

Job Description

Post title:	Receptionist
Reports to:	Practice Manager

Job summary:

To carry out reception tasks on a day-to-day operational basis ensuring that services are delivered:

- In a coordinated and efficient manner.
- To work with other receptionists and healthcare professionals to provide a first-class service to our patients. Provide the first point of contact for patients and other stakeholders/visitors (either face to face or on the telephone) and provide administrative support.
- In accordance with the service specification and clinical key performance indicators.
- In line with national, local and organisational priorities in order to affect good access for patients and to maximize activity and opportunity.

Principal accountabilities:

1	Patient/Customer Care
2	Operations
3	Clinical Governance, Health & Safety & Complaint Management

Nature and scope:

General

Patient/customer care:

- To act as the first point of call to all patients/customers
- Direct patients to the appropriate healthcare professional within the practice, e.g., Doctor, Nurse Practitioner, Practice Nurse, Healthcare Assistant.
- Helping new patients register with the surgery – providing the necessary paperwork and checking returned paperwork is complete.
- Responding to patient requests for information about other NHS services
- To ensure that excellent customer care is being delivered at all times.

Operations:

- Handling telephone and face-to-face requests for appointments and making the appointments on the computerised appointments system.
- Booking in patients when they arrive at the surgery.

- Advising patients of the results of routine tests
- Receiving and checking repeat prescription requests. Printing repeat prescriptions
- Giving completed prescriptions to patients and to local pharmacies who collect them.
- Calling patients to arrange routine appointments, e.g., for immunisations, asthma checks, diabetes checks etc.
- Receiving and documenting payments for non-NHS services such as taxi medicals, HGV medicals, travel claim forms, some travel vaccinations, circumcisions etc.
- Registering new patients and removing patients who have left on the computerized record system.
- Checking consulting rooms each morning – turning on computers, checking couch roll etc.
- Providing information to the Midwife on newly pregnant patients
- Checking fridges, lights, windows computers etc. at the end of each day
- Straightening/tidying the waiting room at the end of the day
- Keeping leaflets tidy and stocked
- Setting the surgery answer phone
- Photocopying, scanning and filing of paper records.
- Ordering: this may be stationery and office supplies, consumables or medical/clinical supplies ordered under the supervision of one of the Nursing staff
- Receiving and checking deliveries
- Process scanning daily for incoming patient documentation in line with the practice procedure.
- Monitoring fridge temperatures
- Booking patient transport [occasional]
- To maintain and develop effective communication across the team.
- To assist the Practice Manager to achieve targets and deadlines set by the PCT and The Practice.
- Any other reasonable tasks at the request of the Practice Manager
- Processing referrals in accordance with the referral protocol.
- Summarising Patient records.
- Copying medical records as and when required

Clinical governance, health & safety & complaint management:

- To support the Practice Manager and the surgery team in Health and Safety issues and adhere to the company H&S policy
- To support the Registered Manager in CQC compliance for the surgery
- Reporting any building or maintenance issues to the Practice Manager
- To ensure data protection and confidentiality is maintained at all times.
- To liaise with the Practice Manager regarding any incidents or complaints and follow any action as directed.
- Ensure Policies/Procedures are in place and staff are aware of their location.

Personal development

- Ensure that personal mandatory or organisationally required training is up to date
- Engage in regular strengthened appraisal process and subsequent learning/change in practice.

Person specification

- Reception or customer care experience is essential.
- The person must be an excellent communicator both spoken and written.
- Must be well presented.
- Must have PC skills – will be able to use basic Word, Excel and e-mail.
- Must be able to work within processes/procedures.
- Should be personable, polite and patient. Needs to have empathy with patients, some of whom may not be so patient or polite because of anxiety.
- Needs to be able to remain calm in fraught circumstances.
- Needs to maintain confidentiality and data security.
- Needs to apply common sense when dealing with situations which do not fit the norm.
- Must be adaptable and comfortable dealing with changing priorities.
- Must be flexible to work different shifts as required by business needs.
- Must be a team player.
- An understanding of confidentiality is required and the ability to use own judgment.
- Reception experience is essential and ideally the person will have worked in a GP or other medical centre.

Infection control

All staff are responsible for protecting themselves and others against infection risks. All staff, regardless of whether clinical or not, are expected to comply with current infection control policies and procedures and to report any problems regarding this to their line manager.

Operose Health is an equal opportunities employer that is committed to diversity and values the ways in which we are different. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, disability or other characteristic protected by applicable law. This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.