

PARK ROAD SURGERY

JOB DESCRIPTION

JOB TITLE: RECEPTIONIST

REPORTS TO: SENIOR RECEPTION / PRACTICE MANAGER

HOURS: Part-time: 22 Hours per week over 4 days

Job Summary

Welcome, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general administration to the practice team and project a positive and friendly image to patients and other visitors, either in person, online or via the telephone.

Managing the entry of clinical correspondence and codes into patient's records. Carry out scanning of clinical correspondence and code relevant information from hospital correspondence and other sources into the practice computer system (Medicus).

Help with the administration of repeat prescription requests and online triage requests.

Job Responsibilities

Together with other members of the practice reception / administration team:

Reception

- Receiving patients at the Practice
- Receiving and handing completed repeat prescriptions to patient and checking names and address
- Respond to patient queries appropriately e.g. requests for test results
- Be able to cover all reception positions as necessary
- Completing tasks as requested by clinicians

Appointments

- Process appointment requests for all types of appointments from patients by telephone, online and in person
- Taking booking information from patients and booking or referring them to appropriate service
- Booking in patients as they arrive and monitor and assist in waiting room as required
- Deal with visits requests
- Assist patients who require emergency treatment as required

Clinical coding / summarising:

- Coding the information into the practice clinical system
- Auditing data collection standards in the practice
- Scanning of letters and relevant correspondence into patient's notes.
- Summarisation of patient's notes when requested.
- To ensure the efficient running of the practice computer system, carrying out searches, audits and recalls as required by the doctors, nurses and manager.
- Troubleshoot clinical database
- Report faults to software supplier and track progress, where required
- Pro-actively initiate data quality improvement projects

Administration

- To have a thorough knowledge of all Practice procedures and to work in accordance of written protocols
- Ensure that correspondence and medical records received (whether in paper form or electronically) are actioned appropriately
- Shred and photocopy as requested
- Respond to online triage requests and emails, in line with practice policy

Computer

- Registrations of new patients – computer data entry and medical records.
- Enabling patients to sign up for online services and the NHS App.
- Process patients change of address – computer data and medical records (have knowledge of practice area).
- Process repeat prescription request in accordance with Practice guidelines.
- Data entry on to the computer system e.g. immunisations, administrative notes.
- Processing repeat prescription requests received online
- Processing online patient triage requests and responding to them appropriately.
- Responding to emails queries from patients or other parties

Summarising Notes

Sort and summarise all new patient notes arriving in the surgery. These steps may all be done at the same time, or may take place over a number of days/weeks.

- Update patient record to indicate records have been received.
- Ensure notes are in date order, separating letters and results and removing any redundant or duplicate paperwork and adding summary cards as necessary.
- Update patient record with all major past history including last smear if relevant.
- Add relevant code to patient record to indicate notes have been summarised.
- Mark notes to indicate they are summarised and file.

Other Tasks

- Clear rooms after surgeries and restock as required
- Ensure that reception and the waiting area are kept clean, in line with IPC requirements
- Have working knowledge of telephone system, during and after hours.
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Provide assistance to clinicians during their clinics as required
- Any other tasks allocated by manager

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, to 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
- Reporting potential risks identified
- Follow Infection Prevention and Control (IPC) guidelines – including the wearing of PPE as required and the cleaning of work stations and communal areas

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 people's 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 team's 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 people's 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 and team meetings where appropriate

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Practice Receptionist Job Specification

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job. Please see the Practice Receptionist job description for more details.

Qualifications	Essential	Desirable
<i>GCSEs at grade C or equivalent (or 4-9), including English and Maths</i>	<input checked="" type="checkbox"/>	
<i>Training in administration/clerical duties at NVQ level or above</i>		<input checked="" type="checkbox"/>
<i>NVQ Level 2/3 in Customer Services or Health Care or related discipline</i>		<input checked="" type="checkbox"/>

Personal Attributes	Essential	Desirable
<i>Works effectively independently and as a member of a team</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work</i>	<input checked="" type="checkbox"/>	
<i>Demonstrate excellent interpersonal and communication skills</i>	<input checked="" type="checkbox"/>	

Skills and Experience	Essential	Desirable
<i>Experience of working in a medical or primary care setting</i>		<input checked="" type="checkbox"/>
<i>Computer literate with an ability to use the required GP clinical systems</i>	<input checked="" type="checkbox"/>	
<i>General office skills, photocopier, scanning, shredding</i>	<input checked="" type="checkbox"/>	
<i>Awareness of Data Protection Act and need for confidentiality of Information</i>		<input checked="" type="checkbox"/>
<i>Attention to detail, able to work accurately, identifying errors quickly and easily</i>	<input checked="" type="checkbox"/>	

<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals, with the ability to adjust communication style</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress</i>	<input checked="" type="checkbox"/>	

Physical Requirements	Essential	Desirable
<i>Commit to a DBS Check</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required</i>	<input checked="" type="checkbox"/>	