

JOB DESCRIPTION

JOB TITLE: RECEPTIONIST

OPERATIONALLY RESPONSIBLE TO: RECEPTION LEAD

MANAGERIALLY RESPONSIBLE TO: PRACTICE MANAGER

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone. To complete work effectively and efficiently and in line with the team agreed daily minimum objectives.

Job Responsibilities:

Administration <ul style="list-style-type: none">● To have a thorough knowledge of all Practice procedures.● To work in accordance with written Protocols.● NHS mail account● Pulling / filing notes as required● Scanning / allocating documents● End of day banking totals● Photocopying as required● Monitor Surgery website dashboard● Monitor Doctorlink requests
Reception <ul style="list-style-type: none">● Opening and closing the surgery to receive patients● Receiving patients consulting with members of practice team.● Be able to cover all reception positions as necessary
Appointments <ul style="list-style-type: none">● Process appointment requests for appointments for today or future appointments from patients by telephone and in person, following the guidance● Deal with visit requests.
Computer <ul style="list-style-type: none">● Registrations of new patients – computer data entry and medical records.● Process patients change of details – computer data and medical records● Process repeat prescription request in accordance with practice guidelines including online prescription requests.
Telephone <ul style="list-style-type: none">● Have working knowledge of telephone and functionalities

Other Tasks

- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Any other tasks allocated by Practice Manager or Partners
- Giving out dispensed medication and taking the correct fee if appropriate.
- Stationery – re-order or re-stock stationery cupboards to include stamp draw and computer consumables
- Deliver FP10s to pharmacy as required at the end of the day
- Allocating incoming medical records
- Maintain a clean and safe environment

Candidate qualities

- Understanding the importance of working within a team
- Effective team player
- Actively participate in the team job-share
- Good sense of humour
- Work well under pressure
- Awareness of time constraints

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

Person Specification – Receptionist

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
<ul style="list-style-type: none"> • Experience of dealing with members of the public. 	<ul style="list-style-type: none"> • Experience in primary care/NHS/caring profession
<ul style="list-style-type: none"> • Ability to cover shifts both pre-booked and at short notice 	<ul style="list-style-type: none"> • Experience in using TPP (Systmone) clinical software.
<ul style="list-style-type: none"> • Understanding of the importance of confidentiality within healthcare 	<ul style="list-style-type: none"> • Empathy for Healthcare environment
<ul style="list-style-type: none"> • Ability to work flexible hours as required by the service 	<ul style="list-style-type: none"> • Hardworking and reliable
<ul style="list-style-type: none"> • Good communicator (verbal & written) at all levels 	<ul style="list-style-type: none"> • Good sense of humour
<ul style="list-style-type: none"> • Evidence of team working 	
<ul style="list-style-type: none"> • Numerate, and IT literate including use of Word and Excel at least at basic to intermediate level. 	
<ul style="list-style-type: none"> • Good organisation and prioritisation skills 	
<ul style="list-style-type: none"> • Accurate and good attention to detail 	
<ul style="list-style-type: none"> • Ability to work under pressure 	
<ul style="list-style-type: none"> • Ability and willingness to understand and learn new software and administrative procedures. 	
<ul style="list-style-type: none"> • Willingness to undertake training as required 	

I have read and understood the above job description

Print Name	Signature	Date

Job Description created:	March 2008					
Document owner:	Practice Manager					
Review date:	Mar 2010	Apr 2011	Jan 2012	Aug 2013	Oct 2015	Sept 2019
	Aug 2020	Feb 2022				