



Practice Receptionist Job Description

Reports to: Reception Manager

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

Job Responsibilities:

Administration

- To have a thorough knowledge of all practice policies and procedures.
- To work in accordance of written protocols
- Scanning and photocopy as requested
- Managing internal message system and responding to messages and documents sent to Reception
- Initiating contact with and responding to, requests from patients, team members and external agencies
- Dealing with post as necessary

Reception

- Receiving patients consulting with members of practice team
- Dealing with patient enquiries for sensitive information (including test results) and either identifying and providing that information or directing those enquiries to an appropriate team member
- Taking the responsibility to see tasks through to completion
- Manage all queries as necessary in an efficient manner
- Be able to cover all reception position as necessary

Appointments

- Process appointment requests for today future appointments from patients by telephone and in person or electronically.
- Signposting patients to an appropriate clinician or correct service
- Deal with visits requests

Computer

- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of practice area.)
- Process repeat prescription request in accordance with practice guidelines
- Accessing information within patient medical records as necessary
- Inputting data into patients medical records as necessary
- Monitor incoming electronic data including emails, texts and electronic documents
- Scanning of patient related data into medical records

Telephone

- Have working knowledge of telephone/bleep system, during and after hours.
- Answer incoming calls, transferring calls or dealing with the caller requests appropriately

Other Tasks

- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Any other tasks allocated by managers

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 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:

- 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:

- 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 patients 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
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- 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.

Person Specification

		Essential	Desirable
Academic/ Vocational Qualifications	Educated to GCSE/GCE standard	x	
Experience	Experience in a NHS work environment		x
	Experience working with the general public	x	
	Experience of administrative duties		
Skills	Excellent communication skills face to face and by telephone	x	
	An understanding, acceptance and adherence to the need for strict confidentiality	x	
	Computer literate/keyboard & computer skills	x	
	Time management skills		x
	Problem solving skills		x
	Good team worker	x	
	An ability to use own judgement, resourcefulness, to respond to patients enquiries and requests while adhering to practice policy and procedure	x	
	An understanding and acceptance of ones capabilities and awareness of own limitations	x	
	Ability to work without direct supervision	x	
Qualities	Polite and confident	x	
	Flexible and cooperative	x	
	High levels of integrity and loyalty	x	
	Ability to work under pressure	x	
	Sensitive and empathetic	x	
Other requirements	Flexibility of working hours	x	
	Provide cover during staff absences	x	
	Disclosure Baring Service (DBS) check	Successful candidate	