

Practice Receptionist Job Description & Person Specification

Job title	Practice Receptionist
Line manager	Reception Supervisor
Accountable to	Practice Manager
Hours per week	20 hours

Job summary

To be responsible for undertaking a wide range of administrative and reception duties, including the provision of general support to the clinical multidisciplinary team. Duties can include, but are not limited to, greeting and signposting patients to the appropriate healthcare professional or service (care navigation), patient registration, booking appointments, processing of information (electronic and hard copy) and assisting patients as required. To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

Mission statement

The Medical Centre (Pencoed/Llanharan) is committed to provide an excellent and efficient primary care service, delivered by a creative, focussed, energetic, well-trained and supportive practice team, in order to improve the health and wellbeing of patients.

Generic responsibilities

All staff at The Medical Centre (Pencoed/Llanharan) have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I create 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.

Patients and their families have the right to be treated fairly and to 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.

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 they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

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.

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 that 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 healthcare 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 participate in and complete mandatory training, as directed by the training coordinator, as well as participating in the practice's training programme. 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

that they communicate in a manner which enables the sharing of information in an appropriate manner.

Service delivery

Staff at The Medical Centre (Pencoed/Llanharan) must adhere to the information contained within practice policies and regional directives, ensuring that 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 that they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks with anyone and they are to ensure that restricted areas remain effectively secured.

Professional conduct

At The Medical Centre (Pencoed/Llanharan), 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 that all of their staff are afforded the opportunity to take a minimum of 20 days' leave each year and should be encouraged to take all of their leave entitlement.

Primary responsibilities

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

- a. Process and effectively signpost patients to the appropriate healthcare professional depending on the presenting condition
- b. Answer incoming phone calls, transferring calls or dealing with the callers' requests appropriately
- c. Process patient requests for appointments
- d. Process repeat prescription requests
- e. Initiate contact with and respond to requests from patients, team members and external agencies
- f. Enter read-code data on to the clinical database
- g. Photocopy documentation as required
- h. Data entry of new and temporary registrations and relevant patient information as required
- i. Input data into the patients' healthcare records as necessary
- j. Scan patient-related documentation and attach scanned documents to patients' healthcare records

- k. Direct requests for information, e.g. SAR, insurance/solicitors' letters and DVLA forms, to the administrative team
- l. Manage all queries as necessary in an efficient manner
- m. Carry out system searches as requested
- n. Support administrative staff, providing cover during staff absences
- o. Complete opening and closing procedures in accordance with the duty rota
- p. Maintain a clean, tidy, effective working area at all times
- q. Monitor and maintain the reception area and noticeboards
- r. Support all clinical staff with general tasks as requested

Secondary responsibilities

In addition to the primary responsibilities, the Practice Receptionist may be requested to:

- a. Participate in practice audit as directed by the audit lead
- b. Order and monitor stationery supplies
- c. Maintain practice website under supervision from practice manager
- d. Participate in workflow processes

The person specification for this role is detailed overleaf.

Person Specification – Practice Receptionist		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
Active signposting or Care Navigator training qualification		✓
Healthcare qualification (level 2) or working towards gaining equivalent level		✓
Customer service qualification (NVQ) or equivalent		✓
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare 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	✓	
Vision/EMIS database user skills		✓
Effective time management (planning & organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Able to communicate effectively and understand the needs of the patient	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance	✓	

This document may be amended, following consultation with the postholder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing, duties to enable the efficient running of the practice.