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MBBS, MRCP

## **JOB TITLE: RECEPTIONIST/ADMINISTRATOR**

**REPORTS TO: PATIENT SERVICES MANAGER**

**RESPONSIBLE TO: PRACTICE MANAGER**

**ACCOUNTABLE TO: PARTNERS**

### **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 and friendly image to patients and other visitors, either in person or via the telephone

Provide administrative support and services to all members of the practice team

Provide additional hours cover for holidays, sick leave and additional clinics at seasonal times of the year.

### **Main duties**

- Greet patients and visitors to the practice, respond and/or redirect accordingly.
- Book in, amend and cancel patient appointment in line with practice appointments procedures ensuring optimum efficiency of the appointment system.
- Ensure that patients without appointments but who need 'urgent consultations' are booked into appropriate slots and referred to a GP where necessary.
- Receive and accurately record requests for home visits, assessing urgency in accordance with the Practice's protocols. Print off home visit summary sheets.
- Ensure computerised appointment system is up-to-date.
- Explain practice arrangements and formal requirements to new patients and temporary residents, ensure procedures are completed.
- Set-up of new patients onto the computer system.
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
- Ensure reception and waiting areas are kept neat and tidy
- Re-stocking of information leaflets/ registration and information packs, as appropriate

- Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
- Undertake administration tasks as allocated by line manager.
- Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
- Check emails on a daily basis.
- Regularly check and action messages and tasks on clinical system
- Receive samples in accordance with surgery protocols
- Send urgent referral forms to hospitals etc. when required
- Action daily tasks from the reception duty check list
- This job description is not exhaustive and may be adjusted periodically after review and consultation.
- You will also be expected to carry out any reasonable duties, which may be requested from time-to-time.
- Work safely at all times in accordance with Legislative requirements, Infection Control and Practice Policy and Procedures.

### **Equipment and Machinery**

- Personal Computer system including internet activity which is utilised as a means of communication both internally and externally
- To manage and record patient appointments, registering new patients' data, accessing patient data as necessary and when undertaking audits
- Photocopying machines.
- The post-holder is responsible for, in concert with others, maintaining the accuracy of the Practice's Clinical System

### **Assignment of work**

- The post-holder's work assignment is determined by the requirements of the Practice, GP Partners, the Practice Management team and the patients.
- The Practice Management Team provides immediate line-management for the post-holder. However, the post-holder is expected to be self-directed and self-motivated using their own initiative and requiring minimum input from the Manager. The Post-holder's work is formally reviewed by annual appraisal by their line manager.
- The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key result areas, anticipating and communicating future internal and external requirements.

### **Decisions and judgements**

The post-holder is required to use her/his own initiative when dealing with problems and to make any reasonable and necessary decisions on events as they occur, including:

- Establishing and maintaining effective lines of communication with the GPs and Practice Management Team
- Communicating clearly and effectively with staff to aid the smooth running of the Practice.
- Responding to requests or queries for support as they arise in an appropriate and timely manner.
- Prioritising workload and requests for support.
- Making the most effective use of resources available.
- Using judgement and experience in helping to determine the relevant urgency of or requests for information received from patients and other external organisations.

### **Most Challenging part of the Job**

- Managing the many conflicting priorities that the post requires
- Working with protocols and workflows that subject to change and evolve, keeping abreast of current practice.
- Ensuring practice protocols are followed for the prioritisation of work.
- Providing and maintaining a professional and effective dialogue with patients.

### **Communication and relationships**

- Internally with the GPs, Practice Management Team and colleagues to help ensure that practice aims and objectives are met.
- Internally and externally with colleagues, healthcare professionals and others within the Primary and Secondary Care sectors with regard to the needs of the Practice and the needs of patients registered at the Practice.
- Externally with patients registered at the Practice.

### **Physical, Mental, Emotional and Environmental demands of the Job**

- The post-holder is required to have keen hand/eye co-ordination to undertake his/her primary task.
- The post holder is required to be methodical and work to a structure, seeing problems through to their satisfactory conclusion.
- The post-holder is required to work in a well-organised and professional manner to meet the demands of the work, maintaining concentration and accuracy.
- The post-holder is often required to work independently of others and to be self-determined.
- The post holder is required to communicate effectively and possess an aptitude for dealing with potentially difficult or demanding situations.

### **Knowledge training and experience required to do the job**

- The post-holder must be understanding and approachable to patients and able to respond to patient requests
- The post-holder is required to have well-developed keyboard skills.
- The post-holder must be able to communicate effectively and collaboratively across varied staff disciplines.
- The post-holder must clearly understand the importance of maintaining patient and data confidentiality
- Educated to GCSE level or equivalent
- Has good Microsoft Excel and Word knowledge
- Is willing to undertake further training as required and agreed

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

## Person Specification

The post holder is required to have:-

Attribute	Essential	Desirable
Qualifications, Training & Education	<p>Educated to GCSE level or equivalent</p> <p>Microsoft Excel, Word and Teams at a basic to intermediate level</p> <p>Willingness to undertake further training as required and agreed</p>	<p>Chaperone Training</p> <p>Customer Service or related qualification</p> <p>Basic Life Support and Safeguarding Training</p>
Experience	<p>Ability to handle patient enquiries and complaints</p> <p>Working within policies, procedures and guidelines</p> <p>Experience of working within a team and independently</p> <p>Experience of working in an ever-evolving environment with an ability to cope with regular changes</p>	<p>Experience of working in a GP practice</p> <p>Good level of experience and understanding of SystemOne, in particular, booking and managing appointments</p>
Personal Qualities & Attributes	<p>Ability to work on own initiative without supervision and prioritise own workload, achieving targets</p> <p>Ability to solve problems independently</p> <p>Ability to work under pressure with conflicting demands</p> <p>Self-motivated</p> <p>Ability to relate to all levels of the organisation confidently and effectively</p> <p>Ability to create and maintain effective working relationships</p> <p>Ability to work in line with strict guidelines in respect of confidentiality</p> <p>A positive, cheerful disposition with a calm and clear friendly tone of voice</p>	
Skills & Aptitudes	<p>Customer/patient care awareness and skills</p> <p>Strong communication and interpersonal skills</p> <p>Effective time management skills</p> <p>Strong organisational skills and attention to detail</p> <p>A tenacious attitude to completing tasks and working through a list of targeted patients</p> <p>An eagerness to learn and explore specific IT systems</p>	