



WHY DOES THE RECEPTIONIST NEED TO ASK WHAT'S WRONG WITH ME?

Receptionists are members of the Practice Team and it has been agreed they should ask Patients 'why they need to be seen' to ensure that you receive:

- the right medical care,
- from the right Health Professional,
- at the right time.

Our Receptionists are asked to collect brief information from Patients:

1. To help our clinical staff prioritise telephone calls / triage and home visit requests
2. To ensure that all Patients receive the right level of care
3. To direct Patients to see the Nurse or other Health Professionals where appropriate.

Our Reception staff, like all members of the Practice Team, are bound by confidentiality. Any information given by you is treated strictly confidentially. The Practice would take any breach of confidentiality very seriously and deal with it accordingly. If you prefer, you can ask to speak to a Receptionist in private away from Reception. However if you feel an issue is very private and do not wish to say what this is then this will be respected.

Thank you for your support!