**THE MEDICAL PRACTICE**

Signposting flowchart for Reception Staff

**GOOD MORNING (GOOD AFTERNOON)**
THIS IS THE MEDICAL PRACTICE, MY NAME IS ..........
HOW CAN I HELP YOU?

Caller: I need an Appointment and/or to see a doctor

- As a Practice Team we want to ensure you are seen as quickly as possible and by the right member of our team. If it is ok with you, can I ask you why you need an appointment?
  - Patient gives this information
    - Check Condition on ‘Who to see’ list
      - If Nurse is one of the first choices on “Who to see”
        - Ask when they wish the appointment and offer as appropriate, (Remember availability of GP Telephone Consultation). You may need to offer a Second Choice from the “Who to see” list
        - Say thank you and end call
      - If Telephone Consultation is one of the first choices on “Who to see”
        - Ask when they wish the appointment, who they wish it to be with and offer as appropriate, (Remember availability of GP Telephone Consultation)
        - Say thank you and end call
      - If GP Appt is one of the first choices on “Who to see”
        - Ask when they wish the appointment and offer as appropriate, (Remember availability of GP Telephone Consultation)
        - Say thank you and end call
  - Patient does not give this information

Other needs – direct as appropriate