

Information Pack
~ PART-TIME RECEPTIONIST ~

Tudor Gate Surgery
Tudor Street
Abergavenny
Monmouthshire NP7 5DL

Tel: 01873 855991

www.tudorgatesurgery.org.uk

PRACTICE PROFILE

Tudor Gate Surgery is a long-established dispensing practice with four Partners (Drs Neville, Close, Abdel-Gadir & Lloyd) four Practice Nurses and two HCAs, a team of Administration, Reception and Dispensing staff and a Practice Manager.

The Practice is open daily, Monday – Friday, and provides access to primary health care services for all patients on its list. There are surgery sessions each weekday: in the morning and late afternoon/early evening. Extended hours surgeries are provided on Monday evening and Friday morning.

The building has recently undergone extensive refurbishment with the provision of six consulting rooms, six treatment rooms, a dispensary, a waiting room and various offices and meeting rooms.

Tudor Gate Surgery is fully computerised and works in a paperlight environment using Vision.

The Practice offers a wide range of clinics including:

- Immunisations (childhood, routine, flu and travel)
- Travel Advice
- Asthma, Diabetes and other Chronic Disease Management
- Health Promotion
- Screening and Monitoring
- Contraception, including coil/implanon fitting
- Ante-Natal
- Child Health
- Minor Surgery
- Diet and weight loss
- Stop Smoking Advice
- Physiotherapy

The Doctors and Staff work closely with other members of the Primary Health Care Team including District Nurses, Health Visitors, Midwives and Social Workers (although they are not located on site)

The Practice currently has a list size of 8662 patients. Some patients have dispensing rights.

TUDOR GATE SURGERY

RECEPTIONIST

The role of Receptionist is to receive, assist and direct patients in accessing the appropriate service or healthcare at the Practice in a professional, courteous, efficient and effective way.

The role includes working as part of a team and the ability to provide support for colleagues as well as the provision of general assistance to the practice team and projecting a positive and friendly image to patients and other visitors, either in person or via the telephone.

JOB DESCRIPTION (attached)

PERSON SPECIFICATION

Essential

- Able and willing to learn the Vision computer system
- Excellent telephone manner
- Good interpersonal skills
- Able to work as part of a team
- Good IT skills
- Able to deal with challenging people (sometimes)

Desirable

- Experience of working in a busy reception area
- Calm temperament
- Available at short notice

OUTLINE TERMS AND CONDITIONS:

Start Date: July 2021

Duration of contract: Permanent

Probationary Period: 6 months

Salary: Agenda for Change Band 2 - 3

Holiday: Agenda for Change

Pension Scheme: Eligible to join the NHS Pension Scheme

Uniform: Blouse / Badge provided

TUDOR GATE SURGERY

Hours of Work:

- Wednesday 07:45 – 13:30
- plus holiday / sickness cover

APPLICATIONS

Please apply by email to the Practice Manager: Sarah.Lapping@wales.nhs.uk with

- a covering letter
- a completed application form.