**PPG Newsletter Jade Maitland-Smith**

**19/05/2021**

**8.10am –** Arrived at work, made a tea and squash for the morning

**8.20am –** cleaned the desk I was working at, got logged on, member of staff off sick, team moving everyone around to cover all jobs.

**8.30am** - 3 x staff on phones as very busy for 1st hour

**9.30am – 1.10pm** – Due to having a member down, answering phones alone with someone jumping on once the lines get to 8 minutes waiting. Phones were busy all morning, only stopped once for about 3 minutes then rang until 1.10pm (our lines are off 1pm – 2pm).

**1.10pm – 1.30pm** – Lunch break

**1.30pm** – Was meant to be doing a training afternoon with Kathy, but due to swap arounds took over at front desk, relieved Sian at 1.30pm so she can have her lunch.

**1.30pm - 2.00pm** – Logged on, got everything open on the computer that was needed for the afternoons shift. Opened the Covid clinic book to check patients in as they arrived. Also trialling the front door being open, for patients to walk in. Gentleman came in as was having trouble booking his 2nd Covid vaccine on our online booking system, showed him how it works and got it booked with him, He was very grateful.

**2.00pm – 3pm** – Emily came out to let me know one of our regular patients had, had tripped in a supermarket and an ambulance was called, the ambulance said there were no injuries. We had no available appointments so advised to go to the walk in centre, but the patient came up to us instead. Offered the patient to do a blood pressure check and we added it as an emergency slot on call for the duty doctor to call the patient that afternoon. Patient was happy with this but unfortunately his father wasn’t and wouldn’t leave without seeing a Doctor. The Covid clinic had now started so I had to ask one of the other members of staff to come off the phones to cover front desk to check everyone in who was arriving for the Covid clinic, whilst I help the patient and his father.

**3pm – 3.30pm** – Calling patients who haven’t shown up for the Covid clinic, luckily the man was running 30 mins late, we still saw him.

**3.30pm – 4.30pm** – working on prescriptions, queries at the front desk from numerous patients. A lady came in with a urine sample for her sister with a suspected UTI, helped her fill in the form and took it round to a nurse to make sure it was tested as soon as possible as the patient was in a lot of pain.

**4.30pm – 5pm** – The last man came for his vaccine, but the vaccinator had left, had to run round to the nurse and add it to her appointments for her to vaccinate him.

A man came in to collect swabs for his partner, had to print the ICE forms and make the sample packs. One of the tests wasn’t created so had to find a doctor to find out what form had to be created. The man was here for about 25 minutes all together as we had 2 patients in front both with queries, one in which I had to ask Emily about as she was knew about the situation. The man didn’t complain and was very appreciative once everything for sorted for him.

**5.00pm -6.00pm –** Finishing off scripts.

A girl came in with a queries about a urine sample for her Dad.

**6.00pm – 6.40pm** – Closed the doors at 6pm, wiped down the desk I was working at. Did our closing down duties;

-Re-auths, end of day totals, print tomorrows work book, take any urines left to the nurses fridge, empty all bins, check doctors are ok and don’t need anything, give doctors on-call documents, open server room door and lock stationary cupboard

**6.40pm** – Home time!