

## **Clift surgery – A Day in the life of....**

Last month we wrote a piece about a typical day for a GP. This month we are sharing '**a day in the life of a GP receptionist**' which, as you will see, is all about multitasking, not just answering phones and booking appointments.

We arrive at the surgery between 7:30-7:45 am to open up the surgery and turn on the phones, ready for a busy day. The surgery receives and manages around 500 phone calls a day and it is all-hands-on-deck in the morning when it is busiest with queries and appointment requests.

We receive, file and action, on average, 170 letters / documents from patients and consultants or hospitals, either via email, post or the electronic 'document manager' system.

We process approximately 20 eConsults per day and this usually means sending and receiving 'tasks' to clinical staff, answering questions, organising referrals and arranging appointments.

We manage at least 15 new registrations of patients per week and arrange the administration for patients leaving the practice and transferring their records to the new surgeries.

The reception team also arranges transport for people needing help to attend hospital appointments and makes the calls for emergency ambulances when needed.

There is a lot of paperwork that needs processing for insurance and other medical reports and 'sick notes', which receptionists manage together with the secretarial team. A particular aspect of this is the process of administration after a patient's death, including the death certificate and cremation forms which need to be done within a few days.

The new booking in screen has really helped to reduce people's wait for a receptionist to book them in whilst they are taking phone calls, but there are often questions or appointments that people need to speak directly to the team at the front desk so there is a lot of multi-tasking needed.

We understand that the current challenges for patients wanting to get help from their surgery and we always try to give the patients the time that they

need, whether on the phone or in person, irrespective of who else is waiting.

We are not being nosy or trying to take the place of the doctors when we ask questions but it helps us get the right care with the most appropriate person at the surgery. We are very lucky to have a wider team now so that it isn't only a GP appointment we can offer, but that does mean we need more information to get it right for you.

There is a shortage of GP's locally and nationally, so it makes it more difficult to book you into GP appointments, but we have excellent healthcare assistants, nurses, nurse practitioners, physios, clinical pharmacists, mental health practitioners, social prescribers, and wellbeing coaches who help to provide you with the care that you need.

We work as a team with all the above and try our hardest to get you the right care as quickly as possible but that is not always easy so please treat us with respect and kindness as we are caring people who have feelings too.

We understand how difficult it is for everyone at the moment and we are working so hard to help you all get the best care as quickly as possible.

**Next month our Management Team will share their Typical Day with you**

**Thank you**