TIPS FIRST 100 DAYS

My Practice Map

A practical companion for learning who does what, where work goes and how to ask for help safely.

PEOPLE Know your team.	PRACTICE Know your local processes.	POTENTIAL Know what to learn next.

My practice	My main site	My manager / supervisor

My practice at a glance

Practice opening / access arrangements	
Other sites I may work with	
Main clinical / patient record system	
Telephone / messaging systems	
Other systems I need to learn	

SAFE USE OF THIS MAP
This workbook helps you record how your practice works. It does not replace local procedures, authorised guidance, clinical judgement or appropriate managerial/clinical advice. If you are unsure, check and ask.

People first

Your first days are easier when you know who people are, broadly what they do and who can help when you are unsure. Record the structure that actually exists in your practice - roles and arrangements vary.

Team / role	Names	What I need to know / when I might ask them
Practice leadership / partners		
Practice manager / management team		
Patient Services / reception leadership		
GP / clinician team		
Nursing / HCA team		
Pharmacy / medicines team		
Admin / secretarial / referrals team		
Other roles / services I work with		

Three people I know I can ask for help:

Escalation is a professional skill

Do not guess the route. Use this page to record the authorised local person, team or process for common situations. If local arrangements change, update the map.

Situation	Who / where do I go?	What local process should I check?
Appointment / care navigation uncertainty		
Prescription or medication process query		
Referral or hospital correspondence query		
Safeguarding concern		
Confidentiality / information governance concern		
Patient is distressed or vulnerable		
Angry, abusive or threatening behaviour		
Complaint or expression of dissatisfaction		
Something may be clinically urgent		
I have made or noticed a mistake		
Computer / telephone / system failure		
I simply do not know what to do		

WHEN IN DOUBT: Stop. Check what you know. Ask the appropriate person. Escalate concerns through the local process.

Learn the route - not just the task

Record enough to remind yourself where work should go. This is a learning map, not a substitute for the full local SOP or protocol.

Request / workflow	Where does it usually go?	What must I check before sending / acting?
Appointments / care navigation		
Prescriptions / medication requests		
Test results		
Referrals		
Incoming documents / correspondence		
Online requests		
Home visit requests		
Registrations / patient details		
Tasks / internal messages		
Other important workflow		

A workflow I still need somebody to show me:

MY PRACTICE MAP	WHERE DO I FIND IT?

Reliable beats remembered

Knowing where to find current guidance is often more important than trying to memorise everything. Record the approved location used by your practice.

Information / guidance	Where is the current version?	Who can help me use it?
Local policies / SOPs		
Emergency procedures		
Safeguarding guidance and contacts		
Confidentiality / IG guidance		
Complaints process		
Incident / significant event reporting		
Business continuity / downtime guidance		
Staff rotas / daily operational information		
Clinical or administrative guidance used by Patient Services		
Training / learning resources		

One piece of guidance I want to revisit this week:

People. Practice. Potential.

Use what you have discovered to identify the people, processes and learning priorities that will help you work safely and grow in confidence.

PEOPLE Three people I can ask for help	PRACTICE Three processes I need to understand well	POTENTIAL Three things I want to become more confident in

Something I must always CHECK rather than guess:

My next learning priority:

A short conversation with my manager / mentor

What am I picking up well?	
Where would more practice or explanation help?	
Is there anything in my map that needs correcting?	
What should I focus on next?	

YOUR MAP SHOULD CHANGE AS YOU LEARN.
Update it when local processes change, when you discover a better source of guidance, or when you no longer need a reminder. Professional confidence includes knowing when to check.