**Policy for Routine Telephone Consultation Appointment.**

* Patients that request a routine telephone consultation with the Dr will be advised during the automated telephone message to press line 2.
* The next message will then give the patient access to a receptionist to book a routine telephone consultation. When all routine telephone consultations have gone, patients are informed of this and advised that they will re-open on the next available working day.
* Patients who have a medical emergency are advised to press 1 to speak to the receptionist on the emergency line.
* Patients have the option to press 3 to speak to a receptionist to have their attempt to get a routine telephone call documented.
* Patients who have an attempted to make a routine telephone call documented in their notes on 3 consecutive days will have the option of a pre-booked routine telephone consultation made for the 4th working day.

\*\*\* This policy means that no-one should have to wait any longer than 4 working days for a routine telephone consultation to speak to a Doctor, provided they have spoken to a receptionist to have their telephone calls documented.

**NB: This policy will be reviewed regularly depending on the additional demand on the service.**

02.10.23