# Job description and person specification

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| **Job title** | Medical receptionist  |
| **Line manager** | Reception Manager |
| **Accountable to** | Practice Partners |
| **Hours per week** | Full time; part time hours considered |

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| **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, via the telephone or electronic communication.Main Duties:To act as a central point of contact for patients, doctors and staff in order to facilitate the effective delivery of primary medical care services.To undertake clerical and administrative tasks to support the above role. |

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| **Mission statement** |
| To provide high quality primary care at the right time and in the right place. |

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| **Generic responsibilities** |
| All staff at this organisation have a duty to conform to the following:**Equality, Diversity & Inclusion (ED&I)**A good attitude and positive action towards [Equality Diversity & Inclusion](https://www.england.nhs.uk/about/equality/workforce-eq-inc/) creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness; it is morally the right thing to do and it is required by law.Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.**Safety, Health, Environment and Fire (SHEF)**This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety. The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the:* [Health and Safety at Work Act 1974](https://www.hse.gov.uk/legislation/hswa.htm),
* [Environmental Protection Act 1990](https://www.legislation.gov.uk/ukpga/1990/43/contents),
* [Environment Act 1995](https://www.legislation.gov.uk/ukpga/1995/25/contents),
* [Fire Precautions (workplace) Regulations 1999](https://www.legislation.gov.uk/uksi/1999/1877/contents/made)
* [Coronavirus Act 2020](https://www.legislation.gov.uk/ukpga/2020/7/contents/enacted)
* Other statutory legislation which may be brought to the post holder’s attention.

**Confidentiality**This organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect that all staff will always respect their privacy and maintain confidentiality.It is essential, if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service. **Quality and Continuous Improvement (CI)**To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but of how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.At this organisation, we continually strive to improve work processes that deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care. Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.**Induction**We will provide a full induction programme and management will support you throughout the process.**Learning and development**The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed. It is an expectation for the post holder to assess their own learning needs and undertake learning as appropriateThe post holder will undertake mentorship for team members, and disseminate learning and information gained to other team members, to share good practice and inform others about current and future developments (e.g., courses and conferences). The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.**Collaborative working**All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working, while working effectively with others to clearly define values, direction and policies impacting upon care delivery.Effective communication is essential and all staff must ensure they communicate in a way which enables the sharing of information in an appropriate manner. All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.Plans and outcomes by which to measure success should be agreed.**Managing information** All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care, and presenting and communicating information. Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes**Service delivery**Staff will be given detailed information during the induction process regarding policy and procedure. The post holder must adhere to the information contained within the organisation’s policies and regional directives, ensuring protocols are always adhered to.**Security**The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.Under no circumstances are staff to share the codes for the door locks with anyone, and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and passwords are not to be shared.**Professional Conduct**All staff are required to dress appropriately for their role.**Leave**All personnel are entitled to take leave. Line managers are to ensure that all their staff are afforded the opportunity to take their allocation of annual leave each year.  |

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| **Primary key responsibilities** |
| Job Description:* Reception duties including greeting patients and other visitors to the surgery, dealing with routine enquiries, making appointments, and recording arrivals.
* Taking and recording messages from patients and acting upon them as directed by doctors and staff.
* Receiving and processing repeat prescription requests in accordance with practice procedures.
* Extracting and filing medical records, laboratory results and correspondence in both paper and electronic formats as required.
* Receiving and directing patient samples for testing or transfer to the laboratory.
* Using the computerised clinical system to undertake routine procedures.
* Providing information about practice arrangements to new patients and those seeking temporary medical assistance.
* Ensuring the tidiness, safety and security of premises at all times.
* Implementing practice policies and procedures as instructed.
* Undertaking specific clerical and administrative tasks appropriate to the grade of post as required for the smooth running of the practice.
* Attending regular staff meetings and undertaking appropriate training as required.

**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, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will 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
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holders role
* Undertaking periodic infection control training (minimum annually)
* 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 peoples 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 teams 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 peoples 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
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The person specification for this role is as detailed:

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| **Person specification – Administration/Office/Reception Manager** |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE Level or higher, with relevant experience |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public |  |  |
| Experience of administrative duties |  |  |
| Experience of working in a healthcare setting |  |  |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) |  |  |
| Strong IT skills (generic) |  |  |
| Clear, polite telephone manner |  |  |
| Competent in the use of Office and Outlook |  |  |
| EMIS/SystmOne/Vision user skills |  |  |
| Effective time management (planning and organising) |  |  |
| Ability to work as a team member and autonomously |  |  |
| Good interpersonal skills |  |  |
| Problem solving and analytical skills |  |  |
| Ability to follow policy and procedure |  |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident |  |  |
| Flexible and cooperative |  |  |
| Motivated |  |  |
| Initiative and judgement (knowing when to ask for help) |  |  |
| Forward thinker |  |  |
| High levels of integrity and loyalty |  |  |
| Sensitive and empathetic in distressing situations |  |  |
| Ability to work under pressure |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours |  |  |
| Disclosure Barring Service (DBS) check |  |  |
| Maintain confidentiality at all times |  |  |

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing, duties, to enable the efficient running of the organisation.