

Recommendations for how to handle patient calls

Suggested Script:

Have you had a notification email?

No? – Open the MMH app – do you have a green banner at the top saying ‘no impact’.

(i) If you do then you’re OK

(ii) If you don’t have a green banner, then they haven’t notified you yet. You should get a notification from MMH soon, but in the meantime we can support you with wellbeing support, or give you the MMH helpline, contact 0800 747 778.

If you have a blank screen, you are likely to have been impacted. Please try again.

We are sorry we can’t confirm if you are impacted or not. This is because we don’t trust we have all the information to hand, and to ensure you get the right information, we must let Manage My Health notify everyone. If you still have a MMH account, please log on and check your status. We know some people have issues with MMH, but keep trying. Patients are being notified in coming days. Can we offer you wellbeing support in the meantime?

Yes? – You can use the 0800 in the email to get more help and advice, or work with our wellbeing support here at practice.

Clinical and Wellbeing Support

- If a patient presents with **anxiety, distress, or heightened risk**, respond as you normally would; offer mental health or wellbeing support **regardless of known impact status**.
 - Access & Choice, BIS, or if available to the patient, the 0800 helpline.