



# Red House PPG

## Newsletter

March 2018 Edition

### A Day In The Life Of ...

#### Paula-Jane - Receptionist/Administrator at the Red House

*Hi Paula-Jane. Many thanks for talking to me about your life at the Practice.*

*First of all, can you tell me a little about yourself?*

This is the second GP practice I have worked for. The first was in St. Albans, where I worked for 2 years and I have now been at the Red House for 16 months. My role within the Red House is a Receptionist/Administrator. I also deal with the majority of prescriptions issuing them on behalf of the Doctors and am the main contact for the emails into and out of the practice.

One of my duties is also to be here for the commuter surgery on a Thursday.

We have several out of hour surgeries to accommodate patients who work.

*How do you juggle work and family.*

I have a great support network.

*What made you apply for this position at the Red House?*

I have always wanted to work for the NHS, as my aunt was a nursing sister at QE2 and Lister Hospitals. Working within a GP practice, the work is diverse and challenging.

*How does this job differ from others you may have had?*

We have a good team of admin and clinical staff, who help and support each other daily so it's really nice to be a part of that and having a supportive team around you is a big bonus.

*Do you enjoy the work?*

Yes. I can honestly say I really enjoy working for the Red House.

*What gives you most reward?*

If you can go above what is expected of you and what is in your job description and can make the patient especially happy or do them a favour in some way.

*And what are the challenges, as every job has some challenges?*

Obviously we do get really busy both on the phones, in reception and even the email. On certain issues we need to keep within a certain time frame for patients, such as prescriptions, which we aim to have ready within 48 hours. Sometimes things crop up for patients - they may run out of pills,

## A Day In The Life Of ... Continued

emergencies arise and we liaise with the Doctors on their behalf. We always try to accommodate patient requests and have to squeeze things in that are out of our daily routine.

Also GP receptionists generally have a stereotype of being grumpy, protective and obstructive. We really try not to be like that and try to assist the patients however we can.

*What is the most stressful part of the day and can you let us know just how busy it gets?*

We have hundreds of calls into the practice every day. Monday does tend to be our busiest day although Tuesdays and Fridays are often as busy.

*What does your day include?*

In the morning there is a rush of patients to the desk and upstairs with phone calls to make appointments, check appointments and any query you can think of. We have a separate office away from the reception desk for all incoming phone calls which at busy times overflow to the reception desk.

Prescriptions are dealt with in the office as well as all patient correspondence. We ask patients to call after 2pm in the afternoon for results, partly because the mornings are so busy, but also because results generally don't come through from the hospitals until the afternoon. We scan all post and messages which are sent electronically to each patient's GP, then we action the GP's instructions.

I deal with prescriptions 3 out of 5 days a week. Patients can opt to use a chemist locally, or one of their

choice, for example near their work so we work with a lot of pharmacies. Most prescriptions now are dealt with electronically.

At the reception desk we deal with patients with various questions and issues as well as arriving for booked appointments.

*What makes you smile most at work?*

A day never surprises me. Samples are always a funny point. Urine samples should be in sterile containers, but you would be surprised how they are brought in. Sometimes, all sorts of samples in all sorts of containers. A sample had been popped into a Sandwich Filler container, which had been rinsed out, but still contained some of the original contents, and was posted through the door!

Children can be funny in reception too.

It is really nice to get a thank you. If a patient drops by to show their appreciation, or asks us to pass on a thank you to someone else in the practice, it means a lot.

*On that note, thank you so much Paula-Jane for a great interview. I have learned a lot by talking to you and hope our readers enjoy this too.*

If there is a family out there who would like to feature, as patients of the Red House Group, in an interview for the next newsletter then please contact the Red House PPG at: [redhousegroup@nhs.net](mailto:redhousegroup@nhs.net) and mark for the attention of Hannah at the PPG. Look forward to hearing from you.

## Forthcoming Events

### Healthy Living Event

Thursday, 8th March between 10.30am and 2.30pm.  
(first floor of the library)

The Red House Patients' Group and Radlett Library are putting on an event to promote healthy living for all, and many agencies and organisations will be present with information and literature on their stalls. Some of the stalls will include information about our

Patient Participation Group, Diabetes, Community Transport, Exercise, Healthy Walks, and Age UK. Come and pick up information and discuss these issues with the people involved.

It will be held on the first floor of the library on Thursday, 8th March between 10.30am and 2.30pm. *Do make a note of the date in your diary and pop in when convenient. Admission is free and refreshments available.*

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### PPG Annual General Meeting

Wednesday, 2nd May at 7.30pm  
at the Vision Hall, Christ Church,  
Watling Street

You are all welcome to attend the AGM, which will be followed by a talk by our Member of Parliament, Oliver Dowden, on The Future of the NHS, followed by questions and refreshments.



## Event Report

### Carers Christmas Coffee & Mince Pies

The PPG decided that they wanted to try and target a specific patient group and have a coffee afternoon just before Christmas to see if this is something that would appeal, offering patients to meet other people in similar situations to themselves in a relaxed and informal atmosphere. We contacted registered carers and invited them to pop in within a two hour window to sit, have coffee (or tea!) and partake in a mince pie.....or two. We were

delighted that also in attendance were Dr Cary and Donna – the Surgery's Carers' Champion.

It was great to see that we had in excess of a dozen carers who came along, and to see that they all had other people to talk to, professional and otherwise. The afternoon was a success, and we have had requests for repeat meetings. We hope to roll out similar sessions to different patient groups within the practices, such as those with Diabetes, Parkinsons, Dementia etc., so do look out for our posters and watch this space!

# Red House PPG

(Red House Patient Participation Group)

The Red House Patient Participation Group is made up of patients here to liaise between patients and their doctors and practice staff, in non-medical matters, in order to continue to improve our surgery

Please contact your PPG at email:  
[redhousegroup@nhs.net](mailto:redhousegroup@nhs.net) - Fao PPG  
with your views, news and suggestions

## Red House PPG Committee Members



Stuart Nagler (Chair), Natalie Susman (Deputy Chair)  
Peter Court, Susan Deacon, Hannah Gottlieb,  
Barbara Hordern, Jeffrey Land, Miriam Moore,  
Kumara Moorthy, Sally Pochin,  
Lynn Delaney (Practice Manager),  
Ann Chiparo (Assistant Practice Manager)