

Overton Medical Centre

Job Description – Receptionist

Job Title:	Receptionist
Responsible to:	Reception Team Lead / Operational Manager
Responsible for:	Reception and Front Desk Services Including Post Office Counter
Job Purpose:	To ensure that the reception area of the Practice runs smoothly, provides a high level of service to patients, doctors, nurses and other members of the Practice team

Duties and Responsibilities	
Reception Counter Duties	
1.	All mail, banking and product information duties required at Post Office Counter.
2.	Making appointments
3.	Taking requests for prescriptions
4.	Giving out results
5.	Ambulance transport bookings
6.	Home visit requests
7.	Deal with general enquiries and complaints
8.	Contacting other providers
Telephone Duties	
9.	Register new patients and temporary residents
10.	Greet and direct patients and visitors
11.	Making appointments
12.	Handing out prescriptions
13.	Ensure outstanding queries are explained and handed over to next shift, as necessary
14.	Respond to needs of doctors and nurses during surgery
15.	Collect payments from patients for non-NHS services
16.	Deal with general enquiries and complaints
Prescriptions	
17.	Dealing with requests for repeat prescriptions
18.	Raising prescriptions as per Practice protocols
19.	Dealing with queries relating to repeat prescriptions
General	
20.	Input and extract information from Practice computer system
21.	Observe health and safety guidelines at all times
22.	General housekeeping (e.g. keeping reception and waiting areas tidy)
23.	Make refreshments for doctors and other team members, participate in washing up
24.	Any other reasonable duties as necessary

Please note, Overton Medical Practice is pursuing diversification to enable business development which is the driver for this recruitment. The successful applicant will be primarily tasked to undertake counter services.