

## Checklist

### Section 2 – Number of telephone lines

#### The facts

YES / NO

1. How many telephone lines do you have? \_\_\_\_\_

2. How many are analogue lines and how many are digital? \_\_\_\_\_

3. Do you have dedicated fax lines and how many do you have? \_\_\_\_\_

#### Future and demand proofing

4. Do staff ever have to wait to make an outgoing call because of the limited number of telephone lines (excluding dedicated fax lines) available to the practice?

5. Do you have enough staff to manage the number of telephones in your practice?