

# A Day in Reception

Lawrence Grant



# A Working Day Begins

- \* 7:45am – prepare the shift for the day ahead and check that all tasks from the day before have been completed
- \* We open the shift with four receptionists and close with three
- \* Our reception team consists of nine members of staff
- \* Staff turnover used to be high when I first started
  - \* The people who have left recently have done so because they have retired and in one circumstance moved to London

# Go, Go, Go

- \* 8:00am – the telephone lines open
  - \* We aim to answer the phones as quickly as we can
  - \* We ask patients the reason for their appointment
- \* We have been advised by the GPs on how to signpost patients correctly and efficiently
  - \* How to make the best use of clinician's time
  - \* Is the appointment necessary? Alternative options?
- \* 8:25am – the doors open to the Surgery

# What We Do

- \* Two telephone triage lists; one with a PP and one with a GP
  - \* The lists are filled depending upon patient's needs
- \* Face to face appointments
  - \* Reception do not take medical issues into our own hands
- \* Emergency appointments
  - \* Available for patients with problems that need addressing urgently
- \* Various appointments with nurses

# The Busy Hour

- \* 9:00am – appointments usually fully booked
  - \* 2 years ago 60 appointments, now it's 120+ per day
  - \* In the past they would be filled before 8:15am, now it's 9:00am^
- We do try to obtain additional appointments for patients
  - \* Reception/On-Call GP discussion later in the morning
  - \* An appointment may be available to the patient
  - \* If a patient's problem is urgent we gather as much information as possible about their issue

# Moving Forward

- \* Throughout the morning the Reception telephones ring continuously
  - \* General patient calls
  - \* Messages to the GPs
  - \* DNA Letters to be written and sent to patients
  - \* Home Visits to patients to be booked and documentation prepared
  - \* Confirm certain appointments with patients
  - \* Booking specialised clinics e.g. diabetes, learning disability reviews, asthma etc.

# Still Moving

- \* Registrations

- \* Many new registration requests each day

- \* Emails

- \* Busy surgery email account

- \* Scanning

- \* Keep patients records accurate and up to date

- \* Prescriptions

# Patient/Reception Relationship

- \* Overall we seem to have a positive relationship with patients though a very loud minority beg to differ
  - \* They'd rather shout than work things out
- \* We try to remain calm and treat the patients with respect
  - \* We are normal people behind these desks
- \* Zero Tolerance
  - \* You will be removed if you behave in an aggressive, threatening or abusive manner



# Closing Procedure

- \* Our doors close at 6:20pm to allow reception 10 mins to finalise any work
- \* We are responsible for the closing down and locking of the surgery
- \* We have to ensure all lights, air conditioning and computers are switched off
- \* We maintain that all confidential information is locked away e.g. prescriptions, patient notes

