

Part-time Receptionist/Administrator

Acorn Surgery 29-35 Holly Road, Twickenham, TW1 4EA

Full job description

Job summary

We have an exciting opportunity available for two Medical Receptionist/Administrators, to join a friendly and welcoming GP Surgery in Twickenham on a permanent basis.

Both positions will be for between 20-22hrs per week. We are hoping for one candidate to work Mon-Wed and the other to work Wed-Fri. The hours will range from an opening at 8am to a close at 6.30pm, with a mixture of morning and afternoon sessions for each candidate.

We do ask that candidates are flexible to cover sickness and holiday where needed.

Previous reception/admin and/or customer services skills are desirable, training will be provided. Join our happy and dedicated team providing quality care to a diverse population!

Main duties of the job

- Greeting and booking in or patients for clinics.
- Dealing with patient inquiries efficiently and courteously.
- The receiving and recording of telephone messages taking appropriate action.
- Making appointments on EMIS, by processing appointment requests for today and/or future appointments.
- Restoring the telephone service in the morning and checking for any messages.
- Dealing with all telephone queries/requests from patients, and acting as liaison with the Doctors/Nurses as necessary.
- Pulling and filing medical records as necessary.

- Processing repeat prescriptions and filing for collection within 48 hours.
- Taking home visit requests.
- Processing emails effectively - answering patient requests or directing them to the relevant clinician.
- Processing post and online documentation - saving/sending to the relevant clinician.
- Actioning messages from the clinical team.

Job Types: Part-time, Permanent

Pay: £11.50 per hour

Expected hours: 20 – 22 per week

Benefits:

- Company pension

Schedule:

- Monday to Friday

Work Location: In person

To apply please click the following link:

[Receptionist/Administrator - Twickenham - Indeed.com](#)