



JOB DESCRIPTION

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| JOB TITLE: | RECEPTIONIST |
| REPORTS TO: | LEAD RECEPTIONIST / CUSTOMER SERVICE MANAGER |
| HOURS: | 20 - 25 HOURS PER WEEK (MONDAY – FRIDAY/ MORNINGS & EVENINGS) |
| SALARY: | £7.00 PER HOUR |

Job Summary:

Working as part of our Reception team across both of our sites, you will provide general assistance to patients and the Practice team. You will project a positive and friendly image to all users and visitors, either in person or via the telephone and ensure the highest standards of non-medical patient care are delivered.

Job Responsibilities:

Administration

- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written protocols.
- Filing of patient notes and update as necessary.
- Processing post and other correspondence efficiently and promptly.
- Fax and photocopy as requested.

Reception

- Receiving patients in the surgery reception and ensuring all enquiries are handled courteously and efficiently.
- Process appointment requests for today and future appointments from patients by telephone and in person.
- Deal with visits requests
- Ensure computer records are updated accurately.
- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of Practice area.
- Process repeat prescription requests in accordance with Practice guidelines when needed.
- Have working knowledge of the telephone system and ensure all calls are answered professionally.
- Transfer information and messages accurately.
- Provide test results to patients
- Opening/ Securing of premises where necessary
- Any other duties as reasonably requested
- The above list of duties is not exhaustive and may be subject to change as deemed necessary

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate