# Reports to: The Patient Support Managers

# Responsible to: The Practice Management Team and the Partners

# Position Description: To act as the first point of contact for patients and visitors to the practice premises. Receive, assist and direct patients to the most appropriate service or healthcare professional in a courteous, efficient and effective way. Deal with patients over the telephone, booking appointments and handling enquiries. Undertake all associated administrative tasks to support the work of the Practice. Project a positive and friendly image to patients and visitors. The posts will initially have a primary base but the post holders will be expected to work across all sites. It is highly probable that the primary base may change due to the evolving needs of the business.

# Major Areas of Responsibility include

* Ensure that an effective and efficient reception service is provided to patients and visitors
* Open and close the practice premises at the start and end of the day, including activation and deactivation of the premises alarm
* Welcoming patients at reception or on the telephone to book and cancel appointments
* Handling patient enquiries
* Dealing with Tasks, notifications and E-consults
* Receiving, recording and passing on messages, including requests for home visits
* Refer Medically Urgent problems (ie chest pains, collapses, severe bleeding) immediately to the duty team
* Use the computer system to deal with appointments and to add, check and update data.
* Answer general enquiries explaining clearly the practice procedures
* Filing notes and correspondence as required
* Assist with the registration of patients and the associated paperwork
* Provide cover for absence of colleagues to maintain safe staffing levels
* To work as a member of the team in reception, sharing responsibility for completing tasks and keeping clinical, patient and staff areas safe and tidy
* Any other reasonable tasks as requested by the Manager to support the team in providing a continuing quality service for patients
* Participation and completion of all Mandatory training (internal and external courses)
* Act as Chaperone

# Required Knowledge, Skills, and Abilities Matrix:

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| --- | --- |
| **Essentials** | **Desirables** |
| GCSE (or equivalent) in English and Maths | Previous administrative / reception experience |
| IT Skills | Experience of working in a confidential environment |
| Able to work on own initiative and accept changes to work protocols | Adaptable and willing to work as a Team Player |
| Caring and enthusiastic | Track record in a clinical environment |
| Good organisational and communication skills | Methodical worker |
| Determination to deliver accurate and timely information and problem solve as necessary | Knowledge of System One or similar system or eagerness to learn and develop skills |

# Physical Demands

While performing the responsibilities of the job, the employee must have manual dexterity, vision capable of dealing with close work, mobility to negotiate stairs and be able to hear and talk.

# Work Environment

The work environment is designated low risk. This means that there is no expectation of heavy physical effort or exposure to harmful or hazardous items or chemicals. The noise level in the work environment is usually quiet to moderate. A high level of computer usage is associated with this work and workstation assessments are conducted annually, and the post holder will operate general office equipment such as printers, faxes and photocopiers.

# 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 & Diversity

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

* Acting in a way that recognises 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
* 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 recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise 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.

# Conclusion

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.