



Job Profile and Job Description

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| Post | Medical Receptionist |
| Type of Contract | Permanent |
| Place of work | Hay-on-Wye and Talgarth Medical Centres |
| Hours | Full Time 36hours over 4 days (in accordance with Reception Staff rota) |
| Rate of Pay | Negotiable upon experience |
| Pension Scheme | Staff are entitled (if they wish to do so) to join the NHS superannuation scheme. Their contribution is based on a % of their monthly salary. Full details will be available to the successful candidate. |
| Annual leave entitlement | 5 weeks per year – Holiday year 1 March - 28(29) February. |

Desirable personal competencies include:

Good communication skills
Willingness to learn
Team player
Flexibility
Enthusiasm

Staff handbook

A staff handbook is available to all members of staff which contains details of the comprehensive terms and conditions of work.

Completed application forms

Please follow the instructions on the application form.

Job Summary

The purpose of the role is to:

- Offer general assistance to the practice team 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 way
- Undertake a variety of administrative duties to assist in the smooth running of the practice.
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Duties and Responsibilities

The duties and responsibilities to be undertaken by members of the reception team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Practice Manager/Head Receptionist, dependent on current and evolving practice workload and staffing levels:

- Opening up/locking-up of practice premises and maintaining security in accordance with practice protocols
- Maintaining and monitoring the practice appointments system
- Processing personal and digital requests for appointments, visits and telephone consultations and ensuring callers/digital requests are directed to the appropriate healthcare professional
- Processing and distributing incoming post/mail when required to do so.
- Taking messages and passing on information
- Filing and retrieving manual records when required.
- Processing repeat prescriptions in accordance with practice guidelines
- 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
- Clearing and re-stock consulting rooms as required
- Providing clerical assistance to practice team as required from time to time, including word/data processing, filing, photocopying and scanning
- Ordering, re-ordering and monitoring of stationery and other supplies
- Dealing with clinical waste
- Keeping the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter.

Reception

- Welcome and greet patients in a polite, friendly and courteous manner
- Receiving patients who are consulting with members of practice team

- Handing completed/ checked repeat prescriptions to patient and checking names and address.
- Advise patients on the relevant charges for private services
- Accept payments, issue receipts and keep records for above
- Respond to all queries and request from patients and visitors for assistance
- To record and process all requests from patients when seeking urgent access for immediate treatment, minor ailments and minor injuries
- Record and pass on all requests for Home Visits to the Duty Doctor – stating clearly all relevant information
- Record and process requests for urgent or non-urgent ambulance or hospital car transportation
- To be aware of the Practice Complaints Procedure and the Significant Events procedure
- To record patients complaints, concerns, and issues and pass these to the Practice Manager for her attention and action

Appointments

- To operate and manage the electronic appointment system
- To process appointment requests for today and pre-booked appointments from patients by digital, telephone and in person.
- To book and record sufficient information about the patients needs
- Deal with home visits requests
- To monitor flow of patients into the consulting/treatment rooms
- To ensure patients who need urgent consultations are seen in a logical and non disruptive manner
- To explain practice systems and formal requirements to new patients and those seeking temporary treatment.

Computer

- To ensure manual records are kept in a neat, tidy manner 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 request in accordance with practice guidelines.
- To record electronically any data which requires entry onto the patient's records

Information Technology – IT Training

- All staff are obliged to undertake Information Technology induction training programme with the Practice IT Support Officer
- IT training will cover basic keyboard skills
- Electronic appointment systems
- Electronic patient facing systems
- Electronic data recording

- Electronic Repeat prescribing routine requests
- IT security and internet access policies and procedures
- Any other Information Technology recording or data collection systems
- Word integration documents
- IT Administrative tasks

Telephone

- To have a working knowledge of telephone system.
- Provide telephonist duties - to receive and make telephone calls as required – to transfer calls and take messages as appropriate
- To ensure the system is operational and report any faults and malfunctions to the IT support officer, Practice Manager or Office Manager
- To transfer telephone calls to the out of hours services and ensure answering service is functioning

Other Tasks

- Clear rooms after surgeries – to ensure consulting rooms are prepared in readiness for each consultation session, checking full range of forms, stocks and equipment is available
- To ensure all rooms are left clean, tidy and well stocked at the beginning and end of each working day
- To report any faults, system failures, repairs or hazards to the Practice Manager or the Administrator
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Any other tasks allocated by Practice Manager or Administrator
- To support clinical staff and non clinical staff in their duties when requested to do so.
- Any other delegated duties deemed appropriate to the post.

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, copy can be obtained from the Practice Manager.

- 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 annual individual appraisals review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, in accordance with agreed training needs.
- To support other members of staff who are undertaking similar work in learning, demonstrating skills and activities.

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.

Person Specification

| Qualifications | Essential | Desirable |
|----------------------------------------------------------|------------------|------------------|
| Education to GCSE standard | X | |
| Excellent standard of numeracy and literacy | X | |
| Vocational Qualification in ICT/Keyboard/Data Processing | | X |
| Experience | | |
| Customer care | X | |
| Experience in GP practice/primary care | | X |
| Knowledge/Skills | | |
| IT Skills (MS Office, Internet ect) | X | |
| Telephone skills | X | |
| Excellent Communication skills | X | |
| Organisation/Time management skills | X | |
| Problem solving skills | X | |
| Initiative, flexibility and adaptability | X | |

| Behaviours | | |
|-----------------------------|---|--|
| Smart, polite and confident | X | |
| Planning and organising | X | |
| Performing under pressure | X | |
| Using initiative | X | |
| Team working | X | |
| Confidentiality | X | |
| Friendly and approachable | X | |