

Coronavirus Testing Call Centre – Q&A

Date: 19 May 2020

Top lines

The Coronavirus Testing Call Centre is available to assist eligible individuals through the process of booking and taking a test for Coronavirus.

The Call Centre handles all enquiries about the testing process, from how someone books an appointment, to what they do upon receipt of their result.

The Coronavirus Testing Call Centre can be contacted on 119 (in England and Wales) and 0300 303 2713 (in Scotland and Northern Ireland) between the hours of 7am – 11pm.

The service can be accessed by people with hearing or speech difficulties by calling 18001 0300 303 2713.

Q&A

What types of testing does the call centre advise on?

The Call Centre advises individuals on all methods of getting a swab test:

- Regional Testing Sites
- Home testing
- Mobile test units
- Satellite centres

Our aim is that this call centre will handle all Coronavirus related testing enquiries as the testing programme expands, including antibody testing.

Where is this Call Centre publicised?

The Call Centre number is displayed at test sites and on home testing kits. It is also displayed within the Coronavirus test booking pages on gov.uk and nhs.uk.

Can those with speech or hearing difficulties access the call centre?

Yes. This service can be accessed by people with hearing or speech difficulties by calling 18001 0300 303 2713.

Does the call centre support those for whom English is not a first language?

Yes. The Call Centre uses the Language Line interpreter service and staff are trained to manage language barriers, including through use of this service.

Is it UK-wide?

Yes. The Call Centre is available for residents across the UK.

What role does it have in assisting care homes with Coronavirus testing?

The Call Centre is available to assist care homes in the testing process for residents and staff. This includes guidance on delivery of the tests, registration on the online portal, administering the tests and results communication.

What volume of calls is the Call Centre receiving?

The Call Centre currently handles around 10,000 calls a day.

Will the Call Centre have capacity (will it hold up, what happens if it is overwhelmed etc)?

We have rapidly built capacity in the Call Centre in order to manage call volumes. Most callers, routinely over 97%, have their call answered within 60 seconds.

How is data being managed?

Processes are in place for the appropriate handling of personal data. A full explanation on how your data is used and protected can be found at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/800049/Privacy_Note_v2_.pdf.

Is there a way somebody can access a late test result via the Call Centre?

Yes. Around 95% of all Coronavirus test results are sent automatically to the individual within four days. For the small proportion of results that aren't returned promptly, the Call Centre is able to assist. If it has been more than 72hrs since the date of an individual's test they can call the Call Centre. If troubleshooting steps do not resolve the issue, then the Call Centre will lodge an investigation which goes to the results support team for resolution.

Is clinical advice given out by the Call Centre?

The Testing Call Centre is to assist individuals with Coronavirus testing – it is not for medical advice or advice on the management of Coronavirus symptoms. However the Call Centre staff can explain the meaning of a test result in line with clinical guidelines.

Is there a transfer mechanism from 111 to your service?

Callers to NHS 111 or users of NHS 111 Online who are assessed as having coronavirus symptoms will be directed to nhs.uk or the Coronavirus Testing Call Centre to access a test.

Key lines on how and when access 111 vs Coronavirus Testing Call Centre (the difference and what to use them for)

The Testing Call Centre is to assist individuals with Coronavirus testing. It is not for medical advice or advice on the management of Coronavirus symptoms.

You should contact NHS 111 if you have any concerns or need advice regards your symptoms by accessing NHS 111 Online or calling 111. In an emergency, always dial 999.

Does the Call Centre screen callers for eligibility for a test before booking?

The Call Centre will confirm callers meet the eligibility criteria for a test by asking a few simple questions about their symptoms. This is in line with the criteria on the online booking system.

Service providers

DHSC has contracted Teleperformance to operate the Call Centre. Further support is provided by BJSS.