**Frequently Asked Questions**

**Practice answerphone switchover to NHS 111**

**Q1: My practice has call diversion in place when the surgery is closed, so why the need for patients to dial NHS 111?**

When a call diversion is in place the patient is charged for the call. To ensure easy and equitable access for all patients, NHS 111 is a free number for patients to dial.

**Q2: Will I receive support from GP IT to help with the reconfiguring of my answerphone message?**

The responsibility of telephone support is between the practice and telephone provider, therefore it is important to have the relevant conversation with your provider as early as possible.

**Q3: My practice telephone does not have an answerphone functionality?**

You will need to raise this with your telephone provider. Practices are being provided with advanced notice in order to rectify some of these issues.

**Q4: My practice currently closes during core hours, does the new service have any impact on this?**

This depends on the arrangements you have in place to manage call answering during this time.

CHUHSE will no longer be able to provide call answering support to practices during core hours. If you currently use CHUHSE to do this, you will need to put alternative arrangements in place.

You will need to update your answerphone message and any relevant web pages to reflect these changes.

If you have alternative call handling arrangements in place then these should not be affected by the new service however, we recommend that you contact your provider to confirm this.

**Q5: Will there be a script available for practices to help record the relevant answerphone message?**

The CCG will be working with its Communications team to develop a script which practices could use. This will be shared with practices before the go live date of 1 August 2018.

**Q6: Patients from our practice already have the CHUHSE number and are likely to still call this number directly when the surgery is closed?**

The CCG are in discussion with CHUHSE regarding an appropriate answerphone message that will advise patients to call NHS 111 should they dial the existing CHUHSE telephone number.

**Q7: What should we do with promotional materials within our reception area promoting the CHUUSE number?**

At some point the practice will need to remove these materials, as they will be replaced with public facing NHS 111 materials. A further communication will be sent to practices about removing existing materials nearer the go-live date. You will need to update any relevant web pages to reflect these changes.

**Q8: Who do I contact locally if I want more information about NHS 111?**

If you have any questions, please contact Anna Hanbury, Programme Manager at NHS City and Hackney CCG, via email: [ahanbury@nhs.net](mailto:ahanbury@nhs.net%3cmailto:ahanbury@nhs.net)