

Telephone Clinic Information

Please see below some information to help you get the most out of your clinic call.

1. **Please be ready for your call.** You will have received a letter with the time that you will be called.
2. **Consider how you will take the call.** You may wish to take the call in private, or you may wish to have whoever is with you, listening on loud speaker.
3. **Support needed to take the call.** Please advise this service in advance if there are any known problems that would make having a telephone consultation difficult
4. **If you are unable to take the call** a new appointment will be agreed with you after the clinic
5. **The allocated time for the call will be 20 minutes.** It would therefore be helpful to think about the main issues you wish to discuss.
6. **If there is too much to discuss in the time.** Please prioritise the issues that you wish to discuss, if additional time is needed, you will be contacted to agree a call back.
7. **Make a note of what's discussed.** You may find it helpful to jot down what is discussed as this will help you to recall any recommendations.
8. **Documentation** A record of the telephone consultation will be entered into your personal records and you will be provided with a copy unless you have requested otherwise.
9. **Concluding the clinic call** summary of any recommendations and opportunity to check that this is clearly understood.
10. **Next appointment** following discussion about when the next planned review is required, you will receive confirmation of the date and time for your next clinic appointment stating whether this will be via telephone or face to face.