

GLASTONBURY SURGERY

ROLE PROFILE

TITLE OF POST:	MEDICAL RECEPTIONIST
SALARY:	£15,400
HOURS OF EMPLOYMENT:	37
APPOINTMENT:	Maternity Cover
LINE MANAGER:	Reception Team Leader
EMPLOYER:	Partners

JOB SUMMARY

It is the duty of each Receptionist to assist in the smooth running of the Practice in general, and the Reception area in particular, and to project a positive and friendly image to our patients and other professionals who may contact us either in person or via the telephone.

MAIN DUTIES AND RESPONSIBILITIES

Reception Duties

- To greet patients at the reception desk, respond to all enquiries from patients and other visitors and clerk patients in to surgery lists explaining the call system as appropriate.
- To utilise the EMIS Web appointment system to ensure efficiency and monitor the flow of patients into consulting and treatment rooms.
- To ensure that patients without appointments but who need 'urgent consultation' are seen in a logical and non-disruptive manner.

- To explain practice arrangements and formal requirements to new patients and those seeking temporary cover ensuring that appropriate procedures are completed.
- To advise patients of relevant charges for private services, accept payment and issue receipts for the same.
- To appropriately process all requests for home visits.
- To ensure the reception and waiting areas are kept neat and tidy.
- To advise patients of any administrative protocols as necessary i.e process and collection of sick notes.

Management of Appointment System

- To ensure total familiarity with all appointment systems in effect including regular and incidental variations.
- To book appointments and recalls ensuring sufficient information is recorded on the EMIS computer system.
- To monitor effectiveness of the appointment system and report any problems or variations required.

Management of Medical Records

- Ensure that the record is available for the doctor in the instance of urgent consultation.
- To retrieve and refile records as required, ensuring that strict alphabetical order is adhered to.
- To ensure that correspondence, reports, results etc are filed in correct record.
- To ensure that records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover.
- To ensure that all appropriate information is entered on computerised patient records for patient registration.
- To receive and process repeat prescription requests using the EMIS computer system.
- To report on the receipt of test results as directed by the doctors/nurses.

Preparation of consulting rooms.

- To ensure that the consulting rooms are prepared in readiness for each consulting session, checking full range of forms and requirements are restocked.
- To ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

Operation of telephone system.

- Receive and make calls as required. Deal with patient enquiries. Divert calls and take messages as appropriate.
- To ensure that the system is operational at the beginning of each day and has switched over to night service at the end of each day.

Start and end of day procedures

- Open up premises at the start of day, set alarm to day function and make all necessary preparation to receive patients.
- Secure premises at the end of the day; ensure the building is totally secured internal lights off and alarm activated.

Housekeeping

- Make tea and coffee as required and shop for supplies if necessary.

Any other delegated duties considered appropriate to the post including:

- Liaison with other healthcare professionals.
- Participating in staff meetings and attending training sessions and awaydays as required.

Special Requirements of the post

- ◆ An understanding, acceptance and adherence to the need for strict confidentiality.
- ◆ An ability to use own judgment, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests.
- ◆ Excellent communication skills.

JOB DESCRIPTION AGREEMENT

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

Jobholder's: Signature:.....

Date:.....

Line Managers Signature:.....

Date:.....

Line Managers Name : Position :

Planned review date for Job Description :

Person Specification:

Medical Receptionist – Glastonbury Surgery

Attributes	Essential	Desirable	How identified
Qualifications and training	<ul style="list-style-type: none">▪ Good literacy and numeracy skills▪ Basic computer experience		Application form Interview
Knowledge and skills	<ul style="list-style-type: none">▪ Demonstrates a basic understanding of the needs of the patient and the role of the Receptionist	<ul style="list-style-type: none">▪ Previous work within a busy office environment.	Application form Interview
Experience		<ul style="list-style-type: none">▪ Experience working with the general public.	Application form Interview
Personal qualities	<ul style="list-style-type: none">▪ Demonstrates motivation, reliability and commitment to team working.▪ Can work accurately and calmly under pressure▪ Can work within clearly defined guidelines and protocols▪ Demonstrate a flexible approach to work		Application form Interview References

	<p>including increasing working hours to provide cover during annual leave/sickness when able. The ability to respond positively to changes both within the Practice and at PCT level</p> <ul style="list-style-type: none"> ▪ Demonstrates an ability to value the opinions of others ▪ Willingness to undergo education/ training for both practice and service needs ▪ Common sense and ability to use own judgment . 		
Mental and emotional effort	<ul style="list-style-type: none"> ▪ Concentration required daily, e.g. Ability to deal with occasional exposure to distressing circumstances or emotional events ▪ Ability to cope with occasional exposure to aggressive behaviour ▪ Ability to work with competing priorities ▪ Ability to deal tactfully and empathetically with distressed or anxious patients and carers 		<p>Application form</p> <p>Interview</p>
Working conditions	<ul style="list-style-type: none"> ▪ Ability to work with high patient turnover and a pressurised environment on a daily basis 		<p>Application form</p> <p>Interview</p>
Communication and verbal skills	<ul style="list-style-type: none"> ▪ Excellent communication skills. ▪ Ability to communicate 		<p>Interview</p> <p>References</p>

	effectively via telephone ▪ Good interpersonal skills		
Other requirement			

May 2017