



The Rugby Surgery

1-5 Kelvedon Street Newport Gwent NP19 0DW
Tel: 01633 258545/258564 Fax – 01633 261907

Receptionist

JOB TITLE: Receptionist

REPORTS TO: Reception Manager

JOB SUMMARY / PURPOSE:

To support the practice in the efficient operation of reception, and whole practice systems and processes.

To receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

To 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.

KEY DUTIES AND RESPONSIBILITIES:

Reception Duties

- Utilise appointment system and monitor flow of patients into consulting and treatment rooms.
- Ensure that patients without appointments but who need urgent consultations are seen in a logical and non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients/temporary patients, and ensure procedures are completed.
- Advise patients of relevant charges for private services, accept payment and record.
- Respond to all queries and requests for assistance from patients and visitors.
- Enter requests for home visits onto the computer following agreed practice process.
- Action requests for ambulances.
- Ensure reception and waiting areas are kept neat and tidy.

Prescribing Duties

- To liaise with patients and chemists regarding queries and requests.
- On a regular basis, go through prescriptions not picked up and unlikely to be picked up as a result of the timescale, and action appropriately



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Management of appointment systems

- Ensure total familiarity with all appointments systems in effect, including regular and incidental variations.
- Book appointments according to the agreed practice process.
- Report any issues or concerns with appointment system to Reception Manager.

Operation of telephone system

- Receive and make calls as required. Divert calls and take messages as appropriate.

Management of medical records

- Ensure familiarity with the clinicians in attendance and assist with any of their requirements.
- Ensure correspondence, reports, results etc are filed in the correct record, bring notice to any errors

Administration/computer duties

- Attached any images received from patients into the correct patient record and ensure that any identified actions are completed and recorded
- Maintain patient computer records database accurately.
- Undertake any delegated individual jobs
- Undertake any additional training required for newly delegated tasks.
- Any other delegated duties considered appropriate to the role.

Requirements of the role

- Reporting of any issues or events in a timely way to the Reception Manager
- Understanding, acceptance and adherence to the need for confidentiality
- Act in a professional and polite manner and be helpful to any visitor/patient.
- Act as chaperone for patients during intimate examinations

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

Confidentiality:

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.



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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:

Comply with any safety instructions.

Make effective use of training to update knowledge and skills.

Using appropriate infection control procedures, ensuring work areas are maintained in a tidy and safe way and free from hazards.

Reporting potential risks identified to Practice Manager.

Report as soon as practical, accidents and untoward occurrences and ensure that accident forms are completed.

Equality & Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Act 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.

Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.

Training and Personal Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:



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- 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 GPs and 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 practice staff, 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:



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Apply practice policies, standards and guidance

Discuss with other members of the team how policies, standards and guidelines will affect own work.

There may be additional duties not listed within this job description that may be required of the post holder

Demands of the Role:

Mentally

The role can be highly demanding mentally and requires a calm demeanour and logical thinking. As the face and voice of the practice it requires patience, empathy and resilience.

Physically

This role requires minimal physical exertion