Instructions:

- Please fill in today's date above and ***record ALL telephone calls received today*** on this log.
- Use one row per telephone call received. Fill in your initials and use a tick (✓) or cross (×) in each column ❶❷ and ❸.
- If you tick (✓) ❶ **and** ❷ **and** ❸ then fill in the blue columns. An example is given below.
- ***Well enough*** means the patient ***does not report***, for example, the following: severe chest/abdominal pain, severe difficulty breathing, vomiting blood, severe psychiatric problems, altered consciousness, seizures, pregnancy problems.

Your Initials	Time of phone call 🕒	Is the patient…			If ✓ to ❶❷ ❸ what happened?				
		❶ Asking to **see** (face-to-face) a **GP or NP today** at the practice?	❷ **Well enough** to be included?	❸ Able to **communicate without difficulty** (e.g. spoken English, speech, hearing)	**Added to triage/** call back list for **today**?	**Appt booked** (face-to-face) for **today?**	**Appt booked** (face-to-face or tel.) on **another day?**	Pt asked to **call again** at **another time**	Other outcome *If ✓ please give brief details*
JS	9:06	✓	✓	✓	×	✓	×	×	×

Please keep this copy for collection later on

Thank you! If you have any queries please contact (name) on (number) or (email)