# JOB DESCRIPTION

# Position Medical Receptionist

**Reporting to** Reception Manager

**General Description**

Receive, assist and direct patients in accessing the appropriate service or healthcare professionals in a courteous, efficient and effective way.

Provide general assistance to and be part of the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

**Hours**

37.5 hours over 5 days. Three shifts starting at 7.30am and two starting at 1pm.

**Main Duties**

The following are the core responsibilities of the medical receptionist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.

* Open and close the premises depending on shift and according to surgery protocol.
* Make new and follow-up appointments via telephone and face to face, including appointments for doctors, nurses and other clinicians working for and alongside the practice.
* Dealing with incoming tasks from internal and external teams.
* Send electronic referrals as required to community teams.
* Assist patients when they use the BP machine in the waiting room. Check and pass on the results to the relevant clinician.
* Take visit requests and log/produce necessary documentation for the doctor. When necessary make emergency ambulance calls.
* Deal with incoming emails.
* General filing and photocopying.
* Book patient non-urgent transport.
* Register new and temporary patients on to clinical system.
* Distribute urgent documents as per Practice protocol.
* Scanning documents to patient’s file.
* Accept payment from patients relating to non-NHS services via card/cash and record fees received.
* Process prescription requests alongside the prescription’s team and provide cover when necessary.
* Work effectively as a team member; be flexible where possible with working hours to accommodate colleagues’ holiday/sickness.
* Receive packages delivered to the surgery. Ensure that the relevant recipient is made aware of delivery as per protocol.
* Gain an in-depth knowledge of the Practice computer clinical systems and undertake training as required.
* Alert the Reception Manager to any issues with GP’s computers or rooms in their absence alert senior receptionists.
* Have a thorough knowledge of all Practice protocols and to work in accordance with these protocols.
* Adhere to all staff policies relating to holiday cover.

**General Responsibilities for all staff**

The post holder is expected to adhere to Practice policies and procedures and relevant legislation including the requirements of any professional bodies.

**Confidentiality:**

* The post holder must maintain the confidentiality of information about patients, staff and Practice business in accordance with the General Data Protection Regulations 2018 and Caldecott principles.
* 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 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, to include:

* Employees must be aware of the responsibilities placed upon them under the Health Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
* 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.
* Reporting potential risks identified.

**Equality and Diversity:**

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

* The Practice has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.
* Acting in a way that recognises 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:

* Attend mandatory training as identified by the Practice.
* Highlight potential development areas.
* 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.
* Undertake an annual Information Governance e-learning toolkit.

**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 patients’ needs.
* Effectively manage own time, workload and resources.

**Communication:**

The post-holder should recognise 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.

**Contribution to the Implementation of Services:**

The post-holder will:

* Report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations under-taken.
* Apply Practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

**THE DUTIES LISTED ABOVE MAY CHANGE IN THE LIGHT OF DEVELOPMENTS WITHIN THE PRACTICE AND ARE SUBJECT TO REGULAR REVIEW.**