

Richmond Lock Surgery
300 St Margaret's Road, Twickenham, TW1 1PS

Job Title: Medical Receptionist

Accountable to: Dr C Kang, Dr S Harris, Sr S Nathan & Practice Manager

Reporting to: Reception Supervisor

Summary:

This is a part-time post and it is estimated that the majority of the time will be spent carrying out reception and general administrative duties. The main duties of this post are:

Receptionist & Administration Duties:

- Answering the telephone, making appointments and taking messages according to protocol.
- Attending to patients in the surgery and directing them to the consulting rooms.
- Dealing with requests for home visits.
- Dealing with general enquiries or forwarding them appropriately.
- Receiving requests for repeat prescriptions & assisting with the manual and electronic repeat prescription system.
- Taking out and filing away medical records as required.
- Registering new patients to the practice.
- Registering patients for on-line services.
- Opening and sorting mail.
- Sending & receiving emails and faxes, and logging as required.
- Entering of registration data onto the computer system and updating as necessary.
- Logging patient attendances & dealing with late arrivals & DNA's (Did Not Attend) according to protocol.
- Retrieving information from the computer system.
- Scanning documents into the patient computer records.
- Regularly checking surgery emails, tasks, announcements & actions and dealing with them appropriately.
- Checking that urgent referrals have been received and appointments allocated within the specified timeframe.
- Maintaining stocks of photocopied leaflets, forms and stationery.
- Assisting with practice target administration, recall and vaccination campaigns.
- Promoting facilities (eg. On-line services) as required.

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Other Duties:

- Opening and locking the premises, setting alarms appropriately.
- Checking all appropriate electrical appliances and equipment are switched on/off appropriately.
- Handing over to the answering service at the end of surgery.
- Attending staff meetings and training as required (which may occasionally be outside of your normal hours)
- Taking payments as required, by cash and card.
- Dealing with deliveries appropriately.
- Following practice protocols.
- Such other duties that are reasonably requested by the practice.
- Cover colleagues for sickness and holidays as required.
- Routine testing of fire alarm points & panels

It is important that all members of staff are prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the practice. The Partners reserve the right to redistribute duties and functions amongst members of staff from time to time and request that such changes shall not be unreasonably refused. You will be required to share in covering colleagues for extended hours access, sickness and holidays as required.

To apply please forward current CV and covering letter to Caroline Baxter, Practice Manager caroline.baxter@nhs.net