

# Facebook

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# A Day In The Life of a Banchory Group Practice Receptionist



# Reception team

- Receptionists x 12
- 1 x Full time, 11 x part-time
- Maximum of 6 at any time
- Rotate round 6 tasks
  - Reception
  - Prescription desk
  - Workflow
  - Daybook
  - Results
  - Admin
- Undertake a different task in the morning and afternoon



# Reception team



# Reception team



# Receptionist specification

Criteria	Essential	Desirable
Qualifications	English GCSE /equivalent	
Knowledge/Attainments/competencies (list as required)		Knowledge of Vision
Previous Experience	In a customer facing role	Within the NHS, especially Primary Care. On a busy reception desk.
Skills & Competencies	Computer savvy	
Special aptitudes (eg oral or written skills)	Good understanding of English	
Physical abilities, circumstances, but only if justifiable requirement for the job		
Personal Attributes	Able to keep calm under pressure. Team player. Self-motivated. Problem solving ability. Enthusiastic and positive	

# Training a receptionist

- Induction
- Learn one task at a time
- Sit beside admin desk so receive adequate support
- Cover all tasks before starting to answer phones
- Shadow reception, then be shadowed
- Ready to fly solo
- Takes approximately a year to become fully trained



## Teams - reception support

- GP partners x 9
- Salaried GPs x 4
- GPs in training
- Nurses x 6 (including 2 x minor ailments)
- Phlebotomists x 3
- Pharmacists
- Visiting clinicians




# Practice boundary



# Patients registered with practice

- 12,716 patients registered with practice
- Receptionist accepts and checks forms for permanent patients
- Register permanent patients on Vision
- Approximately 500 new patients registered per year
- Turnover 40/1000 per annum
- Register temporary patients
- Update addresses
- Phone numbers
- Register patients for online 'Patient Services'

# Patient services login

 Patient Services [Login](#) [Register](#)

Login

Please note : Some users may experience an error message 'Practice unavailable' when logging in. Should you see this message please call your practice for your appointments or prescriptions.

Username

Password

[Log in](#)

[Forgotten username?](#)  
[Forgotten password?](#)

[Register new account](#)

**Smarter. Faster. Better.**

Enjoy the convenience of GP online services with the ability to interact with your GP practice at any time of the day or night, wherever you are.

# Book appointments, order medication

The screenshot shows a patient portal interface. At the top, there is a dark navigation bar with a heart icon and the text "Patient Services", "Appointments", and "Prescriptions". On the right side of this bar are links for "My Account" (with a gear icon) and "Log Out" (with an arrow icon). Below this is a blue header bar with the word "Home" on the left and a user profile on the right showing a person icon, the name "Jane Burnett", and the ID "CHI 0112562248".

A large white box with a thin border contains a welcome message: "Welcome to Banchory Group Practice and our on-line services. Through this service you will be able to book and cancel appointments and order repeat prescriptions meantime." To the right of this box is a blue circular help icon with a white question mark and the word "Help" below it. At the bottom right of the white box, it says "[Message from your practice]".

Below the white box, it states "Your account was last accessed on Fri 9 August 2019 at 9:42 PM".

At the bottom, there are three main service tiles: "My Appointments" with a calendar and clock icon, "My Prescriptions" with a pill icon, and "My Account" with a person icon. A blue login notification box is overlaid on the bottom right, showing a red and white pharmacy icon, the text "burnej4 is logged in.", and a footer that says "Press Shift+F10 to lock workstation or switch users".

# Filter appointments

Welcome to Banchory Group Practice's on line appointment booking service. You will be able to book appointments with any of our GPs at our Banchory surgery only. If there are no appointments for your preferred GP on a particular date it is because they are either on leave, not consulting that day or fully booked.

Please note that a routine appointment with a doctor is a 10 minute appointment. If you feel you require a longer appointment, *e.g. if you have several issues to discuss*, then please contact the surgery on 0345 013 0750 where our receptionists will be happy to assist you.

