

# THAMESIDE MEDICAL PRACTICE

## Job Description for Receptionist / Administrator

<b>Post Title</b>	<b>Receptionist / Administrator</b>
<b>Professionally Accountable to</b>	<b>The Partners</b>
<b>Responsible to</b>	<b>The Practice Manager</b>
<b>Base</b>	<b>Thameside Medical Practice, Thames House, 180 High Street, Teddington. TW11 8HU</b>

### Job Summary

The post holder will work with colleagues to ensure the highest standards of care for all patients, dealing with a wide range of administrative and management tasks in a general primary healthcare practice setting.

The role is that of an Administrator/Receptionist.

### The key responsibilities that the post holder are:

Provide administrative and reception support to enable the Practice to meet its agreed aims and objectives within a profitable, efficient, safe and effective working environment. The role is diverse, varying from patient requests and referrals to liaison with external health care providers.

### Receptionist in line with Practice procedures and protocols:

1. Act as 1<sup>st</sup> point of contact for patients, carers, other healthcare professionals and visitors contacting the Practice.
2. Portray the Practice to our clients in a highly professional manner.
3. Ensure the enquiries of patients and carers, both via the telephone and face to face, are dealt with efficiently and courteously to the mutual satisfaction of the patient and Practice.
4. Book, amend and cancel appointments in line with Practice's appointment procedures.
5. Respond to and or redirect all patient and visitor requests appropriately.

6. Registration of new patients in line with Practice procedures.
7. Ensure reception and waiting areas are kept neat and tidy.
8. Flexibility to cover all reception shifts; both am/pm as required. You will be required to cover staff absences and leave undertaking additional paid hours when necessary.
9. All related administrative task such as issuing of repeat medicines, informing patients of their test results, checking of emails on a daily basis, usage of text message system to inform patients of their results.

This list is indicative and not exhaustive.

**Organisational in line with Practice procedures and protocols:**

1. Work as part of the Non-clinical and Primary Healthcare Teams within the Practice.
2. Make recommendations to the Partners and Practice Manager on areas for improvement within the post holder's areas of work experience within the Practice.
3. The post holder will take part in the full range of Practice activities, training and personal development and play a key role in developing the Practice within the post holder's areas of work experience within the Practice.
4. Ensure building security thorough knowledge of doors/windows/alarm.

**Administration in line with Practice procedures and protocols:**

1. Supporting the Practice Manager in resolving of IT problems.
2. Issuing of repeat prescriptions on a daily basis.
3. Pulling/filing notes as necessary.
4. All related administrative tasks as directed by the Admin Manager/ Practice Manager.

This list is indicative and not exhaustive.

N.B. This job description is a reflection of the current position and the post holder is expected to view it as guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time as services develop.

The post holder will be expected to be flexible and to undertake additional duties as may be required in discussion with the Practice Manager and or Partner(s).

**Confidentiality**

The post holder will have access to confidential information and is expected to ensure that the highest level of confidentiality is maintained at all times.

**Health and Safety**

The post holder is expected to make themselves aware of and comply with the Practice's and National Health and Safety policies.