

## **Waiting list – automated caller FAQs**

### **Are all patients on waiting lists getting automated calls?**

All patients awaiting a first appointment at Wye Valley NHS Trust will receive an automated call.

### **What telephone number will show up on my phone when I receive my call?**

The number that will show up is 01432 688000

### **How will I know if I'm going to get a call?**

If you are on the list to receive an automated call, you will receive a SMS/text message in advance to let you know you will be receiving an automated call about your appointment.

### **What happens if I miss my call?**

If you are not reached on the first call, or the call goes to an answerphone, the automated caller will try another day. If three consecutive calls are missed, a member of staff will try calling two more times. If call has not been answered after three automated caller calls and two staff member calls, you will remain on the waiting list and be invited to an appointment by phone call or letter direct from Wye Valley NHS Trust.

### **What if I'm hearing impaired?**

Hospitals are still using letters and human callers to reach those who otherwise cannot accept an automated call.

### **How does the automated caller know if it's the right person they are speaking to?**

The caller will ask you to confirm your date of birth and that you are awaiting an appointment at a specific speciality. Carers can also respond on behalf of those they care for.

### **Will I be asked to give any personal details?**

You will only be asked to confirm your date of birth but no other information. The NHS will never ask for bank details or other personal information not related to your healthcare.

**What if I answer the wrong way, will I be taken off the list?**

No, you will be contacted again to ensure you can answer the questions correctly.

**What if someone else answers the call?**

Where a landline number is used, the automated caller will ask to confirm your date of birth and that you are awaiting an appointment at a specific speciality.

**What if I hang up thinking it's a scam caller?**

If you are not reached on the first call, or the call goes to an answerphone, or otherwise is disengaged, the automated caller will try another time or day. If three consecutive calls are missed, a letter will be sent to you to confirm that we have tried to contact you and will use an alternative method to get in touch.