



West Quay Medical Centre

Receptionist Job Description

Post:	Receptionist
Location:	West Quay Medical Centre, Hood Road Barry
Salary:	£9.11
Hours:	16
Report to:	Reception Manager

Job Purpose and Main Duties

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way. To carry out reception functions in relation to the efficient working of the practice. 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 work in accordance to the practice protocols and policies

Job Duties

- Manage telephone calls both incoming and outgoing. Divert calls and take messages, ensuring accuracy of detail and appropriate delivery.
- Ensure telephones are answered promptly and professionally.
- To provide a courteous and helpful service to patients attending the surgery or when dealing with telephone enquiries.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments using the INPS/Vision patient administration system.
- Process repeat prescription requests in a timely and accurate manner in line with practice policy.
- Handing completed repeat prescriptions to patient and checking names and address.
- To maintain patients manual and computerised medical records in accordance with practice procedures; filing and retrieving correspondence, scanning documents directly into patient records.
- To ensure that reception areas are maintained and posters/leaflets are up to date and relevant.
- Processing and distributing incoming mail received on a daily basis.
- Enter requests for home visits and where necessary refer to on-call Doctor.



- Undertake registration of new patients including computer data entry and updating medical records.
- Update patients electronic medical record as changes occur to include changes to demographic details as well as relevant observations and special notes or alerts.
- To provide photocopying services for Partners and Practice Management team.
- To have a thorough knowledge of all Practice procedures and work in accordance with written protocols
- To undergo training in new patient management systems as and when necessary.
- Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients. When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated.
- Any other tasks allocated by managers
- Flexibility to cover holidays and sickness are a requirement to this post between the hours of 08.00 – 18.30

GENERAL INFORMATION

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, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will 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
- 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
- Undertaking periodic infection control training (minimum annually)
- 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 recognises 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
- 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

Special requirements of the post:

This job description represents an outline of the post and is not exhaustive; it provides an indication only of the scope and range of the duties to be undertaken. The post holder may be required to undertake other related duties not specifically mentioned above. The job description therefore is intended to be flexible and is subject to review and amendment following consultation between the post holder and line manager.