

# Trust your GP reception team to get the right care for you



- There are now more ways to make an appointment or get help and advice from your GP practice.
- The introduction of over 29,000 new health and care staff means more patients will get the care they need from the right health professional first time, rather than always seeing a GP first.
- These expanded teams work under the supervision and guidance of GPs. This also has the benefit of freeing up more GP appointments for those who really need them, helping to tackle the '8am rush'.
- However you get in touch with your practice – by telephone, in person or using a form on the practice website – a member of their specially-trained reception team will ask, in confidence, some questions about your condition.
- These specialists are trained to know about the range of services and health professionals available in your area. The information you give and questions you answer help determine which health professional is best suited to help you, and it may not always be your GP. For example if you have a muscle or joint condition you could be seen by a physiotherapist.
- No matter how you get in touch with your GP practice, you can trust your reception team to get you the right care, from the right health professional.

## Vital to direct patient to correct treatment

Lucy from East Yorkshire has worked in the NHS for more than six years and has been a receptionist and administrator at King Street Medical Centre in Cottingham for three years.

Her duties include reception work and being the first point of contact for patients, as well as administrative and secretarial work.

She enrolled in an apprenticeship scheme in 2016 which gave her the experience of working at three different GP Practices.

Lucy said: "This is where I started to build my foundation of administrative skills

and I came to love and respect the invaluable work of the NHS, in particular the front-facing administration team."

Her first priority is the patients and when answering their calls, she reassures them she is asking questions for good reasons.



**Lucy has been a receptionist and administrator at a Cottingham practice for three years**

"I like to ask the patient if they are comfortable with it and say it would be really useful if they could share some brief information about what the problem is, as this may help me to direct them to a suitable service," she said.

"For those who are a little more reserved, I inform the patient of our team of highly-skilled healthcare workers who see a wide range of ailments and can prescribe and refer to external organisations. I find this helps the patient to feel confident that their problem is going to be appropriately handled."

Lucy says her role is invaluable in directing a patient to the right care.

"We understand it can be tiresome waiting to reach a receptionist by telephone, this is all part of the work we are doing

to redirect non-urgent queries through digital channels. This leaves the telephone lines available for more time-sensitive calls."

Lucy's training is also ongoing. "We snap up opportunities to share our skills and knowledge. We had a 'show and tell' session where our clinical team each picked a piece of equipment to demonstrate to us. This included blood pressure monitors, spirometry (lung) tests and dermatoscope (skin) imaging.

"This gave us the knowledge and confidence to better explain to patients what their appointment may entail."

Lucy says her role is rewarding, and added: "The amazing feedback we get from patients when they have had a positive experience is so uplifting."



## Getting the care you need

Our trained reception teams will help you get the care you need. Learn more at [nhs.uk/GPservices](https://nhs.uk/GPservices)