

URGENT CARE 24 VEHICLE LOG SHEET

JOURNEY RECORD FOR MED CAR NO.	
<i>Car Registration:</i>	

[illegible]

Auto Serve - 0844 888 3001
24 hr Breakdown / Flat Tyre

Shift Managers Main Line
0151 221 5837

HV Disptacher
0151 230 5554

Referral Coordinator:
0151 221 5835

Fuel Cards - Please Note these are monitored.

When refuelling make sure you state the registration of the Vehicle.

Aintree Hospital - 0151 525 5980
Broadgreen Hospital - 0151 282 6000
The Royal - 0151 706 2000
Whiston Hospital 0151 426 1600
Warrington Hospital - 01925 635 911

Making a Recorded Phone Call using a Mobile Phone

- 1.** Whilst out on visits or completing a home working session an Associate GP may be required to contact a patient using the allocated mobile phone. Any call made to or regarding a patient must be recorded to retain the clinical information.
- 2.** To record the call press "9" on the handset then press the "call" button. (On the Nokia handsets the call button is the green telephone symbol)

The message on the screen will display Dial Through. The Dial Through connection connects the user to the call recording server. Once you hear the dial tone press 9 then input the patient's phone number (e.g. 901512542553) you are not required to press the call button again at this point the call will dial automatically.

By pressing 9 indicates an outside line on the telephone system. Without dialling 9 before the patients telephone number the call will not be record.
- 3.** You cannot use the 141 call barring while using this procedure.
- 4.** Trouble shooting: If you press '9' and then 'call' and you do not access the dial through as expected, then speed dial has been deleted. To add a new speed dial the user will need to go into the phone menu, into 'Contacts' then into 'Speed Dials', select number '9' and enter '01512943215' press 'ok' and name it 'Dial Through'. Then press 'ok' and proceed again from step 2 of this procedure in order to make a recorded call.
- 5.** If you have difficulties adding the speed dial then before every call made to patients dial 0151 294 3215. Wait for the dial tone and then input 9 and then input the patient's phone number. Inform the supervisor of the speed dial issue to log on the Intranet for a member of the IM&T department to resolve.