

GOSDOCS 9/1/96

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1. VALERIE
  2. ENOUGH RECEPTIONISTS
  3. MEETING WITH TREVOR ABBOTT RE. PHONES
  4. HEALTHCALL'S ATTITUDE, COST IMPLICATIONS
  5. ANDERSON PRACTICE
  - Lunch. → 6. TRAINING OF RECEPTIONISTS & G.P.s GWAH Seminar Recm
  7. COLLECTION OF INFORMATION ON DRS. BLEEP, MOBILE, HOME PHONE NUMBER, SWITCHING METHODS
  8. 2 RECEPTIONISTS SUNDAY MORNING
  9. NEXT BID ? COSTING ?
  10. PRESSURE TO ATTEND GWM
  11. HOW ARE MULBERRY, DAEDELUS, HOME DELIVS, ROUTINE BLAKE BOOKINGS AND PRISON VISIT REQUESTS PASSED BACK TO THEIR OWN PRACTICES ?
  12. DEFINE AREA COVERED →
  13. TRAINEES →
  14. RESERVE DOCTORS
  15. WHO OWNS TEMPORARY RESIDENTS?

Tue 23rd Jan 7.30

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## AGENDA

1. FEEDBACK FROM PRACTICE REPRESENTATIVES
2. TODAY'S MEETING AT HEALTH COMMISSION ON OUT OF HOURS MONEY
3. TELEPHONES AT GWM
4. RECEPTIONIST NUMBERS — ~~37~~ 28 sessions (
5. ? RECRUIT OTHERS
6. PROBLEM AREAS
  - DAEDALUS ✓
  - MULBERRY ✓
  - PRISON ✓
  - BLAKE/HOME DELIVERIES ✓
  - PHONE SWITCHING
  - AVAILABILITY OF MOBILE PHONES →
7. NEXT MEETING EARLY JAN. — ~~19th Jan~~ Tue 9th Jan.
- DRS ROTA
- ROTA FOR RECEPTIONISTS →
- RECORDING INFORMATION → Haslar recording hoop ✓
- SPEAK TO HEALTHCALL RE DDS TIMES 10 TO 8
- TRAINING OF RECEPTIONISTS
- BIDS?

→ Hair dresser test.

## RECEPTIONISTS

CAN YOU HELP ?

GOSPORT GP'S ARE GOING TO TRY A JOINT ROTA OF 24 GP'S TO COVER WEEKEND CALLS DURING FEBRUARY WITH 3 GP'S ON PER DAY

WE NEED RECEPTIONISTS TO TAKE THE CALLS AND BLEEP THE DOCTOR ON DUTY, WE WILL RUN SURGERIES AT THE WAR MEMORIAL AND A DOCTOR WILL OFFER ADVICE AND PERSUADE PATIENTS TO ATTEND THE WAR MEMORIAL.

THE RECEPTIONIST WILL BE BASED AT THE CASUALTY DEPT AT THE WAR MEMORIAL AND WORK IN SHIFTS OF ? 4 HOURS.

THE HOURS COVERED ARE MIDDAY TO 10PM ON SATURDAY AND 8AM TO 10PM ON SUNDAY.

YOU WILL BE PAID ON YOUR NORMAL SALARY SCALE AT THE RATE OF TIME AND A HALF ON SATURDAY AND DOUBLE TIME ON SUNDAY.

IF YOU CAN HELP WITH THIS EXPERIMENT PLEASE LET THE PRACTICE MANAGER KNOW.

**GOSDOCS Phone Answering Schedule****Saturday**

	<b>12pm to 3.20pm</b>	<b>3.20pm to 6.40pm</b>	<b>6.40pm to 10pm</b>
<b>Saturday 3rd</b>			
<b>Saturday 10th</b>			
<b>Saturday 17th</b>			
<b>Saturday 24th</b>			

**Sunday**

	<b>8am to 12pm</b>	<b>12pm to 4pm</b>	<b>4pm to 7pm</b>	<b>7pm to 10pm</b>
<b>Sunday 3rd</b>				
<b>Sunday 10th</b>				
<b>Sunday 17th</b>				
<b>Sunday 24th</b>				