

TUDOR GATE SURGERY JOB DESCRIPTION

JOB TITLE: RECEPTIONIST
REPORTS 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.

Job responsibilities:

Administration

- To have a thorough knowledge of all practice policies
- To work in accordance of written protocols and procedures
- Fax and photocopy as requested
- Monitor weekly appointments available
- Undertake regular demand and capacity audits
- Individual set responsibilities

Reception

- Receiving and signposting patients to appropriate healthcare professional/making appointments
- Record all patient “concerns” on the electronic log and escalate to PM as necessary
- Be able to cover all reception roles as necessary

Appointments

- Process appointment requests for today/future appointments from patients by telephone and in person
- Deal with visits/requests

Computer

- Registrations of new patients – computer data entry and medical records
- Process patients’ changes of address – computer data and medical records (have knowledge of practice area)
- Process repeat prescription requests in accordance with practice guidelines

Telephone

- Answer the telephone within 3 rings
- Have working knowledge of telephone system, during and after hours
- Ensure internal telephone list is updated as required

Other Tasks

- Check/clear rooms after surgeries

- Ensure building security – have thorough knowledge of doors/windows/alarm
- Any other tasks allocated by managers

Opening and Closing Responsibilities

- Ensure all consulting rooms are ready for the day and appropriate computers are logged on including the check in screen for patients.
- Check all windows are closed and alarms are set at the end of the day

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
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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 that 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, with 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