

JOB DESCRIPTION - RECEPTIONIST

JOB TITLE: GP Receptionist
HOURS: 22 hours per week
BASE: Gelligaer Surgery

ORGANISATIONAL ARRANGEMENTS

Directly Responsible to: Practice Manager
Reports to: Practice Manager

JOB PURPOSE

The person must be capable of performing accurately any function requested of them to assist the practice to run efficiently, with appropriate training.

Present in a calm and friendly manner to patients.

Keep medical records accurately and efficiently, and assist other members of staff.

The first point of contact for patients.

Ensure effective communication between patients, Doctors and other members of staff.

MAIN DUTIES / KEY TASKS:

- ◇ Ensure effectiveness of appointment system and monitoring of flow of patients in the surgery.
- ◇ Ensure requirements for repeat prescriptions are actioned in accordance with practice policy and procedure.
- ◇ Respond to all queries and requests for assistance from patients and visitors, or refer to appropriate person.
- ◇ Answer the telephone and make calls as required in a polite manner, taking messages as necessary and as directed.
- ◇ Ensure out of hours answering service is switched to surgery each morning or to answer-machine each evening.
- ◇ Maintenance of filing systems and data input according to protocol for reports from outside agencies.

COMPETENCES REQUIRED:

- ◇ Ability to work within, and as part of a team
- ◇ Ability to communicate with people at all levels

AREAS OF RESPONSIBILITY:

Administration

- ◇ To have a thorough knowledge of all Practice procedures, and where necessary be able to explain these to patients
- ◇ To work in accordance of written protocols
- ◇ Pulling/filing notes for surgeries and update as necessary; this is a mainly computerised process using scanning software, however paper notes are also maintained
- ◇ Fax and photocopy as requested
- ◇ Attend and contribute to practice meetings as required and when necessary
- ◇ Open or forward to relevant individual mail
- ◇ Maintain adequate stock of stationary and items as listed in “consulting room check list” in individual consulting rooms
- ◇ Ensure fax is checked on a regular basis for incoming faxes and action as necessary
- ◇ To be competent in the scanning procedure and able to carry out all areas of scanning as necessary.

Reception

- ◇ Receiving patients consulting with members of practice team
- ◇ Handing completed repeat prescriptions to patient and checking names and addresses, following practice protocol for controlled drug prescriptions
- ◇ Covering all reception positions as necessary in line with practice protocols and procedures
- ◇ Liaise between patients, doctors, nurses and practice team.

Appointments

- ◇ Process appointment requests for today and future appointments from patients by telephone and in person
- ◇ Deal with home visit requests
- ◇ Deal with “Emergency” and “Extra” appointment requests

Computer

- ◇ Registrations of new patients – assist in completion of relevant forms and advise patient of practice procedure
- ◇ Process patients change of address – have knowledge of practice area
- ◇ Process repeat prescription requests in accordance with practice guidelines
- ◇ Ensure all equipment is kept in good working order and report any faults as they occur to the practice manager

Telephone

- ◇ Have working knowledge of practice telephone system
- ◇ Respond to all telephone calls into the practice in line with current practice protocol and procedure

Other Tasks

- ◇ Ensure confidentiality is maintained at all times
- ◇ Undertake and participate in training as required and agreed in appraisal to ensure ability to perform within outlined job description
- ◇ Ensure building security – have thorough knowledge of doors/windows/alarms
- ◇ Assist with entire practice team to create and maintain a professional and personable image of the practice to patients and all visitors to the practice.
- ◇ Any other tasks allocated by managers or doctors.
- ◇ Take delivery and sign for delivery of goods when needed.

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, to 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.
- ◊ 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.

Person Specification

- ◇ Pleasant and articulate
- ◇ Confident when dealing with patients and the public; able to deal with them appropriately
- ◇ Able to work under pressure
- ◇ Able to use own initiative
- ◇ To show care and respect for patients and their right to confidentiality at all times
- ◇ Team player with personal integrity and loyalty

You are requested to be flexible and the employer reserves the right to alter such tasks and hours as may be considered necessary to ensure the smooth running of the Practice.