Generic Call-Back Policy

1. Introduction
	1. This policy sets out the XXX Practice policy for arranging and performing virtual appointments by telephone or video call
2. Arranging a virtual appointment
	1. When arranging a virtual appointment, the patient should be booked into a telephone or video consultation slot for the appropriate clinician
	2. Whoever is booking the virtual appointment should check the patients contact details and which number the patient wants to be contacted on and this should be included in the information when booking the appointment
	3. The patient should be told- “I have booked you a telephone/video appointment for the morning/afternoon/time period on [date]. The doctor/nurse/clinician will call you sometime that morning/afternoon/time period. Please make sure you have your telephone with you and that the line is kept free. The clinician will try contacting you two X times, and if they are not able to get hold of you will ask that you rebook your appointment for another day”
	4. The patient should be asked to contact the surgery if they do not hear from a clinician within the agreed time period
3. Contacting the patient
	1. When contacting the patient, the clinician should do so during the time period agreed when arranging the appointment
	2. If when contacting the patient, the clinician cannot get though they should try a total of X times
	3. If after X times the clinician has not been able to contact the patient, they can complete the appointment. However, if they feel the clinical need requires it, they should contact reception/admin team to rebook the appointment.
4. Messaging for website/social media
	1. Practice website will display a summary of our “Call Back Policy”

“XXX Surgery Call-Back Policy”

XXX Surgery is now undertaking more consultations by telephone and video call. When we arrange a telephone or video appointment, we cannot guarantee the exact time that we will call you. We will arrange the appointment for a time period, such as the morning, the afternoon, or another specified time period. We ask that you be prepared to take the call-back some time in this time period. Please ensure we have your most up to date contact details and that your phone is free during this agreed time period.

The clinician will try to contact you a total of X times. If they are unable to contact you after X attempts, you will need to rebook another contact on another occasion.