

Clift Surgery – A Day in the life of...

Hello, I am Charlotte Hutchings and have been a local GP for 20 years but am a new addition to Clift Surgery, having joined Nigel Fisher, Roisin Ward and Alma Kilgarrieff as a Partner in March this year.

We want to share what we are doing to try and provide excellent care for our patients at a difficult time for us all particularly since the Covid pandemic. We thought that sharing a typical day for different members of the team would be helpful for all to understand how we work and what we do and this month we are starting with **‘a day in the life of a GP’**.

So, I arrive at the surgery just before 8am and join the reception team as our telephone lines open to patients for routine and urgent calls. From 8-8:30 I will review test results, consultant letters, emails and tasks from members of the surgery team as well as sign prescriptions and send them electronically to the dispensary and other local chemists. At the same time, I will be checking the list of patients being added to the ‘same day’ duty list to make sure there is nothing urgent before the rest of the clinical team join at 8:30 to start calling patients or seeing those booked in for ‘face to face’ appointments. As the GP leading the duty team whilst other GP colleagues are doing prebooked clinics, I will usually call the patients that have more complicated medical problems but also be available to support and advise our fantastic team of nurses, nurse practitioners, physiotherapist, clinical pharmacists and receptionists. We will all be seeing and speaking to patients until 1pm but make sure that we have a break for 15 minutes together, which is a time to touch base with each other.

During the morning I will go through to the dispensary regularly to sign prescriptions and help with any medication queries. At 1pm we have a lunchtime clinical meeting and that will often be online with specialist or GP colleagues sharing updates whilst we eat our lunch, but we also do home visits for those who are unable to get to the surgery.

At 2pm our afternoon session starts and I will have a prebooked clinic which is a mix of telephone calls, econsult queries and ‘face to face’ appointments for less urgent problems. On some afternoons I will also visit the Grange Nursing Home where I provide medical care for 25 residents. I usually finish seeing patients at 5-5:30 if I am not the duty GP and will then check test results, medication requests and write referral letter, reports and review hospital letters and tasks that have sent to me by the practice team.

My colleagues will cover the duty/urgent problems for the afternoon until 18:30 and will do any home visits after that if required. Often the 'paperwork' is not finished by 18:30 so the GPs and management team have laptops so we can log on from home to complete administrative tasks and do essential training and audits/management as well as clinical work. One of my other roles, along with Roisin Ward, is training new GPs which is so important for the future of our General Practice. We currently have 2 GP Trainees and **Laura Champion** has been working with us this year and shares her experience below.....

Hello. I am Laura Champion.

I am a Trainee GP, placed at Clift Surgery for 1-year as part of a 3-year GP training programme. I will complete 1.5 years in hospital and 1.5 years in GP surgeries in order to gain a wide range of clinical experience.

Day to Day Role:

I see routine and duty patients, home visits and do a range of other checks within the surgery. I also still carry on my training with guidance from senior GP's and by attending lectures.

Why I wanted to be a GP:

I worked in the Army before choosing to re-train, as a mature student, to be a doctor and then specifically a GP. I chose to be a GP as I enjoy helping a wide range of people and dealing with a number of different medical conditions and illnesses. Being a GP gives me the time to get to know patients and the opportunity to follow up on investigations and treatments, over further appointments, if required. I also enjoy being part of a large team and working with physiotherapists, wellness coaches etc to share knowledge. As a busy mum of 3, general practice also gives me the flexibility to work part time and so ensuring a correct work-life balance.

I love being a GP however, my days are often non-stop and although I have a finish time, this can often overrun, and I am normally racing to collect my children! Some people's attitudes and dissatisfaction with GPs can also be frustrating, especially when I know how hard I and my colleagues work to provide quality healthcare.

We really want to work **with** and **for** our Community.

Next month our Reception Team will share their Typical Day with you

Thank you