

# Operating Process for Switchboard Operators to manage MND-SMART patient calls during out of hours (17:00 – 09:00 Mon to Fri) & Full weekends

**IT IS THE RESPONSIBILITY OF ALL USERS OF THIS SOP TO ENSURE THAT  
THE CORRECT VERSION IS BEING USED**

Staff must ensure that they are adequately trained in the new procedure and must make sure that all copies of superseded versions are promptly withdrawn from use unless notified otherwise.

If you are reading this in printed form check that the version number and date below is the most recent one.

SOP Reference:	MND-SMART S01/ 2019-000099-41
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	Date:	24 <sup>th</sup> June 2025
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	Date:	30 <sup>th</sup> June 2025

This SOP will normally be reviewed every 3 years unless changes to the legislation require otherwise

### Version History Log

This area should detail the version history for this document. It should detail the key elements of the changes to the versions.

Version	Date Implemented	Reviewers	Details of significant changes
1.0			
2.0	12/02/2025	Julie Anderson	Clarification of 'Out of Hours'
3.0	30/06/2025	Julie Anderson	Addition of a further Dr to list of medics to contact.

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## **1 Introduction, Background and Purpose**

This standard operating procedure (SOP) has been written to define the process for the switchboard operators to manage calls during out of hours Monday to Friday (17:00 – 09:00) and full weekends from patients enrolled on the MND-SMART Research study.

Participants in the research study are provided with a safety card, with instructions to ring 01904 631313 (Switchboard) during out of hours if they need to speak with a Dr involved in the study and to ask for Dr Malcolm Proudfoot, Dr Tom Button or Dr Clare Johnston.

## **2 Who should use this SOP?**

It is the responsibility of the Switchboard Operators to adhere to this SOP and to ensure it is communicated to all new starters.

## **3 When this SOP Should be Used**

This SOP should be followed during out of hours Monday to Friday (17:00 – 09:00) and full weekends to ensure that in case of an emergency patients can gain contact with the responsible Dr's involved in the study.

## **4 Procedure(s)**

- Patient rings Switchboard and asks to be put through to Dr Malcolm Proudfoot, Dr Clare Johnston or Dr Tom Button for the MND / MND-SMART study.
- The Operator should ask for the patient's name and contact telephone number.
- The Operator should contact Dr Malcolm Proudfoot, as first point of contact and if unavailable Dr Tom Button or Dr Clare Johnston. The Operator will inform them of the patient's name and contact number and that they are involved in the MND-SMART study.
- They should advise the patient that they will transfer them to the relevant Dr.
- The Operator will transfer the call.

## **5 Related SOPs and Documents**

N/A

## **6 Appendix A**

N/A.