GP Practice Example Telephone Messages

Your practice telephone message is the first contact your patient will receive when trying to seek advice or make an appointment so it's important to get the tone and messaging right. Listed below is a selection of example phone messages. Each example is different depending on the systems available within the practice (e.g. auto-direct functions, asynchronous consulting facilities etc.) and aim to provide you with ideas and suggestions to help you develop or update your own customised practice message.

Example 1

"Hello my name is Dr [insert GP name] and I am the senior partner here at [insert Practice name]. If your call is regarding a life threatening emergency please press one immediately if not you'll shortly be put through one of our reception team. If you are concerned about any COVID-related symptoms please hang up and consult the NHS Inform website and contact NHS 24 on 111. We asked the receptionists to ask you to give them a little information about the problem you are calling about today, this is simply so they can direct you to the person who will be most suitable to help you with your problem. Of course, you don't have to do this but it will help us to help you. This information is entirely confidential. Thank you very much for your cooperation"

Example 2

"Welcome to [insert practice name].

Calls may be recorded for training and monitoring purposes.

Please be prepared to give our receptionist a brief note of your symptoms to enable us to direct you to the most appropriate health care professional.

For flu information please check our website [insert website address] where all the clinic locations and dates are listed.

For any other enquiries please choose from the following options:

For appointments press 1
For prescriptions press 2
For results press 3
For all other enquiries please hold

Example 3

"Thank you for calling [insert practice name].

If you are concerned about any COVID related symptoms please hang up and consult the NHS inform website and contact NHS 24 on 111, if needed.

If you have a medical problem that requires a doctor or a nurse please tell us how we can help you using our new e-consult service which is available on our website [insert website address]. It is available 24/7 and we will get back to you ASAP.

If you are unable to use the internet or feel you have a medical emergency please press 1 to speak to reception.

Please press 2 for housebound prescription requests."

Example 4

"Thank you for calling [insert practice name]. In the interest of all parties calls may be recorded. If you have a medical emergency please hang up and dial 999. If you have a moderate constant cough, breathlessness, fever or loss or change in taste or smell please call NHS 24 on 111 for further guidance and support. In order to deal with your call effectively, please listen to the following options:

- *Press 1 for appointments*
- *Press 2 for house visits*
- *Press 3 for prescriptions*
- *Press 4 for results*
- *Press 5 for eye, dental and pharmaceutical enquiries*