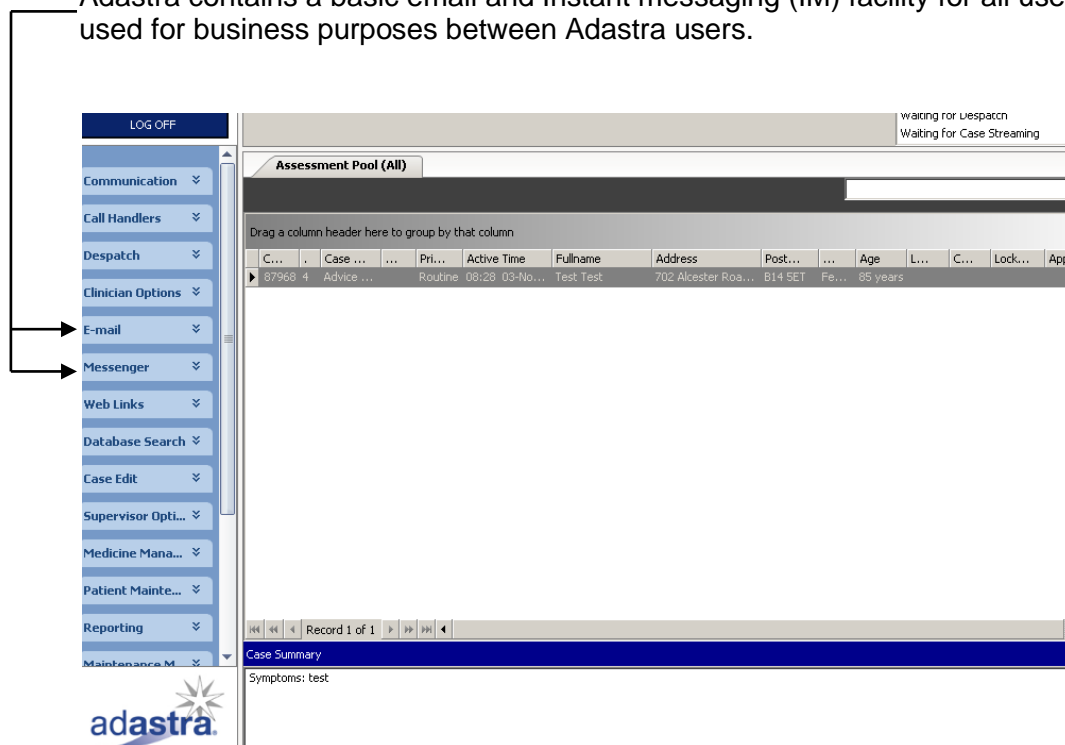
Once you have clicked 'Print Case' the following window will appear.



Select 'Case Sheet' and then press 'ok' to print the case.

9 Adastra: Email, Messaging & Communication

Adastra contains a basic email and Instant messaging (IM) facility for all users. This is to be used for business purposes between Adastra users.

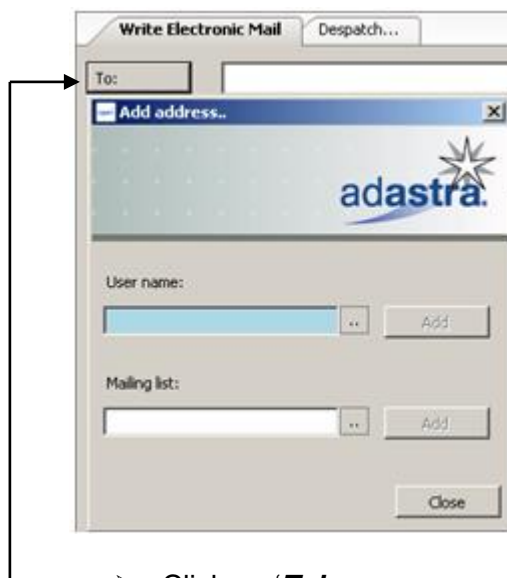


Emailing

The Adastra email is for internal use only, emails cannot be sent to and from external sources.

