

Reception staff meeting 12th December 2019

Agenda

Lynn Hare - Social prescribing

Heather – practice finance

Christmas Jumpers – These can be worn week commencing December 16th

Lifting appointments/ Telephone appointments - protocols were discussed on booking system

Health & Safety - building is secure when leaving at the end of your shift

IG training

Next staff meeting will be end of January / early February will confirm Date nearer

Reception Staff Meeting Tuesday 13th August 2019

Call Centre Rota - Phones being installed this week??

CQC visit - (approximately 6 months)

New flooring -Being laid at both Chaddesden and Borrowwash surgery in the corridors

Display board in all waiting rooms - will be removed

MOLS – (Medication operatives' line) – Mols will be coming to talk to reception in September

Significant events - discussed

Training – issuing on line access

Thank You emails – Folder with thank you email

Health and Safety -Please ensure all windows are closed and locked at the end of the day and any fans are switched off.

AOB

Next meeting September 3rd 18:45 at Borrowwash Surgery

Park Medical Practice & Oakwood Surgery

Reception Staff Meeting 14th March 2019

Feedback from last meeting 16-01-19

- New phone system has been installed
- Blouse style has been chosen
- Call centre is in progress

CQC - Update

Dr A S Wicks – Safeguarding Discussion

Heather – GDPR Discussion

Phones - discuss feedback on ne phones system

Logging in generic account - We all need to be logging into the generic account.

Time keeping - make sure you are here at the start of shift time

IG training

Call centre - The call centre has been given the go ahead

Prevent Training - Weds 20th March

Health & safety

Next staff meeting 14th August 2019

Park Medical and Oakwood Surgery Staff Meeting

Wednesday January 16th 2019

Staffing updates

- KA has left reception and moved to IT
- We have appointed 3 New Receptionists - JW, KA & MT

Telephones Ideas - Were discussed

KI Medical reports administrator - Q&A regarding her role

New uniform - Reception will be having new blouses

Training - IG

Health and safety

AOB

Reception would like a Call centre – Ideas were discussed

Next staff meeting 14th march 2019