

AUDIO PROMPT EXAMPLES

Here are some guideline audio prompts which will help when deciding on the wording you would like to be presented on your Surgery Connect service.

The wording here relates directly to the example call flow presented on the Main Line Example sheet and is only a suggestion, you may of course specify the exact wording you feel works best.



GREETINGS MESSAGE	Thank you for calling [Surgery Name]...
MAIN MENU	<p>Our telephone system has changed - welcome & please listen carefully. If you have a life-threatening problem, please immediately end this call and dial 999. The GP Partners would like to reassure you that all the team are fully trained in confidentiality and are instructed to ask questions relating to your health. To help us deal with your call as efficiently as possible please select from one of the following options. Calls may be recorded for training purposes.</p> <p>To cancel or make an appointment only, press 1, for general information about this surgery press 2, for matters regarding prescriptions press 3 or for test results please press 4.</p>
OUT OF HOURS MESSAGE	This surgery is now closed. Our opening hours are Monday to Friday 8:30am to 6:30pm. If you require assistance which cannot wait until the surgery reopens, please hang up and redial 111. If you are in need of emergency medical assistance please redial 999. You can also find lots of useful health advice and information on the NHS website at www.nhs.uk Alternatively, please listen carefully to our local out of hours clinic locations and opening hours..... (local clinics will then be listed)
QUEUE REASSURANCE	<p>(Played along with music when the caller is waiting in a queue group to be answered)</p> <p>Thank you for holding. Our Patient Services Team are working hard to assist Patients with their requests. Please bear with us whilst you are waiting. We will do our best to be with you as soon as possible</p>
INFO MENU	<p>To listen to our opening times please press 1</p> <p>To listen to general surgery information press 2</p> <p>To listen to surgery reception information press 3</p>
DEPARTMENT CLOSED	You have requested to speak with a member of the team in connection with Test Results. I'm afraid this line is closed and opens again after 2pm Monday to Friday. Please call after 2pm and select option 3 from the main menu.
TRAINING	Thank you for calling [Surgery Name], we are closed for training. If you require assistance which cannot wait until the surgery reopens, please hang up and redial 111. If you are in need of emergency medical assistance please redial 999. You can also find lots of useful health advice and information on the NHS website at www.nhs.uk . Thank you for your patience.
BANK HOLIDAY	The surgery is closed on Public Holidays. We open as normal on the next working day. If you require assistance which cannot wait until the surgery reopens, please hang up and redial 111. If you are in need of emergency medical assistance please redial 999. You can also find lots of useful health advice and information on the NHS website at www.nhs.uk . Alternatively, please listen carefully to our local out of hours clinic locations and opening hours

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SURGERY CONNECT