

NBH

Fliss Lambert, NBH Manager



national
breastfeeding
helpline

 **0300 100 0212**



THANK YOU!



- **A couple of recent changes...**
 - New look virtual call centre
 - Electronic call record forms

Call Handling UK - Google Chrome
https://secure.callhandling.co.uk/cc2/vcc

call HANDLING

1033
Felicity ...
07979872301
Assigned to: ● Voice ● Text ● Chat

Offline
20d 16:48:29

Home

CALL FUNCTIONS
Not in call

AGENT DISPLAY

NBH Helpline

Calls received: 8 Calls missed: 1
Calls waiting: 0 Agents online: 4
Longest waiting: N/A

Show Agents ▾

CONTROLS

⏮ ⏪ ⏩ ⏭ Jump To ▾

CALL BACK FROM ..
Unspecified ▾

Enter Number Call >

Home
Contacts
Web chat
Text
Manager



NBH Call Record Form

Thank you for being one of our National Breastfeeding Helpline volunteers. We could not run the helpline without you. Every call you take makes a real difference to a mum, or family in need of help.

Call Record form - page 1

Please complete this page of the survey for every call.

***1. Helpline Volunteer's name:**

2. Which organisation are you a volunteer for?

- BHN
- ABM

***3. Date of Call**

Date / /

***4. Age of baby/babies**



- **Challenges:**
 - **Getting more calls answered first time**
 - During October 2013 - 40% of callers got through to the NBH first time
 - 11% got through second time
 - 49% take 3 or more attempts to get connected to a volunteer
 - One caller took 13 attempts
 - **Weekend coverage**
 - on an average weekday, we answer around 40 calls
 - On an average weekend day, we answer around 20 calls

Caller feedback



- ‘The service is outstanding, I've used it on all 3 occasions with each of my children. I am always amazed that the service is run by volunteers who are so committed, helpful and supportive. Thank you all so much.’
- ‘This is just a quick email to say a huge thank you. I have just spoken to one of your Helpline supporters and feel much better about a bf query my doctor has persistently ignored.’

The future...



- **Web chat** – offering a different channel of support – especially suitable for people with hearing or speech impairments
- **Text reminders** for volunteers, especially on weekends and bank holidays
- **Get involved!**



- **Email:**
felicity.lambert@nationalbreastfeedinghelpline.org.uk
- **Text or call: 07826671222**
- **Twitter: @nbhelpline**
- **Search National Breastfeeding Helpline on Facebook**



**On behalf of babies, mums,
midwives, doctors and
families across the country...**

THANK YOU!