

## Prescribing Clerk Job Description & Personal Specification

<b>Job Title</b>	Receptionist
<b>Line Manager</b>	Practice Manager
<b>Accountable to</b>	Partners of Practice
<b>Hours per week</b>	24 hours

<b>Job Summary</b>
<p>The post holder will be responsible for the smooth running of the reception.</p> <ul style="list-style-type: none"><li>• Dealing with patients courteously and confidentiality at all times.</li><li>• To provide an excellent reception service.</li><li>• To provide administrative support to the practice team.</li><li>• To assist other healthcare professionals as required.</li></ul>

<b>Generic Responsibilities</b>
<p>All staff at Panteg Health Centre have a duty to conform to the following:</p> <p><b>Equality, Diversity &amp; Inclusion</b></p> <p>A good attitude and positive action towards ED&amp;I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.</p> <p>Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.</p> <p>Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.</p> <p><b>Safety, Health, Environment and Fire (SHEF)</b></p> <p>This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.</p>

**Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

**Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

**Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Manager.

**Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the practice. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

**Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

**Service Delivery**

Staff at Panteg Health Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

**Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line

manager. Under no circumstances are staff to share the keys for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Panteg Health Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 24 days leave each year, and should be encouraged to take all of their leave entitlement.

The primary and secondary responsibilities for this role are detailed below.

### **Primary Responsibilities**

The following are the core responsibilities of the Receptionist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

- The post holder must be flexible and able to support duties of other members of the team.
- To do this role you will enjoy utilizing your organizational and prioritizing skills, combined with attention to detail.
- Offer general assistance to the Practice team and Practice Manager and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective manner.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

### **Main Duties and Responsibilities**

- Key tasks and responsibilities will include; managing telephone enquiries and dealing with patients.
- Using the EMIS IT system.
- Respond to enquiries from patients and pharmacies in a courteous, timely and efficient manner, by telephone, letter and email, occasionally face-to-face and maintain precise records of the communications.
- Ensure you are keeping patient information updated and that patient information is secure and kept confidential at all times.
- Ensuring an effective and efficient reception service is provided to patients and any other visitors to the practice.
- Having the ability to prioritise work, meet deadlines and perform effectively under pressure.

- Having the ability to work independently and demonstrate initiative.
- Deal with all general enquiries, explain procedures and make new and follow up appointments.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls in a confidential manner. Diverting calls and taking messages, ensuring accuracy of detail and prompt appropriate delivery.
- Entering requests for house visits onto the computer system, ensuring accurate recording of all details and notifying the duty doctor.
- Using your own judgement and communication skills to ensure that patients with no prior appointment but who need urgent consultation are dealt with in a logical and non-disruptive manner.
- Action repeat prescriptions requests and ensure that they are ready for collection by the patient after 48 hours, either on computer or manually when Prescription Clerk is unavailable.
- Process new registrations and temporary resident forms on the computer system when required.
- Open internal post and date stamp ready for scanning.
- Ensure correspondence, report results etc are scanned and filed promptly and in the correct records whilst ensuring that all correspondence is available to the duty GP when the patients are seen.
- Undertake clerical duties which involve audio typing of letters or reports.
- Ensure that paper records are kept in good repair with all necessary information on the outside cover is clearly visible.
- Understanding the importance of accuracy when dealing with patient records, both electronic and paper based.
- Checking fax machine regularly, ensuring it stocked with paper and pass faxes on to appropriate team member.
- Chaperoning patients if necessary.
- Ensuring consultation rooms have adequate supplies, e.g. Couch rolls, x-ray forms etc.
- Dip testing of urine samples (training will be given).
- When first to arrive in the morning, open up the premises and make all the necessary preparations to receive patients.
- When last to leave at the end of the day, ensure that all internal lights and all office equipment is turned off and ensure the building is secure.
- To provide reception cover for colleagues absent from work due to sickness or annual leave, sometimes at short notice.
- Ensuring adequate stock of stationery and other supplies are maintained within the practice.
- Keeping the reception area tidy and free from clutter.
- Undertake training as requested to support safe and effective services for the practice.
- Carry out any other duties as may reasonably be requested by the GPs or Practice Manager.
- Provision of refreshments for staff and visitors as required.

### **Secondary Responsibilities**

In addition to the primary responsibilities, the Prescribing Clerk may be requested to vary duties from time to time under the direction of the Practice Manager, dependent on current and evolving Practice workload and staffing levels:

- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of secretarial and clerical support to clinical staff and other members of the Practice team.
- Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
- Processing and distributing incoming (and outgoing) mail
- Taking messages and passing on information
- Filing and retrieving paperwork
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers
- Providing clerical assistance to Practice team as required from time to time, including word processing, filing, photocopying and scanning

NAME: \_\_\_\_\_

The person specification for this role is detailed below:

Person Specification – Receptionist		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
AMSPAR Receptionists Qualification		✓
NVQ Level 2 in Health and Social Care		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties		✓
Experience of working in a health care setting		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	