

Clare Road Medical Centre

<u>POST TITLE:</u>	RECEPTIONIST
<u>RESPONSIBLE TO:</u>	PRACTICE MANAGER
<u>POST HOLDER:</u>	
<u>POST SUMMARY:</u>	<p>To assist the GP's in the provision of the service to patients by facilitating access to the doctor in an organised, efficient and caring manner.</p> <p>And</p> <p>To provide efficient and organised administrative support in reception in line with practice requirements and guidelines.</p>
<u>KEY RESPONSIBILITIES:</u>	<ol style="list-style-type: none">1. Ensuring the correct patient records are available for all surgery sessions.2. Provide reception desk duties as required.3. Deal with any telephone enquiries in a respectful and friendly manner, ensuring correct details are recorded and forwarded to relevant personnel.4. Maintain an appointments register.5. Relay messages and home visits to appropriate staff/GP's.6. Provide repeat prescriptions on request.7. Maintain an accurate filing system.8. Keep reception area tidy.9. Be aware of and maintain confidentiality.10. Be aware of and maintain all Health & Safety Regulations.11. Any other duties as required by the Practice Manager.

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PERSON SPECIFICATION:

Essential:

Willingness to undertake further training.

Pleasant and outgoing manner.

Ability to work in a team environment.

Alfa/numerical skills.

Desirable:

Computer skills.

Previous reception experience.

Flexible working.

Welsh speaking.