**Blood test appointments are also available for booking with our phlebotomists. Please search for appointments with Claire Read, Alison Hutchison or Eilidh Anderson. Please note that any blood test must be requested by one of our GP's before you make an appointment. Bloods will not be taken unless requested by the surgery.**

**IF BOOKING A DOCTOR APPOINTMENT ENSURE YOU DO NOT BOOK A BLOOD TEST/ PHLEBOTOMIST APPOINTMENT BY MISTAKE.**

[Message from your practice]

### Appointment Search Filter

When?

Today This Week Next Week This Month Next Month Pick a date...

From 17/08/2019 To 31/08/2019

What Time?

Any time Morning Afternoon

Where?

All Available locations Specific locations

# Select appointment

Available Appointments

Date	Type	Clinic/Clinician	Location	
Wed 11 September 2019 at 10:35 AM	<input type="checkbox"/> Routine	Dr Bharati Chirangi ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 10:35 AM	<input type="checkbox"/> Routine	Dr Valerie Steven ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 10:45 AM	<input type="checkbox"/> Routine	Dr Valerie Steven ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 10:50 AM	<input checked="" type="checkbox"/> Blood test	Mrs Alison Hutchison ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 10:55 AM	<input type="checkbox"/> Routine	Dr Valerie Steven ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 11:05 AM	<input type="checkbox"/> Routine	Dr Bharati Chirangi ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 11:05 AM	<input type="checkbox"/> Routine	Dr Valerie Steven ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 11:15 AM	<input type="checkbox"/> Routine	Dr Bharati Chirangi ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 11:15 AM	<input type="checkbox"/> Routine	Dr Valerie Steven ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book
Wed 11 September 2019 at 11:20 AM	<input checked="" type="checkbox"/> Blood test	Mrs Alison Hutchison ( <a href="#">more</a> )	Banchory Group Practice	<input checked="" type="checkbox"/> Book

# Phone calls

- 0345 telephone number
  - Introduced 26/06/19
  - Implemented a queuing system
  - Allows emergency calls through when lines are busy
  - Calls charged at local rate unless these are already included in your payment plan
  - Surgery is charged for each call too

# Phone calls

- 26 – 28/06/19 we took 778 calls
- 01 – 11/07/19 we took 2262 calls
- Total calls over a 14 day period = 3040
- Calls peak on a Monday with around 400 calls being received
- During flu season significant increase in calls



# Appointment screen

Reception View

ALL DOCTORS    NURSES    CLINIC

Mon    **TUE**    Wed    Thu    Fri    Sat    ALL DOCTORS

24/09/2019    All Day    AM    PM    Today    Close

	MARGARET BROWN	VALERIE STEVEN	REBECCA STEVENSON	GILLIAN ARCHBOLD	BHARATI CHIRANGI	CLAIRE WA
08:30	HOUSE CALLS	TELEPHONE SESSION AM	COIL SURGERY	OFF ALL DAY	8.40 START 2 HOLDS	OFF ALL DAY
08:40		11:20	09:00		08:40 Reserved for web	
08:50		11:25	09:30		08:50 Reserved for web	
09:00		11:20 AM SURGERY	10:00		09:00 Reserved for web	
09:10		11:30 Reserved for web	10:30		09:10 Reserved for web	
09:20		11:40 Reserved for web	11:00		09:20 Reserved for web	
	DUTY DOCTOR 9.30AM	11:50 Reserved for web	11:15		09:30 Reserved for web	
09:30		12:00 Reserved for web	11:20		09:40 Reserved for web	
09:40		12:10 Reserved for web	11:25		09:50 Reserved for web	
09:50		12:20 Reserved for web	11:30		10:00 Reserved for web	
10:00		12:30	PATIENT REQUEST AM		10:10 Reserved for web	
10:10		12:40	13:20		10:20	
10:20		12:50	13:25		10:30	
	DOCTOR TRIAGE 10.30A	PATIENT REQUEST AM	13:30		10:40	
10:30		13:15	13:35		10:50	
10:35		13:20	PATIENT REQUESTS PM		11:00	
10:40		13:25	14:00		LATE AM DD COVER	
10:45		13:30	14:05		PATIENT REQUEST AM	
10:50		OFF PM	14:10		13:20	
10:55			14:15		13:25	
11:00			TELEPHONE SESSION PM		13:30	
11:05			15:00		13:35	
11:10			15:05		PATIENT REQUESTS PM	
11:15			15:10		14:00	
11:20			15:15		14:05	
11:25			3.10 SURGERY 2 HOLDS		14:10	
	DUTY DOCTOR 11.30AM		15:30		14:15	
11:30			15:40		TELEPHONE SESSION PM	
11:40			15:50		14:40	
11:50			16:00		14:45	
12:00			16:10		14:50	
12:10			16:20 Reserved for web		14:55	
12:20			16:30 Reserved for web		3 PM SURGERY 2 HOLDS	
12:30			16:40 Reserved for web		15:10	
12:40			16:50 Reserved for web		15:20	
	PATIENT REQUESTS PM		17:00		15:30	
14:00			17:10 Reserved for web		15:40	
14:05			17:20 Reserved for web		15:50	
14:10			17:30 Reserved for web		16:00 Reserved for web	
14:15					16:10 Reserved for web	
	TELEPHONE SESSION PM				16:20 Reserved for web	
14:50					16:30 Reserved for web	
14:55					16:40	
15:00					16:50 Reserved for web	
15:05					17:00 Reserved for web	
					17:10 Reserved for web	

