

# HEACHAM GROUP PRACTICE

45 Station Road Heacham  
King's Lynn  
Norfolk PE31 7EX  
Tel: 01485 572769



## JOB DESCRIPTION – RECEPTION LEAD

This document may be amended following consultation with the post holder to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of Heacham Group Practice.

<b>Job Title:</b>	Reception Lead
<b>Line Manager:</b>	Operations Manager
<b>Accountable to:</b>	Business Manager
<b>Job summary</b>	
<p>The main purpose of the job is to provide a point of contact for our patients. You will be required to work at both of our sites. You will be required to speak with our patients both face to face and over the telephone.</p> <p>The reception lead will be responsible for dealing with a significant volume of patient contacts both over the telephone, face to face and via electronic methods.</p> <p>The reception lead will act as a liaison between the Practice and our patients.</p> <p>The reception lead will manage non-complex complaints, escalating those which require more senior input to the Operations Manager.</p> <p>The reception lead will oversee the reception team, organising rotas, approving annual leave in-line with practice minimum staffing requirements and undertake annual staff appraisals.</p> <p>The reception lead will act as a point of contact for the reception team and will escalate issues as appropriate to the Operations Manager.</p>	
<b>Generic responsibilities</b>	
<p>All staff at Heacham Group Practice have a duty to conform to the following:</p> <p><b>Equality, Diversity &amp; Inclusion</b></p> <p>A good attitude and positive action towards Equality Diversity and Inclusion creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do and it is required by law.</p> <p>Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment,</p>	

marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

### **Health, Safety, Environment and Fire**

Heacham Group Practice is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing, and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team, and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- Health and Safety at Work Act 1974
- Environmental Protection Act 1990
- Environment Act 1995
- Fire Precautions (workplace) Regulations 1999
- Coronavirus Act 2020
- Other statutory legislation which may be brought to the post holder's attention.

### **Confidentiality**

Heacham Group Practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality.

It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this

rests with everyone working within Heacham Group Practice to look for opportunities to improve quality and share good practice.

Heacham Group Practice continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

### **Induction**

At Heacham Group Practice, you will be required to complete the induction program and the management team will support you throughout the process.

### **Learning and development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed by the Business Manager or the Operations Manager. It is an expectation for this post holder undertake learning as appropriate.

### **Collaborative working**

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

### **Service delivery**

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within Heacham group Practice's policies, ensuring protocols are always adhered to.

### **Security**

The security of Heacham Group Practice is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

### **Professional conduct**

All staff are required to dress appropriately for their role, wearing uniform where provided.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity and encouraged to take all their leave entitlement.

### **Primary responsibilities of the role**

Although the following are the core responsibilities of the Reception Lead, some of the responsibilities may vary to meet the needs of the business. There may be, on occasion, a requirement to carry out other duties as requested by the Business Manager, Operations Manager or partners, and which may often involve working to tight deadlines.

The Reception Lead is responsible for:

1. Line management of the reception team
2. Overseeing reception rotas and approving annual leave for the reception team in line with minimum staffing levels.
3. Undertaking return to work interviews for reception staff who have been absent through sickness
4. Undertaking annual appraisals for the reception team
5. Overseeing the completion of all work in the reception team
6. Supporting the Operations Manager as required
7. Dealing with complaints in the first instance, escalating if required
8. Maintaining a professional and effective receptionist service to our patients.
9. Booking appointments for patients or taking sufficient detail for clinical triage to be undertaken.
10. Assisting with Registering new patients, temporary patients and processing online access requests.
11. Receiving patients as they enter our premises, ensuring that they are booked in for their appointment.
12. Receiving deliveries at the Practice and notifying the relevant teams, being particularly mindful of the need to maintain the cold chain for vaccinations.
13. Supporting patients who may have a problem or complaint and offer viable solutions to them prior to escalating the complaint.

14. To deal with all information sensitively and in accordance with confidentiality guidelines.
15. To assist colleagues with all tasks, as required.
16. To undertake basic prescription administration training and processing repeat medication requests as per Practice protocol.
17. To follow and comply with all policies and procedures, reporting concerns as appropriate.
18. To fulfil personal responsibilities for all matters relating to health and safety and risk management.
19. Ensuring that entries made into patient records are accurate and professional at all times
20. Following and complying with all policies and procedures, reporting concerns as appropriate.
21. Attending and contributing to relevant meetings both internally and externally.
22. Communicating effectively and sensitively with patients, carers, service users, colleagues, and staff whilst respecting everyone's dignity and confidentiality.

### **Secondary responsibilities**

In addition to the primary responsibilities, the Reception Lead may be requested to:

1. Partake in any training indicated by the Practice
2. Undertake any other relevant duties