***We are seeking a full time Medical Receptionist to work at all 4 of our surgeries; Bushey Medical Centre, Holywell Surgery, Carpenders Park Surgery and Tudor Surgery on a flexible basis. Due to our continued increase in volume of calls and new patient registrations we are looking for a receptionist who is able to work full time to meet the needs of the practice. This would involve receiving your working rota at least one week in advance for the following week. This role involves 95% phone work and a small amount of admin related to the calls taken. The post holder will need to be flexible and able to work at short notice covering holidays and sickness.***

***Call Centre experience will be an advantage.***

***We are seeking a positive can do attitude together with good team working.***

***A commitment to a full 2 week training programme will be required on acceptance of this role.***

***A background in General Practice Reception would be an advantage, but is not essential.***

***About us***

***Attenborough Surgery is a very busy, forward thinking 6 partner, 19 salaried GP practice. We have a practice list size approximately 30,000 patients, and are based over 4 surgery sites. We are a single practice Primary Care Network and a well established training practice, respected for its collaborative working, training, teaching, and personal development within its team.***

**Job summary**

***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 professional and friendly image to patients and other visitors, either in person or via the telephone. Contribute towards efficiency and ensure that total confidentiality is maintained when dealing with patients and medical documentation.***

***Principal Duties***

***· Greeting and directing patients as they arrive for appointments***

***· Dealing with telephone requests and enquiries***

***· Processing repeat prescription requests***

***· Making appointments for practice patients with the appropriate Health Care professional***

***· Processing requests for home visits***

***· Taking and delivering messages***

***· Processing non NHS claim forms and private referral letters***

***· Collection of Fees for non-NHS workers***

***· Updating patient computer records as required***

***· Informing patients of the results of test and investigations***

***· Filing of manuscript information, and maintenance of patient’s medical records.***

***· Testing the clarity of the telephone message in accordance with Practice procedures***

***· Securing the practice premises and setting the alarm at close of day in accordance with Practice procedures***

***· Receiving specimens from patients, and batch delivery to collection point***

***· Other “one off” essential duties deemed necessary to ensure the smooth running of the Practice e.g. making tea, tidying the workplace, assisting the doctors, etc***

***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 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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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***

***· Actively reporting of health and safety hazards and infection hazards immediately when recognised***

***· Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role***

***· Undertaking periodic infection control training***

***· Reporting potential risks identified***

***Equality and diversity***

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

***· Acting in a way that recognizes 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 patient’s needs***

***· Effectively manage own time, workload and resources***

***Communication***

***The post-holder should recognize 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***

***This job description is intended as a guide to the general scope of duties and is not restrictive or definitive***

***Job Types: Full-time permanent***

***Salary: £11.50 per hour***

***Benefits:***

* ***Company pension***
* ***Cycle to work scheme***
* ***On-site parking***

***Schedule:***

* ***10 hour shift***
* ***8 hour shift***
* ***Day shift***
* ***Monday to Friday***
* ***Overtime***
* ***Weekend availability***

***Ability to commute/relocate:***

* ***Watford, WD23 2NN: reliably commute or plan to relocate before starting work (required)***

***Application question(s):***

* ***Are you able to work full time on a flexible basis receiving your shift pattern one week in advance?***

***Experience:***

* ***Medical Receptionist: 1 year (preferred)***

***Shift availability:***

* ***Day shift (required)***

***Work Location: In person***