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| **Job Description** | | |
| **Position**:  Patient and Clinical Support | **Department**:  Patient and Clinical Support Team | **Reporting to**:  PACS Team Leader/ PACS Manager |
| **Job level:** | **Contract:**  Full-time | **Hours per week:**  37.5 |
| **Job purpose:**  To be the first point of contact for patient and visitors to the Practice, projecting a positive and friendly image.  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 phone, booking appointments and handling enquiries.  Undertake all associated administrative tasks to support the work of the Practice. | | |
| **Main objectives**   * Ensure that all visitors and telephone callers are greeted in a positive and professional manner. * Open and close the practice premises at the start and end of the day, including activation and deactivation of the premises alarm * Provide an effective booking service when booking patient appointments * Handling patient enquiries eg prescriptions and test results * 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 doctor * Use the Practice computer system (SystmOne) to dea with appointments and to add, check and update data. * Answer general enquiries explaining clearly the practice procedures * Advise patients of charges for non NHS work, accept payment and issue receipts230 * Filing notes and correspondence as required * Assist with the registration of patients and the associated paperwork * Scanning as required * Respond to E-Consults * 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 * Completion all Mandatory training (internal and external courses) * Any other reasonable tasks as requested by the Manager to support the team in providing a continuing quality service for patients * Act as Chaperone when required | | |
| **Person Specification** | | |
| **Essential skills and qualifications:**  **Qualifications**   * GCSE (or equivalent) English   **Experience**   * Working with general public * Working in general practice * Good understanding of SystmOne * Working confidentially   **Skills**   * IT Skills * Clear polite telephone manner * Good organisational skills * Ability to work on own initiative and accept changes to work follow processes * Determination to deliver accurate and timely information and problem solve as necessary   **Desirable skills and qualifications:**  **Qualifications**  **Experience**   * Previous Admin/Reception environment * Good knowledge of clinical terminology * Experience working in a confidential environment * Adaptable and willing to work as a Team Player * Track record in a clinical environment * Knowledge of SystmOne or similar system * Eager to learn and develop skills * Methodical Worker | | |