To send an email:

- Click on the E-mail tab
- Click on 'Write email' with the left button on your mouse.



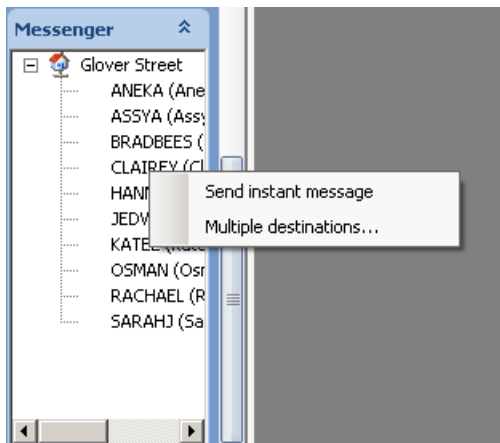
- Click on '**To**'
- Type in the first 3 letters of the username or the mailing list
- Select the person/group you are sending the email to and click 'Add'

- Next click on 'Close'
- Type your message and click 'Send'

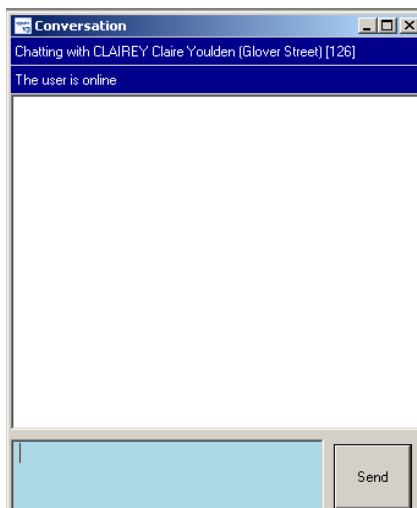
Messenger

The Adastra messaging tab is for internal messages and can only be sent to members of staff who are logged on to Adastra V3. Messages cannot be sent to and from external sources.

- Click on the Messenger tab
- Next, right click on the person you want to send a message to



- Click 'Send instant message'
- You will now be presented with the



Note: Another area of Adastra is the **communication** tab; here you find the weekly update General information, Information memos, service training briefs and reception information.

10 System Fail Email

A case that cannot be received via Adastral is received via System Fail Email. The Team Leader(s) is/are responsible for supervising this process.

Step 1 – Team leader

Email is saved in email folder after printing hard copy

- 'Not Our Patient' cases – Contact NHS111 and return the case to them. If not contactable, ring patient and advise their details came to the wrong service and they should ring 111 again/
- Other cases - printed copy passed to DEC or Call Hander

Step 2 – DEC/CH – create new case on Adastral, send to Case Streaming and select 'Advice'. There are no other choices. Clicking 'Next' sends the case to the 'Medical Record Pool'. All cases have routine priority.

Step 3 – DEC/CH - create Ummanu Case in VWR with 'Routine' priority (Case in Adastral 'Medical Records pool').

11 Manual Call Sheets in case of emergency

Introduction

Manual call sheets are designed to enable Badger to continue to deal with live cases in the event that Aadastra goes down. This guide is to inform you of the process should an outage occur; if Aadastra does go offline for any reason, please refer to your Team Leader(s).

Using Manual Call Sheets

In the event that the Aadastra system is not available the Duty Team Leader instructs call handlers to work manually. The Team leader will distribute manual call sheets SD01 to all Call Handlers and Receptionists working in the PCCs. The master copy of SD01 is in the 'Standard Forms' folder and there is a folder with a backup supply of fifty manual forms, both are kept with the Team Leader(s).

Call centre evacuation

In the event that the call centre has to be evacuated the Duty Team Leader will use the Service Continuity Tracker (see A06) for live calls. New calls received from patients are recorded on the manual call sheet.

Call handlers record all the patients' demographic details and current condition on the manual call sheet.

