**Reception Team Booking Protocol – Leeds Extended Access Medication Review Clinics**

* The telephone appointments are for **ROUTINE** medication reviews and queries.
* All patients will get a telephone call
* Appointments are predominately booked into 15-minute appointment slots
* Double appointments (30 mins) are for:
	+ Patients that require an interpreter with language line
	+ 20 or more medications
* Please inform all patients they will get a call from a **WITHELD** number
* There will be a mixture of prescribing and non-prescribing pharmacists carrying out the clinics, so please try to avoid booking in patients that that need prescriptions prescribing the same day.
* Pharmacist will try calling the patient twice.

	+ After the first attempt a text will be sent to the patient advising them that the pharmacist will try calling again from a withheld number

**IMPORTANT: AVOID giving the patient a specific time. Please inform the patient of the approximate time window when the pharmacist will be calling rather than a specific time. For example, advise the patient that the Pharmacist will be calling evening time between 6pm to 8pm, or if for example the patient was booked in on a Saturday Afternoon then the pharmacist will be calling between 12pm to 5pm.**

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All staff member involved in booking patient please sign to confirm you have read and understand the booking protocol above: