

## GPJ03 - Job Description - Practice Receptionist

### VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Practice Receptionist
<b>Job Overview:</b> (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> <li>• Welcome Patients and visitors to the practice</li> <li>• Assist Patients on the phone, electronically and in person</li> <li>• Help to maintain the safety and comfort of Patients</li> <li>• Maintain records of appointments, financial transactions and other administrative duties</li> <li>• Keep Patient records accurate and up to date</li> <li>• Take part in recalls for Patient health checks</li> <li>• Maintain skills and undertake such training and development as may from time-to-time be required to maintain personal competency</li> <li>• Participate in all activities required by CQC registration</li> </ul>
<b>Location:</b>	Broad Lane Surgery, but you may be asked to travel for meetings and training or provide cover for another Practice or Primary Care Network at such notice.
<b>Working Hours:</b>	Hours of work will be detailed in your contract of employment.

### Responsibilities and Duties of the Job

<b>Role Specific Duties:</b>	<ul style="list-style-type: none"> <li>• Greet Patients in person, working to put them at ease and giving any explanations within your competency</li> <li>• Signpost Patients to the correct service to ensure that they receive the right care first time</li> <li>• Make and change appointments as required</li> <li>• Work with the Practice information recording systems and computer systems in maintaining clinical records.</li> <li>• Handle payments to the Practice by cash, card, cheque and bank transfer ensuring accurate records are maintained</li> <li>• Report all significant events, including 'near misses' for inclusion in the Practice Risk Register</li> <li>• Practice the highest standards of confidentiality when dealing with all aspects of Patient information</li> <li>• Participate in activities required to assess compliance with CQC Fundamental Standards</li> <li>• Participate in the maintenance of the complaints system at Broad Lane Surgery and in resolving complaints to improve service</li> <li>• Use all equipment in accordance with published instructions and guidelines</li> <li>• Report any faults or safety worries with equipment and premises</li> <li>• Open and distribute Broad Lane Surgery post both on paper and electronically</li> <li>• Process repeat prescription requests</li> <li>• Assisting Patients with registrations and processing the paperwork</li> <li>• Completing all Patient information in electronic and/or paper records</li> <li>• Maintain Patient electronic medical records</li> <li>• Accessing relevant Patient information when required</li> <li>• Daily preparation and close down of consulting rooms</li> <li>• Ensure consulting rooms are stocked with the necessary equipment, information and forms to enable clinics to proceed without interruption</li> <li>• Maintain and encourage adequate security measures, ensuring all consulting rooms are locked when not in use</li> <li>• Maintain the Health and Safety of all staff, Patients and visitors</li> <li>• Participate in regular reviews of personal development plans</li> <li>• Undergo further training as required by Broad Lane Surgery</li> </ul>
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	<ul style="list-style-type: none"> <li>• The post holder will, if required to do so, obtain, process and/or use information in line with the GDPR requirements</li> <li>• To maintain information notice board in line with national/local health promotion campaigns</li> <li>• To attend relevant meetings as required</li> <li>• To immediately report any safeguarding or compliance concerns</li> </ul>
<p>Working with Others:</p>	<ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships with all other employees and contractors at Broad Lane Surgery</li> <li>• Use email and other recognised methods and processes to communicate with Patients and other agencies ensuring this is always done while following the policies and procedures of Broad Lane Surgery such as maintaining Patient confidentiality</li> <li>• Effectively liaising with other clinicians including Health Visitors, District Nurses, Midwives, Counsellors, etc. as required</li> <li>• Co-operate in maintaining a staffing rota to provide adequate levels of resources</li> <li>• Work with other employees to ensure a seamless journey for Patients through different aspects of their care</li> <li>• Assist management to maintain regulatory compliance</li> <li>• Co-operate in the effective resolution of team conflicts</li> <li>• Attend Practice meetings as required</li> <li>• To act as a chaperone as requested by clinicians (if DBS checked)</li> <li>• To function as an integral part of the team at Broad Lane Surgery</li> <li>• Inform the Practice Manager/Senior Practice Receptionist of any reported or suspected failings in the provision of care within Broad Lane Surgery</li> </ul>
<p>Leading by Example:</p>	<ul style="list-style-type: none"> <li>• Promote and implement all the Practice policies and procedures</li> <li>• Participate in developing the philosophy, goals and objectives for Patient health care provided by Broad Lane Surgery</li> <li>• To participate in the induction programme of new staff joining Broad Lane Surgery</li> <li>• Participate in Patient audits</li> <li>• Ensure that Patients rights are protected</li> </ul>
<p>Personal Responsibilities:</p>	<ul style="list-style-type: none"> <li>• To have knowledge of and act at all times within the boundaries of Health and Safety legislation, Data Protection Act and Care Quality Commission compliance requirements</li> <li>• Provide information for a DBS check, and inform the Practice of any incident that may change the DBS status</li> <li>• Be responsible for your own Health &amp; Safety</li> <li>• Work within your personal competence</li> <li>• Promote and participate in a high standard of care within Broad Lane Surgery</li> <li>• Participate in taking care of your own Health &amp; Safety. Ensure that you do not do anything to compromise the health and safety of either your colleagues or yourself</li> <li>• Give agreed notice of periods of absence and leave</li> <li>• Keep to the dress code required by the Practice, both in terms of any uniform and personal appearance</li> <li>• Ensure that Patients rights are protected</li> </ul>

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### Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Holding, or desire to work towards, a recognised qualification for example NVQ or AMSPAR	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
A good standard of General Education including English and maths at GCSE C or above (or equivalent)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Skills	Essential	Desirable
Good understanding of Information Technology	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Use of Excel, word and office applications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
English Language, both spoken and written	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Maintaining accurate records and databases	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Good communication skills, in person, on the phone and in writing	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
A flexible approach and an ability to demonstrate empathy	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Previous Experience	Essential	Desirable
Relevant experience within a GP practice	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Working as part of a team	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Understanding the role of the CQC	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Customer/client/Patient facing roles	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Prioritisation of tasks	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Working in a pressured environment with an ability to effectively resolve concerns, issues and challenging situations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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### Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> <li>• Involve Patients, family, external agencies &amp; colleagues</li> <li>• Speak up when things go wrong</li> </ul>
Respect and Dignity	<ul style="list-style-type: none"> <li>• Understand person-centred care and can demonstrate treating people as individuals and respecting choices</li> </ul>
Everybody Counts	<ul style="list-style-type: none"> <li>• Ensuring no one is discriminated against or excluded</li> <li>• Understand human rights and impact on care delivery</li> <li>• Facilitating people to 'speak up' about concerns and acting upon them</li> </ul>
Commitment to Quality of Care	<ul style="list-style-type: none"> <li>• Striving for quality in everything we do; recognising and understanding what quality at Broad Lane Surgery means for our Patients</li> <li>• Being accepting about criticism and focusing on improvement</li> <li>• Being open to new opportunities for learning and identifying the limits of skills and knowledge</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• Treating people with kindness</li> <li>• Understanding the importance of empathy in all areas of employment</li> <li>• Understanding the values of others and always providing a caring service</li> </ul>
Improving Lives	<ul style="list-style-type: none"> <li>• Focus on how things could be done better and sharing ideas</li> <li>• Understanding of wellbeing and what is important to Patients of Broad Lane Surgery</li> <li>• Improving outcomes for Patients</li> <li>• Ensuring appropriate services are provided for Patients</li> </ul>