



PPG Newsletter

Summer 2022

A day in the life of a receptionist.

Many thanks to the Reception Manager for providing the following which shows the complexity of the Receptionist role.

There is not a set structure to the day as we must react to circumstances as and when they occur, however this gives you a rough guide on the day-to-day role of a receptionist.

Leighton Road Surgery has a team of 16 presently who all work various shifts covering from 07.30 to 18.30 Monday to Friday and on Tuesday to 20.30. Our day begins when the Surgery lines and doors open from 08.00. Prior to 08.00 all calls that are made to the Surgery go to the out of hours service. The calls to the practice are answered in the Reception Hub where we have between 7 and 8 receptionists answering the calls. The receptions at Leighton Road and Grovebury Road are manned with a receptionist where they deal with face-to-face enquiries and booking in patients. We deal with a variety of calls including making appointments, taking visit requests, giving out blood test results, handling queries on prescriptions and directing hospital and referral enquiries to the secretaries.

Between 08.00 and 09.30 is our busiest period and this is where you will find that the lines are incredibly busy, and the receptionists are trying to deal with the calls as promptly and efficiently as possible. So, your patience is very much appreciated as we are aware you are waiting and in a call queue!

When the call queue has calmed down the reception team start dealing with the tasks and requests from various other departments. On average we take over 400 calls a day varying from wanting appointments to queries about medication, referrals etc.

Our receptionists on front desk deal with front facing queries, booking patients in for drop-in blood clinic and various other clinicians that are working on the day.

The visit requests are dealt with by the Reception Manager or Deputy Manager, and we ask that they are made by 11.00 am so that we can allocate them appropriately. It is the Reception Managers responsibility to ensure that all requests are logged and assigned to a doctor or nurse.

Between morning and afternoon surgeries we are still busy answering the telephones. **We ask patients to ring for blood test results between the hours of 12.00 noon and 15.00 pm**, if possible, as this is a slightly quieter time. **We do ask the patients to allow a week before requesting the results.** The doctors and nurses always put a message on the screen for us to give to you. Throughout the day the receptionist is continually working through the hundreds of tasks that are generated from the clinicians and other departments.

Afternoon surgery starts at 13.30 pm for the doctors and we are still answering the telephones. During the afternoons we continue dealing with enquiries via the telephones and front desk. The Surgery has over 20,000 patients which generates a continual stream of hospital and clinic letters that require to be scanned on and work flowed to the relevant departments.

Reception has a Duty Doctor available to them morning and afternoon where we triage any urgent calls through them, and these are added to their duty list.

At 6.30 pm the phones are put over to the Out of Hours Service and the surgery is closed.

Care Navigation Programme

LRS staff are receiving training on care navigation. The training will build on existing strengths to ensure care navigation is implemented safely and successfully. All members of the practice team will have a detailed understanding of what good care navigation looks like and how to practically achieve this, allowing the patient to receive the right care, by the right person, at the right time.

Training and implementation will be completed by mid-September.

Blood Tests

Planned changes to the Grovebury Road drop-in blood clinic will take effect from Monday, July 4, 2022. The change will help the LRS team manage the volume of requests more efficiently, providing a better service to you.

New blood clinic schedule (with effect from July 4, 2022)

- Drop-in blood clinics will be available 8am-12pm Monday, Tuesday, and Friday
- Pre-bookable appointments only will be available 8am- 12:20pm Wednesday and Thursday.

Self-Check-In Screens

The Surgery has now re-introduced the use of self-check in screens at the Grovebury Road site. These are located by both doors and can be used to check in to your appointment with a GP or Nurse.

Face-to-face appointments

From patient feedback the Surgery is going to go back to offering patients a choice of face-to-face as their first GP appointment, which has already begun to phase back in to the surgery.

It is great that the pandemic has allowed the Surgery to appreciate what can be satisfactorily managed in a telephone or video consultation and that will remain an option for patients.

The Reception Team will offer this at the time of booking, but please support us in specifying if you would like your appointment to be face-to-face.

Your Care, Your Way

Clear, understandable information is important to help you make decisions about your health and care and get the most out of services.

The Accessible Information Standard gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it. But is the standard being delivered by services and does it go far enough?

The Healthwatch campaign '**Your Care, Your Way**' aims to:

- Find out how well health and care services are delivering the accessible information standard.
- Make sure that, if the standard covers you, you know your rights.
- Find out who else has problems understanding information about their healthcare and needs to be covered by the standard.

Join the campaign and find out about the organisations involved by clicking on the following link.

<https://healthwatch-centralbedfordshire.org.uk/your-care-your-way>

Feedback on the Newsletter

We would like to hear your feedback on the newsletter. Do you find it useful or informative? Is there something you would like us to cover in future? If so,

Email us with your comments or a request to receive the Newsletter by Email to lrspatientrep@nhs.net or leave a note for the PPG at reception.