**08:20** Set the kids off and arrive at work with fresh smiles and coffee, find a few urgent post-it notes and thank you messages.

**08:30** Start clinic – 16 patients. 1 young person doesn’t come in or pick up so I contact her psychiatrists as I’m worried. Seeing an adolescent, but 3 patients call back during other appointments, nurse knocks for advice and then a doctor needs me to review her patient.

**11:30** Sugar levels are dropping now but I find a cupcake and chat to a bereaved colleague over coffee. Get advice from the drug and alcohol team for a patient. More paperwork in pigeon hole. Check and sign repeat prescriptions.

**12:00** Start calling the list of 6 emergency patients as on-call GP. GP Trainee comes to discuss 3 patients and we organise a joint visit to a vulnerable man for tomorrow.

**13:25** Late to join the Richmond & Twickenham Clinical Commissioning Group meeting between all member practices. Turn the video off to eat! Discussions about new Southwest London Mental Health provision will work so I ask the service providers how patient will learning difficulties will be supported and am assured that new provisions will be in place for vulnerable groups.

**14:10** Call from Practice Manager as the Business Meeting can’t start without me. Extract myself from the debate on how practices can manage rising demand for appointments and GP workload since Spring 2021 whilst also vaccinating and looking after staff. Local waiting times before the pandemic were 2-3 weeks for a GP. Similar wait but now we have 50 contacts (telephone, face to face, email, paper messages) each day rather than the recommended 24 appointments.

**15:25** Leave the meeting and reply to our Primary Care Network re the next Pfizer mass vaccination clinic, new practice pharmacists, mental health workers, health coach and social prescribers. Coordinates diaries for marshalls, admin staff and vaccinators for vaccine clinics. Check and sign repeat prescriptions.

**15:30** Begin the afternoon surgery. Finance administrator knocks to ask how to get reimbursed for an injection given from our stock last month. New pharmacist comes in to debrief regarding her patients, discuss drug safety audit and negotiate her new working pattern based on mutual needs.

**18:30** Call back 6 emergency patients. 2 of them need urgent referrals for possible cancers. Receptionist pops round to check I’m hydrated and fed, bringing me some more urgent paper messages and a glass of water. Send some sms reminders about needed 72 hours to process non-emergency repeat medication. New cervical screening service wants us to run a pilot for self-sampling, sign their information sharing contract. 1 complaint letter in pigeon hole to be unpicked by scrutinising medical record later.

**20:20** Pending - 6 reports, 9 hospital letters and 69 results still to be actioned ?tomorrow. Discuss a few last things with Dr Staples and head off home, picking up a take-away meal and sneak in to give goodnight kisses to the 3 children. Hugs definitely re-energise!

**21:20** Log back in to try and work reduce some of tomorrow’s letters, reports and results. Projects promised today: an updated protocol for handling urine samples, checking read-codes for cancer care, 4 children need vaccines urgently if their parents agree, and must raise public awareness that Ashford Hospital offers blood tests more quickly at their site than the outreach to our site. Check and sign repeat prescriptions. Zzzzzzz.