16/08/2019    14.44    CAPS    NUM    JNS    SCPL

Start    [Icons]    14:44    16/08/2019

# Appointment screen

Reception View

ALL DOCTORS    ALL DOCTORS

24/09/2019    All Day    AM    PM    Today    Close

	MARTIN MCCRONE	SANDY ROUGH	MICHAEL STEVEN	NIKKI SHOWELL	JAMES HENDERSON	GLEN O'DEE
08:40	START	OFF ALL DAY	OFF ALL DAY	3AM SHORT		PATIENT REQUEST AM
08:40	Reserved for web		ENDOSCOPY - ABOYNE 09:00-09:00	09:00		13:20
08:50	Reserved for web			09:10		13:25
09:00	Reserved for web			09:20		13:30
09:10	Reserved for web					13:35
09:20	Reserved for web			09:40		
09:30	Reserved for web			09:50		HOUSE CALLS
09:40	Reserved for web			10:00		14:00
09:50	Reserved for web			TELEPHONE SESSION AM		14:02
10:00	Reserved for web			10:10		14:04
10:10				10:15		14:06
10:20				INCHMARLD		14:08
10:30						
10:40						
	PATIENT REQUEST AM					DOCTOR TRIAGE 2.10PM
13:20				13:20		14:10
13:25				13:25		14:12
13:30				13:30		14:14
13:35				13:35		14:16
				OFF PM		14:18
						14:20
	LEENA TO SHADOW 14:25-14:25					14:22
	INJECTION CLINIC					14:24
14:30						14:26
14:40						14:28
14:50						
15:00						DUTY DOCTOR 2.30PM
15:10						14:30
15:20						14:40
15:30						14:50
15:40						15:00
15:50						15:10
16:00						15:20
16:10						15:30
	HOUSECALLS/SCRIPTS					15:40
						15:50
						16:00
						16:10
						16:20
						16:30
						16:40
						16:50
						17:00
						17:10
						17:20
						17:30
						17:40
						17:50