Manual call sheets are then passed to the clinician to be case streamed.

Calls that have been case streamed to advice calls are forwarded to the clinicians.

Calls that have been case streamed to a PCC, A+E, W.I.Cs and 999 calls are passed to the dispatcher.

12 Important Information

Health and safety

It is the responsibility of every member of staff to work in a manner that is safe to themselves and their colleagues.

During your induction you will be advised on the Badger policies that cover all aspects of Health and Safety.

Confidentiality

Confidential information can be anything that relates to patients and Badger staff. It can take many forms including medical notes, computer files & printouts, information stored on digital devices and mobile phones etc. Everyone who works for Badger is under a legal duty of confidence.

Communication

Do not talk about patients in public places or where you can be overheard, especially in reception/ waiting areas.

Do not leave confidential information lying around unattended

Make sure that computer screens and other displays of information cannot be seen by the general public

Do not share passwords with other members of staff and do not leave your login ID and/or password written down for others to see

Telephone calls

When answering the telephone always interrupt your personal conversation before picking up the telephone. This is a matter of politeness as well as confidentiality.

When you or others are on the telephone, please be aware of what is being discussed within the room and the possibility of the person on the other end of the telephone overhearing.

Answer machines

Unless you have explicit consent of the patient to leave a full message on an answer phone, you should only leave the minimum of information, or call back later.

If you have to leave a message, you should say:
Who you are (your name)
What your number is for the patient to call you back on.

You should not say where you are calling from or what the message is about.
Reception

Any information that a patient intends to collect (for example a prescription) should be put in an envelope with the patient's name and address on the front. Upon collection, ask the person to confirm the patient's name and address before giving them the envelope.

Access to information

Patient clinical information should only be accessed as a direct consequence of a problem or query.

Employees must not look at any information relating to their own family, friends or acquaintances unless they are directly involved in the patient's clinical care.

Medical advice

Under no circumstances should non clinical staff say or do anything which may be construed by a patient as medical advice. Your role is more of a communications facilitator and to ensure all the appropriate information is obtained accurately from the patient. All telephone calls and walk in patients should be received and managed in accordance with Badger Harmoni guidance.

Press and Media Enquiries

Under no circumstances should any member of staff discuss any Badger matter with a representative from the media. If a situation has occurred and you receive a press or media enquiry you should always advise the caller that it is not company policy for staff to comment on any matters or provide any patient details. You should take the callers contact details and advise the caller that you will pass the information to the Team Leader, who will pass details of your enquiry to the Medical Director or the manager on call.

Department of Health - National Quality Requirements

The Department of Health requires all out of hours services to comply with national quality requirements (NQRs). These are a series of standards that each service has to meet.

Regular reporting of performance to the CCG

Sending details of all OOH consultations to the relevant GP practices by 08:00 the next morning.

Regularly audit a random sample of patients for their experiences and feedback of the service. Have a clear complaints procedure.

The NQRs also specify timescales such as how long patients should wait before their phone call is answered, how long before patients receive a call back and timescales for home visits.

The relevant NQRs that all call handling & clinical staff need to be familiar with are:

Initial Telephone Call:

➤ ***Engaged and abandoned calls:***

No more than 0.1% of calls engaged

No more than 5% calls abandoned

➤ ***Time taken for the call to be answered by a person:***

All calls must be answered within 60 seconds of the end of the introductory message which should normally be no more than 30 seconds long, (3 rings).

Where there is no introductory message, all calls must be answered within 30 seconds.

Telephone clinical assessment

➤ **Time taken for a patient to be called back by a doctor/ nurse**

Urgent calls Within 20 minutes

Other calls Within 60 minutes

➤ **Time from a patient being seen following clinical assessment Includes Home Visits**

Emergency Within 1 hour

Urgent Within 2 hours

Less urgent Within 6 hours

Badger provides regular monthly/quarterly reports to the commissioners on our performance against these standards.

13 Phonetic Alphabet

It is very important when passing and receiving information via the telephone that you clarify all the details. You may find that repeating the details back to the caller is a useful method.

