



## PHONE MESSAGE TO BE USED WHEN PRACTICES ARE CLOSED

Text highlighted in yellow is to be individualised to the practice.

The first three paragraphs are to be kept in the same order as the example below.

If required, any additional messages can be placed at the end of the recording.

### General Closure Phone Message

You're through to [practice name] but the practice is currently closed.

If you're calling due to a life threatening condition, please hang up now and dial 999 to contact the ambulance service. Please note that 999 should only be called for an emergency situation.

If you have a routine request, please phone again when the surgery is open.

Our normal opening hours are [8.30am until 1pm and 2pm until 6pm Monday to Friday].

The practice is closed at weekends and on bank holidays.

If you need to contact a GP with an urgent medical condition, that cannot wait until the practice re-opens, please hang up now and dial 111 to speak to the NHS 111 service.

**Add any other message at the end – for example:**

If you are calling to cancel an appointment, please contact the cancellation line on [phone number] between the hours of [times].

Thank you

Please note that other messages may be required while the practices are open, an example of such a message is provided below. There is much greater flexibility regarding the content of phone messages during the times the practice is open.

### Open Practice Phone Message

Thank you for calling [practice name].

If you are calling due to a life threatening condition, please hang up now and dial 999. Please note all calls are recorded for training and monitoring purposes.

Please listen carefully to the following 5 options:

1. Press 1 to request an appointment
2. Press to cancel an appointment
3. Press 3 for Repeat Prescription requests
4. Press 4 for Test results
5. For all other queries, please press 5.