

Supporting Privacy in your Reception areas



Our Tips to support Care Navigation in your reception areas

Most patients will ring to book their appointments over the phone, but Practices can also Care Navigate patients in their reception areas. We have some simple suggestions to support practices and ensure they can ask patients the nature of their problem at reception, whilst keeping the patients privacy intact.

1) Configure your reception area space

Patients will feel uncomfortable discussing their symptoms if they feel like they have other people right behind them listening to their conversation with the receptionist. Therefore, making sure there is adequate space for them to feel comfortable is necessary. There are a few things that practices can do to achieve this:

- Set up a barrier indicating where patients should wait for the receptionist. This could be done cost effectively by using tape to mark a line.
- If reception seating is too close to the reception area, move the seating further away if possible.
- Place items in the waiting area that will absorb sound such as transparent floor screens. Plants will also help reduce what patients can hear at the front desk.
- Using background noise from Radio and Television will help to cover any discussion with the receptionist but would incur a licensing cost.

2) Creating Patient Awareness

Patients could also be made aware that if they are booking an appointment they will be asked about their problem whilst they are waiting in reception. You can easily adapt our posters and place them in areas of reception where patients will look while waiting to speak to the receptionist.

3) Setting up Private areas

Many practices have spare rooms in and around reception areas. You could offer to take patients looking to book GP appointments to this room, or if a patient looks uncomfortable discussing the nature of their problem, they could be advised that they can be taken to a private room away from the reception space to discuss it.

Practices could also have cards on reception for patients to hand over if they feel uncomfortable discussing their symptoms. On receiving one of these cards the receptionist is made aware that the patient is discreetly requesting some privacy.

4) Symptom checklist

Instead of practices asking for patients to give a verbal statement of their symptoms, they could provide patients with a check list of symptoms to complete. These symptoms could be mapped against what services you can Care Navigate to, with an option for others if not listed. For example, the list could include common symptoms Pharmacies can help with: Cough, Cold, Hayfever, etc. This could be then checked off against the access criteria, and the patient could be offered the service.

Find an example and template in Appendix 1



Appendix

Appendix 1

Example

Symptom	Tick which applies
Cough	
Cold	
Earache	
Fever	
Conjunctivitis	
Tooth Pain	
Red eyes	
Back Pain	
Knee Pain	
Low Mood	
Feeling Stressed	
Anxiety	
Stop Smoking	
Chest Pain	
Emergency Contraception	
Blood Pressure Check	
Medication Review	
Private	
Other (Please state)	

