



St Stephen's Gate Medical Partnership Patient Participation Group Newsletter Autumn 2024



Meet Patient Services

Did you know that our Practice has a large patient administration team with four departments: Patient Services, Communication, Secretarial and the Prescribing Hub.

The Patient Services Team interacts directly with patients. You see them at the reception desk, hear them on the phone lines and they deal with certain enquiries on the practice website. They work morning and afternoon shifts and rotate; for example, they don't work on Front Desk Reception on both a morning and an afternoon.



Ten members of the Patient Services Team

Reception Desk	2	Front Desk SSG
Pod	1	Back of reception
Phone Lines	3-4	Taking phone calls
NMR	1	Front Desk NMR
Duty 3	1	Assist the Duty GP
Footfall	1	Website input
Care Navigation	1	Support frail patients
D-list	2	Complicated queries

Their roles are shown in the box. The numbers show how many members are doing a shift at one time. The Patient Services Team has 14 members, some part-time. Organising the rota is complex and can need updating at short notice. Liam, as patient services team leader, does this.

The work load is staggering. For instance, each of the four people answering the phone on a Monday morning gets up to 90 calls, an average of about three minutes each. People call for many reasons. The person taking the call decides how urgent the call is and which member of the practice needs to deal with it. Some answers are given there and then, such as results from tests. There are 19,000 patients in the surgery. Accuracy is vital. As one member of the team said "it's non-stop and demanding. I do enjoy it. It only takes one nice patient to make it right".

APPOINTMENTS

If you book an appointment and find you no longer need it, please ring 01603 228686 and **press 1 for the cancellation line.**

This means the appointment can then be freed up for someone else and this way we all benefit.

When you visit SSG or NMR surgeries the Front Desk Reception is your port of call. The other members of the team are in two rooms on the ground floor beyond the waiting areas. Each person is at a desk with two screens to give fast access to the many types of information they need.



Back room phone lines

Every week there are about 2,800 phone calls and over 350 requests via the website. The numbers approaching the reception desks vary but are large overall.

In addition to making sure that all patient needs are sent to the right member of the clinical staff (doctor, nurse, pharmacist or physiotherapist), who deals with many of these cases directly, the Patient Services Team contacts about 700 patients each week e.g. to make appointments or other reasons.

When you phone or see a receptionist it is very morale boosting for this person to be thanked as you finish.

The Duty-3 role is to assist the Duty Doctor with urgent appointments, home visits and district nurse referrals. The Care Navigators concentrate on vulnerable, frail patients; they call the patients to ensure that they have enough medication, regular reviews, and to see if they have the correct support needed. Kelly, the Practice Administration Manager, and Liam deal with the D-list: complicated patient queries that the teams feel unsure about.

The Communications Team is 5 people responsible for all incoming communication from external services, such as the hospital. They code and process documents, summarise notes and registrations: anything that is data entry and all IT-related matters.

The Secretarial Team consists of 4 people. Their role includes audio typing dictations, sending referrals, and managing insurance and legal documents.

The Prescription Hub is the Prescribing Pharmacist and their group, managed by James Foster, the practice Executive Manager. They deal with prescription issues and queries.

Kelly explained to us that everyone works closely together. They are never on their own. They always have support. Job satisfaction comes with the feeling that you've helped someone.

Newsletters

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