15/09/2019    14:46    CAPS    NUM    INS    SCRL

# Appointment screen

Views Appointment Search Plan Books Maintenance Help

Reception View

ALL DOCTORS NURSES CLINIC

Mon Tue Wed **THUR** Fri Sat

NURSES

03/10/2019 All Day AM PM Today Close

	ANN-MARIE STEEL	EMMA HUMBLE	MARIA WILLIAMS	NORMA DICKSON	CLAIRE READ	ALISON HUI
	INR 9AM	MINOR AILMENTS 9AM	TREATMENT ROOM 8:40	OFF AM	OFF AM	OFF ALL DAY
09:10		09:10	08:40			
09:20		09:25	08:50	12:00 LUNCH COVER TILL 2pm	12:40 PATIENT REQUEST	
09:30		09:40	09:00	12:05	12:45	
09:40		09:55	09:10	12:10	12:50	
09:50		10:10	09:20	12:15	12:55	
10:00		10:25		ASTHMA PM 30MINS	BLOODS 1:30PM	
10:10		10:40	09:40	14:00	13:10	
10:20		10:55	09:50	14:30	13:20	
10:30		11:00	10:00	15:00	13:30	
		11:10	10:10	15:30	13:40	
		11:20	10:20	16:00	13:50	
11:00		11:35	10:30	16:30	14:00 Reserved for web	
11:10		11:50	10:40	17:00	14:10	
11:20		WOUND CARE MEETING	10:50		14:20	
11:30		PATIENT REQUEST	11:00		14:30	
11:40		13:15 lunch 12:30	11:10		14:40 Reserved for web	
11:50		13:20 wound meeting 1pm	11:20		14:50	
12:00		13:25	11:30		15:00	
	WOUND CARE MEETING		11:40		15:10	
	PATIENT REQUEST	TRAVEL CLINIC PM	11:50		15:20 Reserved for web	
13:15	lunch 12:30	14:00 Held by SGR	12:00		15:30	
13:20	wound meeting 1pm	14:20 Held by SGR	12:10		15:40	
13:25				SAMPLES TO ACTION	15:50 Reserved for web	
13:30				12:30	16:00	
	TRAVEL CLINIC PM			12:35	16:10	
14:00				12:40	16:20	
14:20					16:30	
	SAMPLES TO ACTION				16:40	
14:40					16:50 Reserved for web	
14:45					17:00	
14:50					17:10	
				DRANGE BAG CHECK	17:20	
				TREATMENT ROOM PM	17:30	
				14:30	17:40	
				14:40		
				14:50		
				15:00		
				15:10		
				15:20		
				15:30		
				15:40		
				15:50		
				16:00		
				16:10		
				16:20		
				16:30		

16/08/2019 15:05 CAPS NUM INS SCPL

15:05

# Appointment codes

- House call
- 2 day
- Book on the day
- Telephone
- Duty Doctor Triage
- Injection clinic
- Patient requests



# GP clinics

- Coil
- Dermatology
- Implant
- Injection
- Minor surgery
- Pregnancy scans
- Ultra sound scan



# Other GP commitments

- Surgery at Echt 3 times a week
- Glen O' Dee
- Weekly visit to Nursing/Care Homes
- Psychiatry for the elderly
- Endoscopy clinic
- NHS Grampian committees

# Nurse clinics

- Asthma
- Bloods
- COPD
- Diabetic
- Heart failure
- INR
- Minor ailments
- Travel
- Treatment room
- Well woman
- Wound



# Health centre clinics

- Cardiac clinic
- Immunisations





# Telephone appointment

- Telephone
  - Great for medication review
  - Discuss a referral
  - Discuss test and x-ray results
  - Update your GP about your condition
  - Request advice



# eConsult

www.banchorygrouppractice.co.uk/index.aspx

## eConsult service

- Get **self-help information** from a trusted source on over 100 common ailments
- Find out about available **over the counter treatments** and **self-referral services**
- Contact us for **test results, sick notes, GP letters and medical reports** and get a response by the end of the next working day
- Contact us for **medical advice**

GET STARTED

# eConsult

Contact your doctors to get advice for your problem now

I want help for my condition >

Get advice about specific conditions like **back pain**, **coughs**, **mental health concerns** and more

I want general advice >

Get advice about general symptoms like **tiredness**, **bleeding**, **pain** or **weakness**

I want administrative help >

Request **sick notes** and **GP letters** or ask about **recent tests**

I want help for my child >

Get help for common childhood problems like **rash**, **earache**, **tummy problems** and **coughs**

# First Contact Physiotherapists



- Coming soon!
- Our reception team will be able to book you in directly with a Physiotherapist for assessment, without the need to see a GP first.

