

Responsible to: Reception Supervisor

Role description:

The receptionist will deal with patient queries providing an excellent level of customer care whilst providing a strong administrative presence within the team. This role is diverse, covering many aspects of the business.

The successful candidate must have;

- Excellent computer skills, including Microsoft Word and the use of email.
- Excellent customer service

Duties

- Assist in the opening/closing of the surgery.
- Stock consultation rooms with administrative supplies.
- General reception duties – booking/cancelling appointments, handing out repeat prescriptions/completed patient forms. Assisting patients/visitors with their queries in person and via the telephone. Directing patients to the correct consultation room.
- Dealing with patients' prescriptions.
- Ensuring 'patient messages' and waiting areas throughout the practice are up to date and current.
- Process incoming mail and distributing it accordingly.
- Providing general administrative support (Fax/Photocopying/lamination) to all members of staff.
- Preparing patient blood forms for the following day's clinics.
- Recalling patients for follow up appointments.
- Retrieval and filing of paper medical notes.
- Registering of new patients on the patient database.
- Updating patient demographic/NHS number on the patient database
- Collecting and processing electronic test results.
- Deduction of patients from the patient database.
- Ordering of medical/administrative stationary.
- Scanning of patients letters and distributing them accordingly.
- Data input into electronic patient record.

The above duties list is not exhaustive and may include other duties as and when required.

Notes:

Full training will be given on the in-house patient appointment/medical record database (EMIS)