



To our January Edition Newsletter

Repeat Medication Turnaround Times

When ordering repeat medication please allow 5 working days. All prescription requests need to be checked and signed off by a GP before they can be issued which can take time.

We cannot issue urgent requests.

Appointments

Please remember each patient's needs are unique and it is important that we give everyone the care they need. This may mean we have to spend longer with some patients resulting in our clinics running late. Your patience in these situations is very much appreciated.

Cervical Cancer Prevention Week 21st to 28th January

5 Facts about Cervical Cancer

- ❑ 3,200 women are diagnosed with cervical cancer in the UK every year
- ❑ Cervical cancer is the fourth most common cancer in women globally
- ❑ Incidence is highest amongst women aged 30-35
- ❑ Cervical cancer can be cured if diagnosed at an early stage and treated promptly. The earlier the cancer is found, the easier it is to treat
- ❑ In the UK, 1 in 4 people don't attend their cervical screening test.

Please speak to a Receptionist about booking your screening test.



GP Receptionists

GP receptionists often get a bad rap for seeming rude or unhelpful.

Here are 12 reasons why GP receptionists might come across as rude, even when that's not their intention.

1. They're dealing with a high volume of patients, many of whom aren't exactly polite.

GP receptionists handle a massive number of patients every day. The constant flow can be overwhelming and super stressful. They're juggling phone calls, checking people in, and managing appointments all at once. With so much going on, they might come off as short or abrupt, but it's not necessarily personal. They're just trying to keep everything moving smoothly, and sometimes that means they can't spend as much time being chatty or friendly.

2. They're bound by strict privacy rules.

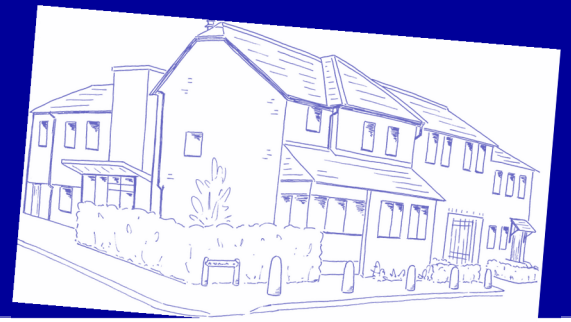
Medical confidentiality is a big deal, and GP receptionists have to follow the rules to the letter. They might seem cagey or ask you a bunch of questions to confirm your identity, which can feel intrusive, but they're just making sure they're giving the right information to the right person. They can't always give you the quick answers you're after, and that can be frustrating. However, they're doing it to protect your privacy, not to be unhelpful.

3. They're enforcing the surgery's policies.

Receptionists have to stick to the practice's rules, like how appointments are scheduled or what paperwork is needed. These policies might not always be convenient, but the receptionists don't have much wiggle room. If they can't bend the rules to accommodate you, it might come across as inflexible or rude, but they're just doing their job.

4. They're dealing with limited resources.

Many GP surgeries are stretched thin, with not enough appointments to go around. Receptionists often have the tough job of telling patients that they can't get an appointment when they want one. Having to give bad news over and over isn't easy, and it can make them seem defensive or abrupt. They're not trying to be difficult; they're just working with what they've got.



5. They're experiencing compassion fatigue.

Dealing with sick, worried, or upset people all day can take a toll. Over time, constantly handling other people's stress and emotions can lead to burnout. They might find it hard to stay cheerful and patient all the time, which can come across as uncaring or rude. It's not that they don't care; they might just be emotionally drained.

6. They're multitasking constantly.

GP receptionists are often doing several things at once: answering the phone, updating records, dealing with patients at the desk—you name it. With so much on their plate, they might not be able to give each person their full attention. This can make them seem distracted or disinterested, but they're just trying to keep up with everything that's going on.

7. They're acting as gatekeepers.

Part of their job is to prioritise patients based on urgency, which means they might have to ask about your symptoms or decide how quickly you need to be seen. This can be frustrating if you feel your issue is urgent, but they can't get you in right away. It might feel like they're being dismissive or rude, but they're trying to manage limited appointment slots and make sure those who need immediate care get it.

8. They're dealing with their own personal stresses.

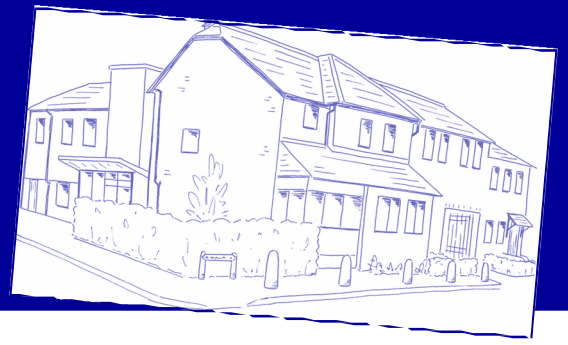
Like everyone else, GP receptionists have their own lives and problems outside of work. Maybe they're having a bad day or dealing with personal issues. While they aim to be professional, sometimes personal stress can spill over into their interactions. If they seem a bit off, it might just be one of those days.

9. They're responding to patient attitudes.

They often have to deal with frustrated or angry patients, which can wear them down. While they try to stay professional, constantly facing negativity can make them a bit defensive or curt. If they've just had a tough interaction before speaking with you, it might affect their mood. They're human, after all.

10. They're not medically trained experts.

GP receptionists don't have medical training, so when patients ask detailed medical questions, they can't always provide answers. This might come across as unhelpful or dismissive, but they're not allowed to give medical advice.



11. They're working in a high-stress environment.

GP surgeries can be hectic places, with emergencies popping up unexpectedly. The pressure of handling urgent situations while keeping everything else running can be intense. This stress might make them seem tense or abrupt, but they're just trying to keep things under control.

12. They're often underappreciated.

Receptionists play a crucial role in keeping the surgery running smoothly, but they don't always get the recognition they deserve. Constant criticism or feeling overlooked can affect their job satisfaction and mood. When people feel undervalued, it's hard to stay upbeat all the time, which might make them seem rude or unapproachable.

Online Booking Appointment Website

Our website will be getting an upgrade on 19 February 2025 and we are hoping this will provide a more seamless and efficient experience for our patients.

Flu Vaccines

We still have some flu vaccines available to any patient who would like to be vaccinated. Please speak to a Receptionist and they will book an appointment for you.

We would like to wish all our patients a Very Happy New Year