# Reception



# Reception

- Book appointments
- Accept and book in samples e.g. urine
- Take payments
- Receive and check all registration forms
- Consent forms and carer forms
- Travel forms, HGV forms, shotgun licence
- Hand out sick bowl
- Clear up when you leave a deposit in waiting room
- Raise alarm when patient collapses in waiting room
- Update screen to advise if a Dr is running late
- Issue hearing aid batteries



# Reception

- Enter BP readings to Vision
- Check GPs and nurses have actioned all messages on their screen from previous day
- Sign in and out visitors
- Deal with many very diverse queries every day
- No two days are the same
- Check in patients
- Order contraceptive medication

# Check in machine

Welcome to Banchory Group Practice



Check-in



# SURGERY POD



# Prescriptions

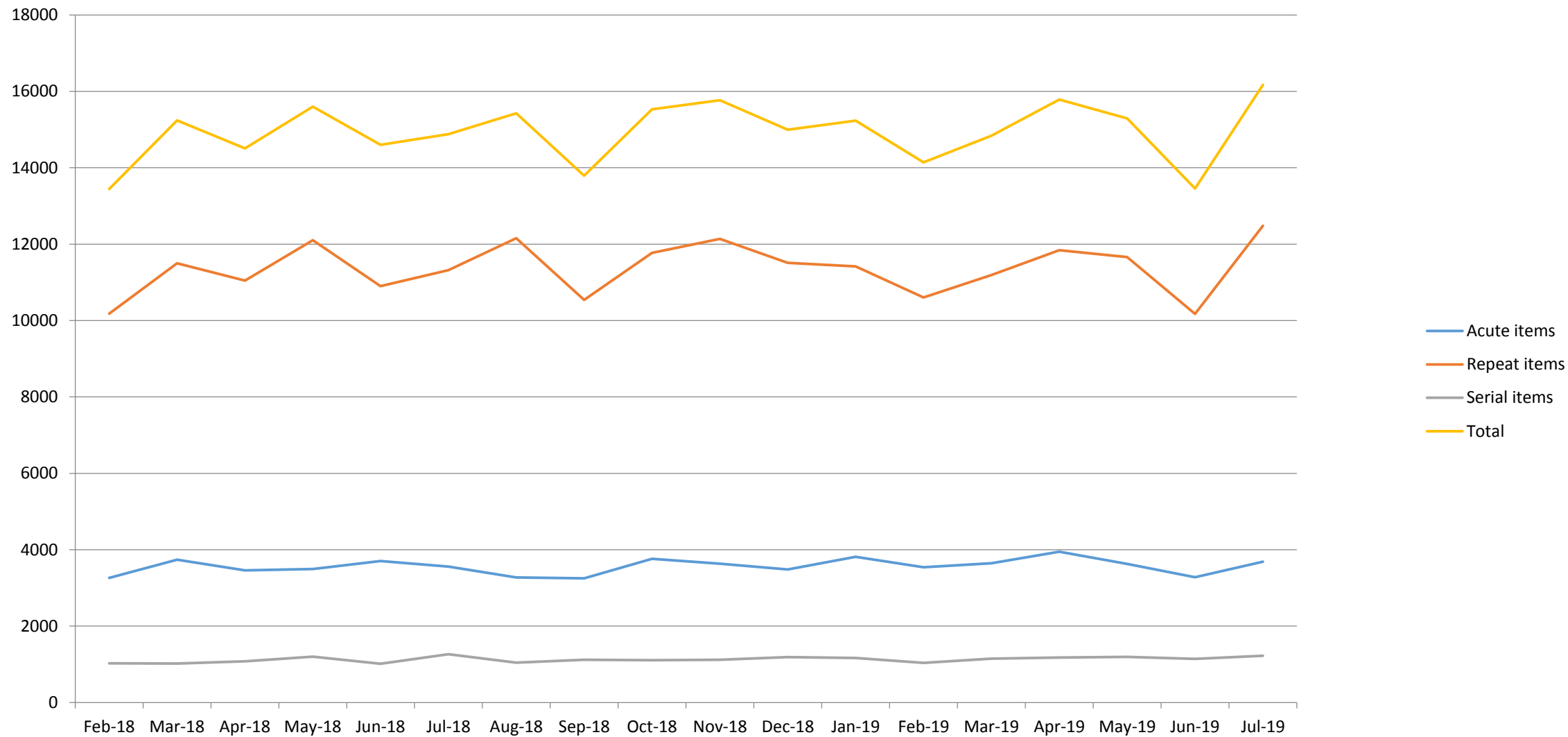


- Acute prescriptions
- Repeat prescriptions
- On-line prescriptions
- Dossett box
- Chronic medication service (CMS)
- Treatment summary request (TSR) from pharmacist
- Medicine administration record (MAR chart)
- Prescriptions for 3<sup>rd</sup> party providers
- Update emergency prescription issues
- Hand over prescriptions





