

OUT OF HOURS POLICY



Documents

- Out of hours policy
- Posted on website
- Review Date – February 2013

OUT OF HOURS POLICY



- BAPAM provides clinic and information services in office hours only (Monday to Friday, 9 to 5).
- Callers seeking BAPAM assistance outside these hours will be advised that if they require urgent medical attention, they should contact their GP, NHS Direct or the Emergency Services. Otherwise they are invited to leave a voicemail message, to which they will receive a reply when BAPAM's office is next open.
- In addition, over the Christmas period, the telephone recorded message will advise that BAPAM is closed from mid day December 24th to the first weekday following the New Year Bank Holiday, and that callers who require urgent help should contact their GP, NHS Direct or the Emergency Services. Callers who wish to leave a voicemail message will be contacted as soon as the office reopens.