**Job Description: Receptionist – reporting to the Senior Receptionist**

1. **Job title: Receptionist**
2. **Job statement**

Provide general advice to patients and relatives attending the practice.

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, both in person and via the telephone.

1. **Position**

The job holder will report directly to the Senior Receptionist.

1. **Areas of responsibility**
* Adhere to the practice charter at all times to ensure the highest possible levels of patient service
* Deal with patients both at the desk, and on the telephone, in a professional and courteous manner
* Action all tasks in a timely manner
* Adhere at all times to agreed workflow and security procedures, including patient confidentiality
* Undergo any necessary training required
* Ensure the reception and waiting areas are kept tidy at all times
* Answer telephone calls as quickly as possible to minimise queue times
* Acknowledge waiting patients when dealing with other patients on the telephone
* Assist colleagues in the Prescriptions Dept. if needed
* From time to time, the job holder may be required to work additional shifts to cover holiday and sickness absences
* Promote the NHS App, SystmOnline and GP+ Services
* Attend regular reviews with the Senior Receptionist and Patient Service and HR Manager
* Any other duties you may reasonably be required to undertake at the discretion of your line manager

**This is not an exhaustive list of duties, and a regular review will take place with the post holder as part of their on-going development and performance management.**