

Who I am at Beccles...

As part of our new 'get to know' the staff at Beccles Medical Centre segment, we are really proud to introduce to you, Elaine. Elaine is our Reception Manager, who has worked here for 19 years and there is very little she can't turn her hand to – feel free to say 'hello' to her next time you are in the Practice.

Tell us about a typical morning?

"A typical morning is never very typical - whilst the day to day of the shift starts with ensuring that staff are covered, 'phone lines and IT are behaving themselves, etc; I am always the first port of call for problems. Equally, whilst I also enjoy problem solving, I am also flexible in responding to DIY issues! The ladies joke that I am a 'Jack of all Trades', and can often be seen with my trusty tool box and plunger - basically, if something needs doing, I am the one to ask!"



What do you think makes Beccles special?

"The team spirit. Everyone watches out for each other, and when the going gets tough, we get going! Hectic winters, the flu and just the hustle & bustle of the practice - we always pull together!!"

Can you tell me about your role here?

"I am very proud to be the Reception Manager and I supervise on a daily basis anything up to 20 staff. It is my role to make sure that everyone feels supported, and as you can imagine that can encompass so many different things. The staff at Beccles are all human, (honestly), and they deal with the same kind of issues that everyone else does. Therefore, sometimes I can be known as a 'Mother Hen'! However, not only is my role to ensure the smooth running of Reception, it is also to ensure that staff are 'heard' and that their needs are responded to."

What is your favourite time of the day?

"The first part of the day is always my favourite and the rush of the morning keeps me on my toes and focused on what I need to do. I like to support others and my role is to make sure they get what they need, or at least find out where I can get the solution to their problem. I get great satisfaction of helping out others."

What would you like people to know about working in a GP practice?

"It is always so easy to believe what you read on Facebook or social media, and negative press often breeds more - but actually all of our staff genuinely care about the patients and do their very best for them, and often the stories of them going that extra mile for our patients never get heard about."