



## RECEPTIONIST TRAINING COURSE - Buying Group

Details of the course's four modules are below. For more information, please visit: <https://hub.practiceindex.co.uk/londonwide-lmc-buying-group> .  
You can also speak to the Practice Index team at our Practice Manager's conference on Thursday 22 November.

### RECEPTIONIST TRAINING COURSE

#### Module 1:

**Etiquette:** In this section, the significance of etiquette is aligned to the role of the receptionist, illustrating just how key receptionists are in generating a positive first impression to service users. The dos and don'ts of receptionists are also covered, ensuring they represent what the practice stands for.

**Confidentiality:** This section explains how significant confidentiality is in general practice, showing how easy it can be to breach confidentiality as a receptionist, and what can be done to avoid unnecessary breaches.

**Personal-identifiable information:** This section highlights how easy it can be to identify an individual through direct or indirect references, particularly as a receptionist, giving examples such as "he's the uncle of" or "she's the restaurant owner at".

#### Module 2:

**Communication:** This section drives home the importance of effective communication and the need for accuracy, brevity and clarity as a receptionist. Signifying how essential it is to ensure they transmit and receive information accurately, making sure patients fully understand the information they are given.

**Telephone skills:** Often described as the face of the practice, receptionists are also the voice of the practice! It is important for receptionists to understand the need for professionalism on the telephone as well as during any face-to-face contact with patients. The dos and don'ts of telephone usage are covered here too.

#### Module 3:

**Challenging or difficult patients:** This section explains that receptionists are often the focus of patients' frustration and anger. It focuses on how to deal with such patients to ensure a positive outcome is achieved for all concerned and also, how reflection can help them develop their skills for future encounters.

**Conflict resolution:** A useful acronym is provided for receptionists to help them deal with conflict effectively, whilst advising them of the associated risks and what not to do when experiencing any form of conflict.

**Complaints:** Receptionists are often the first point of contact when patients wish to make complaints. The section shows how receptionists can help by simply listening to the complainant and offering empathy, and as such may enable a timely resolution of the complaint.

#### Module 4:

**Health & Safety:** Whilst H&S is everyone's responsibility, this section provides a reminder to receptionists of all matters associated with H&S and what to do if they believe something is not quite right.

**Disability awareness:** This section shows just how varied the role of the receptionist is, and the requirement for them to understand the needs of patients. It provides tips for receptionists to make sure they deal with patients appropriately.