**Receptionist/Reception Team of the Year Award**

*Description of the award:*

This award seeks to recognise a receptionist or reception team who are making an outstanding contribution to their practice and its patients. We invite applications from receptionists themselves and also from colleagues.

*Applications may demonstrate all or some of the below:*

* A brilliant individual or team who have made a real difference to the smooth running of the practice.
* Ability to operate business as usual in adversity, particularly delivering consistent and thorough patient care during the Covid-19 pandemic
* Evidence that their efforts and attention to detail have improved the organisation of the surgery, the overall ambience and patient experience.
* Evidence that the individual or team represent the practice in a professional manner, and uphold the public perception of the practice.
* Examples of where the individual or team have increased efficiency through signposting, or telephone triaging.

*Criteria that judges will be marking against:*

* Clear evidence of the individual or team’s impact on their patients, colleagues and the community.
* Evidence of exceptional dedication, imagination and/or innovation and how these qualities have influenced the outcome of their work.
* Measurable and defined improvements in the working environment. This can include anecdotal or personal accounts.
* Evidence that the nominee/team exhibit key competencies expected of a receptionist working in a gp surgery; such as care, compassion, understanding, patience.
* Evidence that the individual or team have aimed to go above and beyond and be involved in planning or implementing wider initiatives.

 **Contact details\***

**Name of person making the entry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact email of person making the entry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact number of person making the entry: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Individual/team being nominated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact email for individual/team being nominated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact number for individual/team being nominated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*\*Please note, these details are only captured in order to contact the nominee should they be shortlisted.*

***Please refrain from including patients’ names or personal details in your entry***

***Please fill in the boxes***

***Part 1 - Overview***

1. Please give an overview of why this individual/team deserves to win the Receptionist/Reception Team of the Year Award. (200 words)

*Please note, we may use this overview statement on the night of the Awards and in editorial write ups should they be shortlisted.*

***Part 2 - Evidence***

1. Describe how their work has directly benefitted patients, colleagues and/or the local community. (300 words)
2. Are there any specific examples of processes, best practice or innovation that underpin why they deserves to win the award. (600 words)
3. Please include any testimonials from patients, colleagues, or others (not included in the team) that support this entry. **Please anonymise these testimonials.** (300 words)
4. Please include any additional comments or attach any supporting documents. Supporting documents can include graphs, flow charts, tables, etc.

**Please note, Supporting Documents are limited to two files**