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## ***The Fairlands Practice***

### **Job Description**

- Title of Post:** Medical Practice Receptionist
- Hours:** Mornings, Monday to Friday between 8am to 1pm
- Location:** Fairlands Surgery (main base) & Glaziers Lane Surgery (if required)
- Salary:** £7 - £7.82 per hour
- Reports to:** Practice Manager

#### **Job Summary:**

To provide a courteous and efficient reception service to the patients and staff of the Practice

#### **Main Duties and Responsibilities:**

- 1) Receiving and dealing with telephone calls, face to face enquiries and taking accurate messages where necessary
- 2) Making appointments for patients with Doctors, Nurses, Midwives and ancillary services
- 3) Receiving patients and visitors on arrival and directing them as necessary
- 4) Receiving and recording requests for home visits
- 5) Liaising with administrative members of staff and outside agencies
- 6) Ensuring that an adequate supply of stationery is available in reception
- 7) Ensuring the waiting area is kept tidy and comfortable
- 8) Registering new and temporary patients
- 9) Processing patients change of address or telephone contact details on the electronic records
- 10) Maintaining accurate patient records via the Practice Note system
- 11) Sorting through all incoming post and allocating to intended recipients
- 12) Filing paperwork in medical records and ensuring paper notes are available if required
- 13) Fax, franking & photocopying as required
- 14) Receiving specimens from patients and placing them ready for collection
- 15) Handing completed administrative paperwork & repeat prescriptions to patients whilst having checked their names & addresses
- 16) Ensuring that the reception area is left tidy for incoming colleagues, and that they are provided with information about any unresolved or urgent matters
- 17) Opening surgery in the morning and/or locking up at night and ensuring all rooms and building are secure

**Person Specification:**

- Professional manner when dealing with patients, visitors & staff
- Calm disposition and able to work well as a team member
- Good communication skills
- Smart appearance
- Attention to detail and accurate record keeping
- Keyboard skills are an advantage
- Caring and understanding attitude to patients
- Mature and confident personality
- Adherence to strict patient confidentiality at all times
- Flexibility to provide cover for colleagues in their absence
- Ability to work without direct supervision as part of an integrated & multi-skilled team
- Ability to work under pressure, sometimes in situations involving challenging behaviour
- Ability to work in a changing environment
- A problem solving approach to assisting patients, staff and visitors with their enquiries and a knowledge of where information can be obtained
- Experience of working of dealing with the public/patients or in a public reception environment would be an advantage

*It is envisaged that this job description will develop over time*

**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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise 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