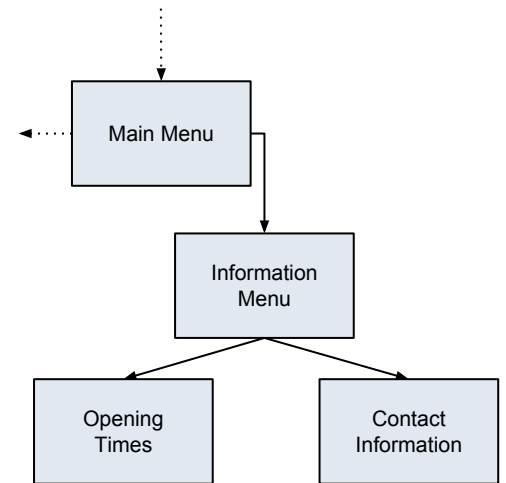




## Informing the Caller

An optional choice from the Main Menu is to have an area for callers to access common surgery information.

Having this on your Surgery Connect system will reduce the instances that your staff are repeating the same information to callers and increase the time they are dealing with patient appointments or cancellations.



## Possible Information Areas

Some suggestions for information topics are below, you may require all or only some of these or you may prefer none at all or you may specify other areas of information that you want to be made available through your Surgery Connect service.

Element	Description
Opening Times	The standard hours of business, information about Bank Holidays and suggested alternate communication paths the caller could take to speak to someone such as 111 or 999
Out Of Hours Information	Details of local and urgent care clinics the caller could contact, details of local pharmacies, details of local accident and emergency departments, details of other phone lines such as 111 or 999 or details of online resources that may be useful such as www.nhs.co.uk
Surgery Contact Details	Details of surgery address, phone numbers, fax lines, email and websites.
Bookings and Cancellations	Information on the means and methods callers should use to book or cancel an appointment, how long appointments last, how far in advance bookings can be made and general appointment advice.
Test Results	Information on test processes, where the tests will be performed and the routes of communication of the results that are open to the patient.
Vaccine Advice	Information on vaccination supply and appointment advice relating to vaccinations.
Registration Advice	Information on catchment area, documentation to bring when registering and other important information relating to new registrations.