**TASK SHEET – SITTING IN WITH RECEPTION**

***Adapted from “The GP Trainer’s Handbook”, Middleton & Field***

**General Task(s)**

*Observe patients as they walk through the door*

*Note their interaction with reception staff*

*Watch happens after that*

**Note to Reception Staff**

*When things quieten down, may be allow the registrar to book in/deal with the next patient. Also consider allowing them to take a phone call and dealing with it. Please provide help where necessary.*

**Specific Tasks**

* What were the patients asking the receptionists?
* Did you notice anything about the general manner in which reception staff handle patients?
* What bits did you particularly like?
* Did the receptionist have to handle any aggressive/demanding/abusive patients today?
* If so, how did he/she calm them down?
* Anything you can take home from this?
* Are all patients the same?
* How did they differ?
* Ask the receptionist about their history, how did they came into this job. Reasons for doing this job. What do they think of this job? What qualifications do they have?
* How do GPs communicate with the reception team?
* Can you now define the role of reception staff? Can you categorise their duties?

**Write a log entry in your e-portfolio detailing your learning?**