# Prescriptions issued Feb 18 – July 19



# Breakdown of prescriptions issued

- Acute prescriptions = 64,157
- Repeat prescriptions = 204,528
- Serial items = 20, 261
- Total prescription items issued = 268,685
- Average per month = 14,926
- Average percentage of repeat items = 76.1%

# Workflow

- GMED reports
  - Update BP
  - Enter medication issued by out of hours Dr
- Reports from hospital consultations
  - Call patients with results
  - Book appointments
- Monday is busiest with up to 60 reports for reception to deal with

# Daybook

- Method of communication with other clinical staff
- Majority of messages are transmitted using this option
- Drs reply to a patients request
- Acute prescription requests
- Ambulatory blood pressure monitor
- Holter monitor

# Results

- Call patient with results
- Book appointments
- Print lists of all appointments
- Prepare consent forms

Test	Patient Result	Normal Range	Units	Comment
<b>Full Blood Count</b>				
Haemoglobin	165	130 - 170	g/L	
Red Blood Cells	5.27	4.40 - 5.80	x10 <sup>12</sup> /L	
Haematocrit	0.476	0.380 - 0.500	L/L	
Mean Cell Volume	90.0	81 - 98	fl	
Red Cell Distribution	13.1	11.5 - 14.4	%	
Mean Cell Haemoglobin	31.3	27.0 - 33.0	pg	
Platelets	229	150 - 400	x10 <sup>9</sup> /L	
MPV	9.60	7 - 13	fl	
White Blood Cells	4.8	3.0 - 10.0	x10 <sup>9</sup> /L	
<b>Neutrophils</b>	<b>L 1.42</b>	<b>2.0 - 7.5</b>	<b>x10<sup>9</sup>/L</b>	
Lymphocytes	2.67	1.2 - 3.65	x10 <sup>9</sup> /L	
Monocytes	0.55	0.2 - 1.0	x10 <sup>9</sup> /L	
Eosinophils	0.10	0 - 0.4	x10 <sup>9</sup> /L	
Basophils	0.03	0 - 0.1	x10 <sup>9</sup> /L	
<b>Lipids</b>				
<b>Cholesterol</b>	<b>H 6.34</b>	<b>0 - 5.0</b>	<b>mmol/L</b>	
<b>HDL</b>	<b>H 1.62</b>	<b>1.0 - 1.5</b>	<b>mmol/L</b>	
Triglycerides	1.02	<1.7(Fasting)	mmol/L	
<b>LDL</b>	<b>H 4.26</b>	<b>&lt;3.0</b>	<b>mmol/L</b>	
HDL Cholesterol ratio	25.6	>20	%	
<b>Non HDL Cholesterol</b>	<b>H 4.72</b>	<b>&lt;4</b>	<b>mmol/L</b>	



# General tasks

- Photocopying
- Filing
- Stocking up
- Checking and recording prescriptions which have not been picked up
- Checking sample kits which have not been collected
- Undertake mandatory online continuing professional development (CPD) exercises

# Admin

- Deal with very varied requests from GP's
- Support staff when dealing with challenging patients/queries
- Monitor clinics and convert appointments if not booked
- Monitor house calls
- Monitor and follow up patients on high risk medication
- Run temporary patient report
- Book ambulances
- Liaise with pharmacies
- Prepare weekly room rota
- Prepare weekly staff rota
- Write and update protocols

# Admin

- Liaise with nursing/care homes
- Trouble shoot IT problems
- Act as a chaperone
- Attend practice meetings
- Deal with death notifications
- Train new staff
- Manage reception team holiday requests
- Order consumables e.g. forms, batteries
- Replenish stock for Echt surgery

# Stock



# In summary

- Working in reception is a busy, demanding job
- We won't always get it right but we do try hard
- We need you to help us to help you
- Our ultimate aim is to book
  - The right appointment
  - With the right clinician
  - At the right time
- Thanks for listening

End of day appearance!

