Job Description
Medical Receptionist/Patient Advisor

Main Purpose Of Job

The main task of this job is to administer the clinical appointments systems on behalf of doctors and nurses and to act as the first point of contact within the surgery for patients, staff and visitors, either directly or on the telephone.

The receptionist serves as the main link between the various components of the health care team and between the team and the patients. The receptionist must be responsive to the needs of all these groups. Above all he/she must present a friendly, helpful face to the public and deal efficiently with patients' requirements.

Today general medical practice takes place in an environment of increasing complexity. The medical receptionist must have an ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients' enquiries and requests.

Special Requirements of the Post

Be friendly and approachable.
Literate in Information Technology.
Have an understanding, acceptance and adherence to the need for strict confidentiality.
Have gained GCSE level C or above in English Language.
Have excellent communication skills.
Have the ability to work under pressure.
Able to work as part of a team.

Main Tasks

Appointments Desk

To receive telephone, email and personal requests from patients at the reception desk and to make appointments for patients in accordance with guidelines laid down by the GPs; to greet patients at reception and direct to the appropriate consulting room; to deal appropriately with all other visitors/callers to the surgery and direct telephone calls as required.

Process repeat prescription requests in accordance with the Practice Repeat Prescription Policy.
Liaise with local Pharmacies as required.

Monitor effectiveness of the system and report any problems or variations required.

Keep patients informed of delays.

Ensure that patients without appointments but who need 'urgent consultation' are seen in a logical and non-disruptive manner.

When registering new patients explain practice arrangements and formal requirements to new patients and those seeking temporary cover, ensure procedures are completed.

Switchboard

- to answer all incoming calls and direct calls appropriately
- keep a record of all telephone calls and other messages
- to accept requests for home visits and to record them accurately
- to ensure that the appropriate doctor receives visit requests, either in person, or by pager
- to record or relay messages to other members in the Primary Health Care Team
- liaise with other agencies on behalf of the doctors as and when directed
- order transport requests via the hospital car scheme or ambulance service as required

Medical Records

- extracting records when required and re-filing these as appropriate
- entering correspondence into the patient computer record using the scanner as and when required
- processing requests for medical reports
- photocopying medical records for medico-legal requests under the Data Protection Act or Medical Records Act.

General Duties

- ensuring that pathology specimens are ready for collection by hospital courier and ordering appropriate test containers and forms.
- assisting with clinics when required
- other duties as and when directed by Practice Manager or GP.
- writing repeat prescriptions by hand where necessary (in the event of computer system failure or power cut).
- using new computer procedures as they become available
- posting and packing mail
- making phone calls at the request of the doctors, nurses, reception supervisor, administrators and the practice manager.
- chaperoning when requested by a doctor
- scanning duties when the Scanner is absent
- cleaning within the office. Ensure your workstation, reception and waiting areas are kept neat and tidy
- ensure waiting room is well ventilated during periods of hot weather by opening windows

- ensure waiting room is warm during periods of cold weather by adjusting the thermostat on the radiators.

- making tea, coffee, etc, for the staff

- advise patients of relevant charges for private services, accept payment and issue receipts for same.

- filling in forms and assisting patients with this task

- learning how to use any new work procedures, systems or equipment whenever introduced

- open up premises at the start of the day, set alarm to day function and make all necessary preparation to receive patients

- secure premises at end of day, ensure the building is totally secured, internal lights off, windows closed and locked, window shutters (where provided) are closed and in the locked position and alarm activated

- attending any relevant outside instructional or refresher courses when appropriate

- attendance at staff meetings as required

- attendance at staff tutorials as required. These will take place when circumstances require.

- attend mandatory training courses or complete e-learning courses at the request of the Office Manager or Practice Manager.

Job Reports To:

The reception staff report to the Office Manager, who, in turn reports to the Practice Manager. Whilst each GP will have contact with the reception staff on a daily basis, one GP, as a partner of the business, and the Practice Manager have specific responsibility for reception matters, from the wider organisational perspective.

Annual Leave:

5 weeks paid holiday entitlement per annum plus Bank Holidays (if Bank Holiday falls on your normal day of work).

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 annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Participation in mandatory training
- 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
- Participate in the annual appraisal process

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	GCSE's (or equivalent) level 'C' Maths and English. Computer literate. Experience in Microsoft Office (Excel, Word, Mailmerge, Publisher, Powerpoint).	RSA Keyboard Skills or Word Processing European Computer Driving Licence (ECDL), CLAIT or equivalent.	Application Form Interview References
EXPERIENCE	Customer Service Skills	Previous NHS or Primary Care work experience	Application Form Interview Certificates
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	IT skills. Able to communicate effectively with patients & staff of different disciplines. Ability to work on own initiative with guidance available from immediate supervisor. Ability to work within prescribed Policies and timescales as directed by the Doctors/Health Professionals and the Practice Manager		Interview References
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Professional manner and self-motivated. Able to manage own workload and work as part of a team.		Interview References
TRAINING	Evidence of a willingness to undertake further training for personal development and maintain up-to-date skills or further skills.		Interview Mandatory training when appointed
ADDITIONAL CIRCUMSTANCES	A criminal record check satisfactory to the organisation. Requirement for frequent concentration. Prolonged VDU use.		Completion of CRB form and identify check when appointed. Interview Medical Questionnaire/OH Screening and References