

MEDDYGFA PENYGROES SURGERY / CROSS HANDS HEALTH CENTRE

JOB TITLE: Receptionist

REPORTS TO: Senior Receptionist / GP Partners

Job summary:

Receive, assist and direct patients to 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:

Reception

- Ensure efficiency of appointment system and monitor flow of patients into consulting and treatment rooms
- Ensure that patients without appointments but who need 'urgent consultation' are seen in a logical and non-disruptive manner
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, ensuring procedures are completed
- Advise patients of relevant charges for private services, accept payment and issue receipts for same
- Respond to all queries and requests for assistance from patients and other visitors
- Enter requests for home visits onto computer system and where necessary refer to doctor
- Enter requests for prescriptions onto computer system and ensure that they are processed, whenever possible, within one day
- Ensure reception and waiting areas are kept neat and tidy

Telephone

- Have working knowledge of telephone system, during and out of hours
- Operate the switchboard efficiently, ensuring all calls are diverted appropriately

Appointment system

- Ensure total familiarity with all appointment systems in effect, including regular and incidental variations
- Book appointments and recalls, ensuring sufficient information is recorded to retrieve medical record
- Monitor effectiveness of the system and report any problems or variations required

Administration

- Have a thorough knowledge of all practice procedures
- Work in accordance of written protocols
- Scan post onto electronic medical records on a daily basis
- Enter Read coded information onto clinical database
- Fax and photocopy as requested
- Produce a variety of clinical and non-clinical documents from either written drafts or recorded speech using the practice system
- Arrange appointments, both NHS and private, with the appropriate organisations ensuring that patient is informed of all relevant information
- Keep referral information file updated with NHS hospital and private organisations' procedures

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:

- Opening up/locking-up of practice premises and maintaining security in accordance with Practice protocols
- 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 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 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

Person Specification

Qualifications

Essential

- Good overall standard of education is essential
- 5 GCSE's - 1 of which ideally would be in English

Desirable

- Customer service skills
- Good communication skills, able to listen to and advise on patients queries.
- Good IT skills (clinical software, Microsoft Office).

Knowledge and skills

Desirable

- Experience of working in a primary care / reception environment
- Knowledge of the read code system
- Understanding of the Vision clinical system
- Knowledge of NHS procedures: referrals, test results, complaints etc.
- Good understanding of medical terminology
- Welsh Speaking desirable but not essential
- Courteous and helpful to patients, colleagues and other healthcare professionals.
- Strives to ensure they provide the best possible service to internal and external customers.
- Sets and achieves high personal standards for the quality and accuracy of own work.
- At all times works to the very highest standards of patient confidentiality.
- Good communication skills, able to listen to and advise on patients queries.
- A sympathetic and understanding manner.

- Capable of contributing to departmental meetings.
- Capable of communicating ideas and suggestions to colleagues at all levels.
- Willing to assist the practice team with duties outside their remit, particularly during times of understaffing.
- Co-operates with other departments in order to ensure the best service for patients.
- Takes responsibility for solving problems.
- Adapts positively to changes in practice priorities, and adjusts own workload accordingly.
- A highly organised and methodical approach.
- Ability to balance a varied workload and to change personal work priorities where necessary.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.