Badger uses the International Phonetic Alphabet and figures to eliminate any discrepancies in the communication during the call.

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Fox-Trot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whisky
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

1	Won	6	Six
2	Two	7	Sev-en
3	Three	8	Ate
4	Four	9	Niner
5	Fife	0	Zero

14 Translation Services

Badger has a service level agreement with **Language Line Solutions**. They provide interpreting services for over 200 languages and operate 24 hours a day, 365 days a year. This guide is to inform you of the process; if you are in need of the service, please refer to your Team Leader(s).

Contact Procedure

If you need an interpreter, you must follow the steps below:

1. Put your Patient on hold using your organisations conference call facilities (ensure you have the Patients contact number in case you have to call them back).
2. Phone 0845 310 9900, advise the operator the Patient is on hold.
3. The operator will ask you for:
 - Your ID Code: 287762
 - Your organisation: Badger Group
 - Your initial and surname
 - The language you require (say if you need a specific interpreter)
 - Your client's location i.e., with you.
4. Brief the interpreter, then conference your Patient into the call. To do this:
 - Press 'FEATURE 3'
 - Press the flashing line or intercom button of the held call.

Once the call is complete pass the details on to the Team leader who will record the details of the booking on their report.

15 Nuisance Callers

Introduction

There will be occasions where a caller will frequently contact our service, giving different names, dates of birth, addresses, surgery details and contact numbers, the calls can be of a sexual or aggressive nature.

This information is to ensure you are aware of how these types of calls should be handled.

Malicious calls can be upsetting but you can take some simple precautions when answering the phone.

- Stay calm
- Don't give away any personal information
- Keep note of any call information that may be relevant.
- Advise the caller you will be reporting the call to the Nuisance Call Advice Line

If you're getting abusive, threatening, or obscene calls, then you should report them to the police. It will help if you note down the date, time and number that called, along with any other information.

If you're receiving a lot of malicious calls, you can call our Nuisance Call Advice Line on 0800 661 441

Sexual Calls

If you receive a call from a caller who is being sexual or indecent while on the phone to you record the contact number, if possible, and details of what the caller has said. Advise the caller of the following:

"Badger provides health assistance. If you need further help about any health issues, please call us again, or NHS 111. I am now going to replace the receiver".

or

"We have been through this information already and we don't seem to be getting anywhere. Perhaps you should give some thought to the type of help you might need and then call us again. I am now going to replace the receiver".

Once the call has been terminated pass the information to the Team Leader. The information should then be recorded on the shift report and if necessary, the information should be passed to the Nuisance Call Advice Line on 0800 661 441.

Abusive or Offensive Language & Insults

If you receive a call from a caller who is being abusive, offensive or being insulting while on the phone to you, record the contact number if possible, and details of what the caller has said and advise the caller of the following:

"May I please remind you that this call is being recorded? If you continue to behave in this manner, I will terminate this call".

then

"As you have continued to be abusive towards me, I am going to terminate this call. If you require medical attention, please call back when you have calmed down or call NHS 111 or go to your local A&E Department".

Once the call has been terminated pass the information to the Team Leader. The information should then be recorded on the shift report and if necessary, the information should be passed to the Nuisance Call Advice Line on 0800 661 441.

16 Sign-off

Module 1: Call Centre Basics

Training Log

TRAINEE NAME:

Please use this log to record your training sessions with the Training Team Trainer or Clinical Lead for each Module.

Session	Date	Time	Trainer / Clinical Lead Name	Trainer / Clinical Lead Sign	Trainee Sign
1					
2					
3					
4					
5					

Training / Clinical Lead Sign-off

Please obtain signatures confirming that you are now able to work independently on this module.

Date: _____

Staff member (Full name): _____

Staff member signature: _____

Training / Clinical Lead (Full name): _____

Training / Clinical Lead Signature: _____

This Form must be returned to Glover Street FAO: Training Team