

COBHAM  HEALTH CENTRE



Claire Yarborough
Business Manager

About us

- 13,200 patients
- 9 Doctors
- 4 Nurses; plus a vacant position for a HCA
- Business Manager & Assistant Practice Manager
- 15 part-time reception/admin staff
- GP & Nurse Training Practice
- 2 nursing homes
- 3 residential homes
- 1 learning disability home
- 1 warden controlled facility

Reception & Admin

- Telephone calls (incoming & outgoing)
- Booking appointments
- Dealing with patients at the desk
- Raising prescriptions
- Preparing blood forms
- Daily correspondence
- Referrals
- Patient updates

Doctors

- Seeing patients!
 - Dictating referrals
 - Creating blood forms
- Phone calls (to patients & other professionals)
- Housebound patients
- Reviewing results
- Reviewing correspondence
- Signing off prescriptions
- Medical examinations
- Medical Reports
- Attending meetings

Nursing Team

- Seeing patients!
- Phone calls (patients & other professionals)
- Correspondence
- Immunisations
- Ordering supplies
- Cleaning equipment

Management

- Finances
- Payroll
- HR
- Recruitment
- Building maintenance
- IT
- Meetings
- Immunisation campaigns
- Queries
- Staff Training
- Health & Safety
- Compliance with regulations
- Complaints (& compliments!)

Patient Participation Group

- Patient surveys
- Premises improvements
 - Automatic doors
 - Handrails
 - Automatic blood pressure machine
- Heritage Day stall
- Local press articles
- Patient leaflet
- Patient newsletters
- Patient talks