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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
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| **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
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