

CALL HANDLER INTAKE PROGRAMME

Lead:

Week 1				Week 5			
Day	Time	Session	Trainer	Day	Time	Session	Trainer
Monday		Corporate Welcome Session		Monday		Minor Ailments session, Advise and Refer Functionality	
Tuesday		Corporate Welcome Session		Tuesday		Advise & Refer Scenario Sign Off	
		Overview of Induction Programme					
		Patient Journey					
Wednesday		Call Review		Wednesday		Advise & Refer Scenario Sign Off	
		Clinical Processes					
		Clinical Governance					
		121					
Thursday		Communication		Thursday		Advise & Refer Scenario Sign Off	
		Mental Health					
		Telephony		Friday		Advise & Refer Scenario Sign Off	
Friday		Outlook					
Week 2				Week 6			
Monday		Child Protection/Decision Support Software / KMS - Live Call		Monday		Live Calls in Protected Pod including live A&R sign off	
		Decision Support Software / KMS					
Tuesday		Decision Support Software / KMS		Tuesday		Live Calls in Protected Pod including live A&R sign off	
		Live Call Listening					
Wednesday		Decision Support Software / KMS		Wednesday		Live Calls in Protected Pod including live A&R sign off	
		Live Call Listening					
Thursday		Decision Support Software / KMS		Thursday		Live Calls in Protected Pod including live A&R sign off	
		Live Call Listening					
Friday		Telephony/Decision Support Software Live Call Listening		Friday		Live Calls in Protected Pod including live A&R sign off	
Week 3				Week 7			
Monday		Decision Support Software / KMS		Monday		Live Calls in Protected Pod including live A&R sign off	
		Criteria Sign Off					
Tuesday		Introduction to Advise & Refer		Tuesday		Live Calls in Protected Pod including live A&R sign off	
		Priority Protocols					
Wednesday		Advise & Refer Scenario Sign Off		Wednesday		Live Calls in Protected Pod including live A&R sign off	
		Advise & Refer Scenario Sign Off					
Thursday		Advise & Refer Scenario Sign Off		Thursday		Live Calls in Protected Pod including live A&R sign off	
		Live Calls					
Friday		Advise & Refer Scenario Sign Off		Friday		Live Calls in Protected Pod including live A&R sign off	
		Live Calls					
Week 4				Week 8			
Monday		Protected Pod		Monday		Live Calls in Protected Pod including live A&R sign off	
		Protected Pod					
Tuesday		Protected Pod		Tuesday		Live Calls in Protected Pod including live A&R sign off	
		Protected Pod					
Wednesday		Protected Pod		Wednesday		Live Calls in Protected Pod including live A&R sign off	
		Protected Pod					
Thursday		Protected Pod		Thursday		Live Calls in Protected Pod including live A&R sign off	
		Protected Pod					
Friday		Protected Pod		Friday		Live Calls in Protected Pod including live A&R sign off	
		Protected Pod					