

A DAY IN THE LIFE

#workingtogetherPCFT

Dental Receptionist

Name: Sue Christie

Position: Dental Receptionist

Location: Oldham Integrated Care Centre (ICC)

Time in post: Five months

What does your role involve?

Every day we make emergency appointments for people in the local area who don't have a regular dentist. This involves a chaotic hour on the telephone at the beginning of every day to allocate the available slots. We also see regular patients who have special needs or require specialised treatments. Most of the day is spent on the telephone or booking patients in when they arrive. We usually have a minimum of five clinics running every day so the role is very demanding and busy. There are always more patients than appointments!



Why did you choose this role?

I love a challenge and I love dealing with people. The ICC is a great location because it's in the centre of town so it's easy for travel. I love a job which involves a lot of customer interaction and this certainly does.

What is the most rewarding aspect of your job?

I love seeing the difference in patients after they have seen the dentist. Most people allow their teeth to get in a state because they're too frightened to come until they've no choice. I love seeing the relief when the dentists have resolved their pain and they come out smiling.

What's the hardest thing?

There are not enough NHS dentists in the area and I spend a large chunk of my day telling patients to go on the NHS website and keep trying until they can find a dentist. I know how hard that is – I wish there was more that I could do.

What did you want to be when you were younger?

I wanted to be a teacher! I love the sound of my own voice!