

JOB DESCRIPTION

JOB TITLE: MEDICAL RECEPTIONIST

REPORTS TO: PRACTICE MANAGER

ACCOUNTABLE TO: GP PARTNERS

HOURS: 37 (Permanent)

Job Summary:

- To achieve the aims and corporate objectives of the practice by carrying out reception, telephone and clerical duties competently and efficiently.
- To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other health personnel.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective manner.
- Provide general assistance to the Surgery team and project a positive and friendly image to patients and other visitors, either in person or on the telephone.
- Responsible to the Practice Manager.

Job Responsibilities:

Reception

- Hand completed repeat prescriptions and fit notes to patients after confirming name and address details.
- Respond to all queries and requests for assistance from patients and visitors at reception in an efficient and courteous manner.
- Ensure reception and waiting areas are neat and tidy.
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Explain Surgery arrangements to new patients and those seeking temporary cover, adhering to relevant procedures.

Telephones

- Receive and make calls as required.
- Divert calls and take messages as appropriate ensuring accuracy of detail and prompt appropriate delivery.
- Ensure that telephone system is operational at the beginning of each day and switched over appropriately at lunchtime and at the end of each day.

- Working knowledge of telephone system during and after hours eg emergency line, activating answer phone when surgery closed.
- Deal with patient requests for appointments, prescriptions and home visits as per Surgery protocol.
- Book interpreters and ambulances as and when required, as per Surgery protocol, and record details when booking is completed.
- Ensure that telephones are at all times answered promptly and politely.

Appointments System

- Ensure total familiarity with all appointment systems, including regular and incidental variations.
- Book appointments for patients ensuring sufficient information is recorded to identify patient/medical needs.
- Ensure that patients without appointments but needing an 'urgent consultation' are directed appropriately.

Administration

- Have a thorough knowledge of all Surgery procedures.
- Work in accordance with written protocols.
- File, retrieve and re-file records as required ensuring strict numerical order is adhered to.
- Fax and photocopy as required.

Other Duties

- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Assist the admin team in preparing patient letters for posting.
- Any other tasks allocated by Practice Manager.

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, Surgery staff and other healthcare workers. They may also have access to information relating to the Surgery 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 Surgery may only be divulged to authorised persons in accordance with

Surgery 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 Surgery Health & Safety Policy and the Surgery Infection Control policy and published procedures. This will include:

- 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- 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 Surgery 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 Surgery 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 Surgery policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audits where appropriate.