

Urgent Care 24 'OPTIONS' CALL HANDLER LOG SHEET
Only place this sheet in the Booking Line log sheet box when it is FULLY completed.

Print Name_____

Date____/____/____ Shift Start:_____

Shift End:_____

Please check your pod for the following:

Pod no.:

Booking line script

Call flow pathways

Most recent printed copy of appointment diary

If any items are missing, please inform your supervisor.

**PLEASE HAND LOG SHEET TO YOUR SHIFT
SUPERVISOR AT THE END OF YOUR SHIFT**

Please tick more than one column if appropriate

Call No.	Telephone number/ EMIS Registration no.	Requested appointment ✓	Requested home visit ✓	Requested Clinical Advice ✓	General Enquiry About Service ✓	General enquiry – NHS Choices ✓	Expressed wish to register with service ✓	Any additional information

Staff Signature_____

Date and time log sheet completed_____