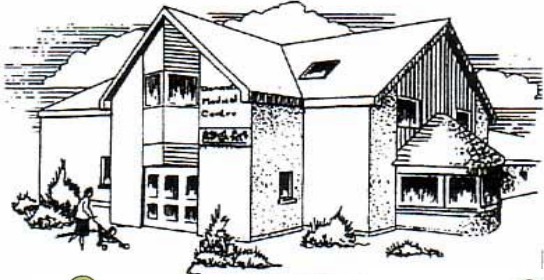


# Danestone Matters



## SPRING 2021

### \*\*APPOINTMENT REMINDER\*\*

**OUR WAITING ROOM REMAINS LOCKED,  
ENTRY BY APPOINTMENT ONLY DUE TO  
CURRENT RESTRICTIONS!**

- Where possible, please arrive for your appointment by car 🚗
- On arrival phone us from your car on 📞 01224 849675
- If travelling on foot, arrive close to your appointment time and dress appropriately for the weather 🌧️
- We do try and see patients on time but delays are sometimes unavoidable.



Dr Nicola Steedman, Scotland's Deputy Chief Medical Officer, explains more about:

- ◆ How Coronavirus vaccines work
- ◆ How vaccines are tested and approved for use

Learn more 📺 [www.nhsinform.scot/covid19vaccine](https://www.nhsinform.scot/covid19vaccine)

For anyone who has their Covid vaccination at the P&J Live TECA, this is a useful video showing you a tour of what to expect when you arrive 🚗👨👩👧👦 keep a look out 👁️ for some of our DMP team there helping with the mass clinic

[www.youtube.com/watch?v=gCwLx\\_Du0GE](https://www.youtube.com/watch?v=gCwLx_Du0GE)

### COVID VACCINE APPOINTMENTS

An online form is now available on NHS Inform for those who think they have been missed out of a priority group. <https://invitations.vacs.nhs.scot/>

Our second over 80's clinic will be held on Saturday 10 April at Danestone Community Centre again – pre arranged appointments as before.



Working together, caring for your health

**Danestone Medical Practice**

Fairview Street, Danestone,

Aberdeen AB22 8ZP

Tel: 01224 822866 Fax: 01224 661586

Website: [www.danestonemedicalpractice.co.uk](http://www.danestonemedicalpractice.co.uk)

**LOCAL PUBLIC HOLIDAYS**  
**PLEASE NOTE THAT WE WILL BE OPEN ON**  
**THE 5<sup>th</sup> APRIL & 3<sup>rd</sup> MAY HOLIDAYS**

**From March 26th  
this year, the law  
around organ and  
tissue donation is  
changing in Scotland.**



From 26 March, if you're 16 or over you'll be considered a possible organ and tissue donor when you die, unless you opt out. Find out more about the law change or opt out.

<https://www.organdonationscotland.org>

**Baby Congratulations** to Dr Linzi Lumsden on the birth of baby James who arrived safe and well in January.



### James Allan of MidBelties Trust

This trust was set up to help Widows residing in Aberdeen City. If you are a widow in need of a little financial help to get by, please get in touch with Burnett & Reid, to ask for an application form: BURNETT & REID LLP Solicitors 15 Golden Square Aberdeen AB10 1WF Tel: (01224) 644333, E-mail:

[mdmcmillan@burnett-reid.co.uk](mailto:mdmcmillan@burnett-reid.co.uk)

# A Day in the Life of a Medical Receptionist



## **Just another manic Monday...**

Our day starts at 0745hrs when we arrive in the surgery to get ready for the day ahead – opening the surgery and ensuring everything is ready for the clinical team to begin their surgeries.

Opening up the consulting rooms and offices, switching on computers, opening blinds but most importantly making sure the kettle is ready to kick start the staff into action.

Once the morning ritual is complete we then head to our desks for 0800hrs ready for the busy shift ahead. As soon as the clock strikes 8 and the phones go live we are typically inundated with calls consistently for the rest of the day. Monday mornings do seem to be especially busy, having being closed for the weekend.

We aim to have 3 members of reception staff on at any one time, however occasionally we are reduced to 2 during annual leave or unforeseen absences. This can be challenging as we receive the same high number of calls and administration duties.

Although the reception team are not medically trained, we are highly skilled in dealing with calls sensitively and with the strictest confidentiality. When we ask for a brief description what the nature of your call is, this is at the Doctor's request. This enables us to establish how best to deal with your query quickly so that it is seen by the right person at the right time.

Our daily duties can consist of ...

- Answering phone calls and patient queries.
- Process mail (electronic & paper) which includes hospital clinic letters, Out of Hours Gmed sheets, eConsultations, Discharge summaries.
- Issue and print repeat & acute prescriptions for the GP's to check and sign.
- Electronically file correspondence into patient records and code accurately to ensure patient records are kept up to date.

- Answering the reception intercom and dealing with enquiries.
- Registering any new patients
- Cleaning reception area and making sure they are well maintained and sanitised – equipment, door handles, work surfaces.

As well as the routine daily duties, the reception team also have individual specialised admin tasks such as:

- Adding new patient notes to the computer
- Processing reports requests: insurance, solicitors and medicals
- Importing / Exporting patient records when they join or leave the practice
- Clinical Timetable: planning, scheduling & adding the clinical appointment sessions onto the computer system.
- Sorting new patients notes
- Processing monthly prescriptions / weekly doctor visits for our local Care Home

We try to allocate 'protected' time away from reception so that specialised admin work can be completed as it can be very difficult to concentrate in the busy, fast paced reception environment.

Thankfully between 1230 -1330hrs the phones are switched over to our answering service and we can catch up on administration. There is however always someone on hand to answer our back office line in case something urgent crops up.

Throughout our shift we are always ready to assist the clinical team with any administration requests such as phoning urgent prescriptions to pharmacies, printing off home visit summaries for home visits and contacting patients with result messages.

Finally the phones are put over to night answering service at 1800hrs we can then perform our lockup duties to ensure the practice is clean, tidy, safe and secure to start all over again the next morning.

There is never a dull moment in Reception and we are kept extremely busy at all times. There is often a misconception that a medical receptionist only deals with phone calls and spends the rest of the time playing solitaire or doing their nails ... but the team here can assure you that is most definitely not the case 😊

## **Patient Participation Group**

We are keen to have more patients involved in our Patient Participation Group. We are currently doing zoom meetings, but usually meet up quarterly to discuss practice issues from a patient perspective. If you are interested in being part of this discussion please contact reception.

## **Self-Help Resources**

Please visit our website for various links to self-help resources:

<https://www.danestonmedicalpractice.co.uk/self-help/>