



Long Buckby Practice Patient Newsletter

Summer 2024

Working together to improve end of life care



www.longbuckbypractice.nhs.uk

The Practice is open Monday to Friday 8am to 6.30pm. Closed on Bank Holidays.

Appointments are now available up to 8pm on weekday evenings and Saturday 9am to 5pm.

These could be at another local practice.

A Day in The Life of a Long Buckby Receptionist

It's 7.45am. These are the sacred fifteen minutes of the day when the phone is silent and the waiting room empty, but doors need to be unlocked and alarms disabled, blinds opened and the kettle boiled. Shutters up, computers on. Time for the ceremonial tea run.

We manage a sip or two of our tea before 8.00am strikes and we must acknowledge the queue that's assembled like clockwork. One of us unlocks the front door, while the other seizes the phone.

A chorus of 'Good morning' and 'What's your name and date of birth, please?' begins. Accompanied by the misunderstood, but necessary, 'Can I have an indication of the problem today please?' We don't want patients to have a wasted appointment because they have been booked in with the wrong clinician.

We dig through notes, advise on queries, and navigate the maze of fast-thinking multitasking. Bookings, prescriptions, sick notes, messages, cancellations: everything is checked and double-checked.

The phone is at its busiest between 8am and 9am, but don't worry if you don't get through straightaway, you can always choose to have a call back without losing your place in the queue. Prebookable appointments are released every day, and there is nearly always same day appointments left in the afternoon.

Patients come and go, but the phone is a constant companion. We book in blood tests, ECGs, and blood pressure checks, medication reviews, and diabetic clinics; each to be booked with a specific clinician and in the correct time slot.

The phone rings on. The queue ebbs and flows. Chatter rises and falls. Before long, the morning rush has ended and this is our cue to quickly address our 'tasks', reply to internal emails and messages, restock sample bottles and dash to the loo.

The queries are varied, and we get a new one every day. Some patients need help navigating the NHS app, while others seek the number to a hospital department, guidance filling out an application form or help with medication. If we can't help, we pass it on to another member of the Practice team.

By 5.00pm we've started ticking off the lock-up process; close all windows and doors, turn off lights and computers. For some reason the phones are a lot quieter this time of day.

Being a GP receptionist is hard work, but a rewarding one. It takes many months to train and we are very grateful that patients are patient with us while we learn, but in the end we are highly skilled members of the Practice team. Everything we do is to help the patients.





We have had a few staff changes over the last few months. Steff has joined the nursing team and Antje is our new receptionist.

A new receptionist takes many months to train so please be patient while she is training. We have another new Practice Nurse starting soon.

A big thank you to everyone who came to our Carers' and Veterans' Event. We raised: **£400**

Could you be a Friend of Long Buckby Practice?

We are looking to relaunch our Patient Participation Panel, which will now be called Friends of Long Buckby Practice. Any patient can join our group and we ask that you try and attend three meetings per year. These meetings are usually about an hour and we are looking to hold these in the evening and would consider them being online.

Friends of Long Buckby Practice will be a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of their GP practice. They will look at the services the Practices offer, patient experience and how improvements can be made for the benefit of patients and the Practice.

If you think you could help, please email ruthwelsh@nhs.net or phone 01327 841842.



Did you know you can do all this on the NHS App?



- See your test results.
- See your future appointments and cancel appointments.
- Order repeat prescriptions.
- Request an emergency prescription from 111.
- See your GP records including hospital letters.
- Order a fit note (sick note).
- Ask our administration department a question.
- Change your contact details.
- Show the bar code of your prescription to any pharmacist for dispensing.
- Book a blood test.
- See if your prescription has been issued.
- See and manage your hospital appointment details.
- Contact 111.
- Register with Long Buckby Practice.
- Book a covid vaccination.
- Browse NHS and medication information and check your symptoms.
- Express your wishes regarding organ donation.

Use the NHS APP 24 hours a day, 7 days a week and avoid having to wait on the phone.

