**Telephone Skills Evaluation Tool:**

Receiving a phone call with a question about medicines

|  |  |
| --- | --- |
| **Learner:** | **Tutor/ supervisor:** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Setting** | Clinical Pharmacy | Dispensary | MI | On-call |
| Other (please specify) | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Caller type** | Medical | Pharmacy | Nursing | Patient |
| Other (please specify) | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Please indicate whether the learner meets expectations** | **Yes** | **No** | **n/a** | **Comments** |
| **Initial** | **Answers phone** within 6 rings (20 seconds) |  |  |  |  |
| **Identifies** **themselves** and job title or service they represent |  |  |  |  |
| Establishes **contact details** of the caller (including full name) |  |  |  |  |
| **Main** | **Questioning** –logical, efficient, appropriate, relevant |  |  |  |  |
| **Language** –appropriate to the caller |  |  |  |  |
| **Voice and tone** – appropriate to the caller |  |  |  |  |
| **Manner** –professional, polite, non-judgmental |  |  |  |  |
| **Speed** – appropriate to the caller |  |  |  |  |
| Positive **words & listening noises** |  |  |  |  |
| Establishes **question** being asked |  |  |  |  |
| Gathers all appropriate **background information** |  |  |  |  |
| **End** | Agrees **response time** with respect to clinical urgency and the needs of the caller |  |  |  |  |
| **Summarises** caller’s **question** at the end to confirm understanding |  |  |  |  |
| **Closes** the call appropriately |  |  |  |  |
| **General** | Explains to the caller if they are **putting them on hold**;  uses **mute** appropriately |  |  |  |  |
| **Transfers call** when appropriate and informs caller |  |  |  |  |
| Aware of any **legal/ ethical/ workplace policy** issues |  |  |  |  |

|  |  |
| --- | --- |
| **Comments from tutor/ supervisor** | |
| **What went well?** | **Areas for development** |

**Learner signature………………..………………..………………..………………………………..……….**

**Tutor/ supervisor signature………………..………………..………………..…………..…………...........................**

