



Grow Your Own Medical Reception Team



HOSTED BY
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Certified Practice Manager
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Establish Practice


aapm
Australian Association of
Practice Management
excellence in healthcare management


AAPM Approved 2025
5 CPD Points

Wed 16 April
12:30pm AEST



Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end. If we don't get a chance to address during the LIVE session, we will reach out to you afterwards to discuss further.
- In the “related content” you'll find our further feedback form.
- Your CPD certificate will be accessible at anytime, you can access via the  certificate icon on your console.
- Have a play around with the console/ icons on your screen, it's an interactive experience.
- Please take some time to complete our feedback survey to let us know what you thought of today's session.

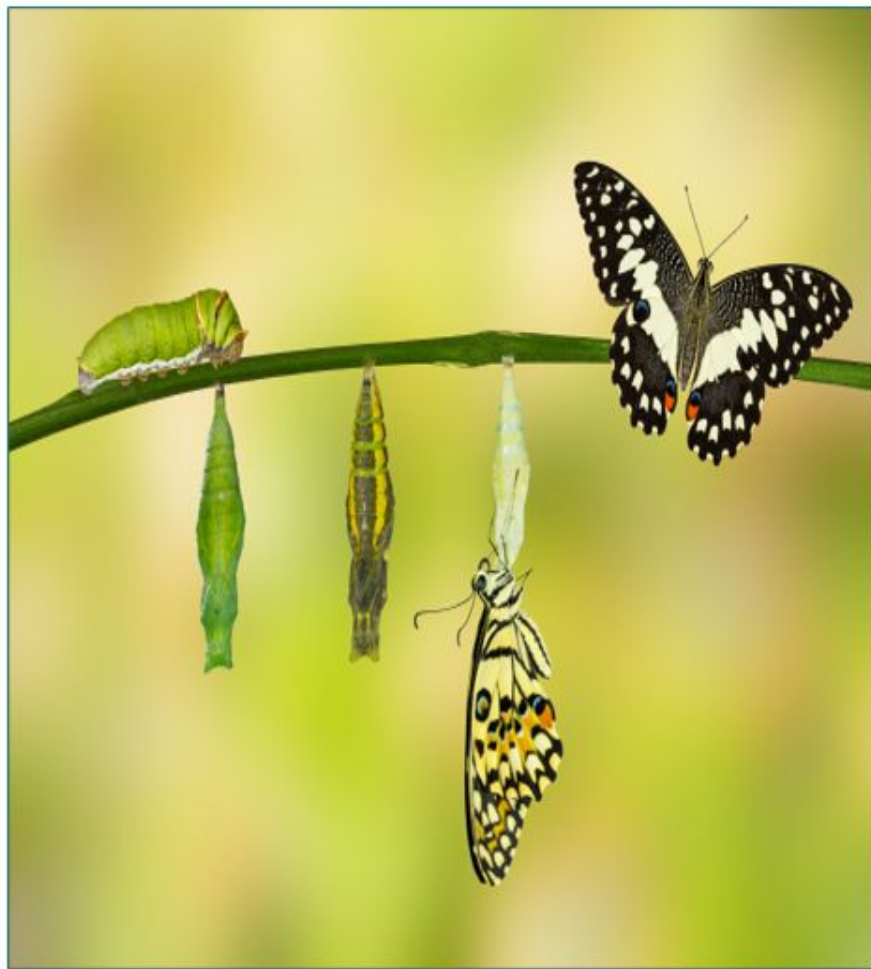


**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all
Aboriginal and Torres Strait Islander peoples
today.**

Grow Your Own Medical Receptionist

Jen Flakemore
Establish Practice Support





Session Outline

- Workforce challenges – Rethinking “experience necessary”
- Why we should, the benefits
- Why we might be cautious, the pitfalls
- How to make it work – Practice Manager tips
- Case Study – Turning it around
- Training and then keeping, how practices improve retention





Looking beyond “Must have experience”



Industry wide shortages in GP land

- Ageing workforce
- “Something easier, less stressful”
- High stress, low recognition
- Staff shortages
- Pay rates
- Limited opportunities for development and progression
- Some areas, more GP practices opening

What are our options?

- Virtual
- A.I.
- Grow our own –no experience necessary



Why we should - the benefits

1. Our options may otherwise be limited
2. Much bigger pool
3. Transferable skills
4. Grow your own, opportunity to train what we want
5. No habits to break
6. No “way we do it” to unlearn
7. Fresh perspective from other industries
8. Giving a chance - Potential for loyalty and retention





Why we might be cautious – the pitfalls

1. Who is going to do the training?
2. Training is time consuming, resource heavy
3. More mistakes and errors initially
4. Limited productivity, additional strain on other staff
5. They may not like the job
6. Train them up, then they move on





How to make it work

1. Induction program
2. Best trainer
3. Structured training program
4. Training manuals
5. Look at what sort of learners you have, mix it up
6. Clear expectations
7. Checking in
8. Regular feedback and positive performance management
9. Encourage professional development
10. Resource allocation



Establish Practice Support

Medical Reception

Introduction

to General Practice



Case Study

Turning it around

Fluffy Bunny
Healthcare



Problems

Toxic coworker

Left to fend for self during breaks

Training by different people – no continuity

Sink or swim – in at the deep end

Practice manager left them to it

6 week expectation

Solutions

Performance managed the toxic worker

Changed who did the training

Trained the trainer

Gave resources – time and training

Buddied up with nurse

30 days



Improving Retention

1. Hire for success
2. Clear expectations
3. Resource allocation
4. Recognition and reward
5. Professional development
6. Delegation
7. Frequent check ins
8. Acknowledge contribution



9. Social integration
10. Mentorship
11. Positive team culture
12. Clamp down on any toxicity
13. Pay what you can
14. Realistic workloads
15. Use tech when you can
16. Exit interviews



Key Points PM Wisdom



1. Commit to training
2. Commit resources
3. The first few weeks are critical
4. Be patient
5. “Don’t spend time worrying they may leave, spend time building reasons for them to stay.” - *Emma PM*



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GP New Manager Program
Practice Management Consultancy
Practical Support for Healthcare Practices



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Wed 14th May
12:30pm AEST

Product Update 2025



Agnes So
CCPO
HotDoc



Emily Mason
Head of Product
HotDoc



Thursday 8th May
12:30pm AEST

Questions

