

Paradise Road Practice
37 Paradise Road
Richmond
TW9 1SA

Part-time Receptionist

We are looking for a temporary part-time Receptionist for a minimum of 11.5 hours per week covering Thursday & Friday mornings with extra hours available to cover leave and sickness on an ad hoc basis.

Start date TBA

Salary: Depending on experience (meets minimum wage requirements)

We are a small GP Practice with a very high level of satisfaction among our patients thanks to the dedication and professionalism of all our staff.

As a receptionist you are the first point of entry into the practice and therefore key in maintaining our reputation and our standards, whether in person or on the phone.

In this role you will be faced by varied and sometimes challenging tasks including, occasionally having to deal with some uncomfortable situations. Your empathy, communication and listening skills will be critical for this. This is an exciting and satisfying role as part of a small but happy and committed team.

Reception Duties

- To deal politely and efficiently with patients as the first point of contact for anyone visiting the surgery or calling on the telephone.
- Dealing with visitors and as a member of the practice team, provide a courteous and helpful service.
- To ensure patient confidentiality is always respected and to adhere to the Data Protection Act.
- Making routine and emergency appointments for patients. Cancel appointments, when necessary, contact the patient(s) and re-book if required.
- Checking patient details on clinical system.
- Deal with requests for home visits.
- Answer queries regarding results of recent tests e.g. bloods, urine or x-ray. This includes contacting the hospital(s) for these results if necessary. Inform patients, when directed by a doctor, of the need to make a follow-up appointment at the surgery.
- Accurate completion of registration forms
- Dealing with relevant forms and updating Medical Record Envelope and computer when patients change name and/or address.

- Preparation and computer input of claim forms such as GMS forms.
- Take in requests for repeat prescriptions, hand out completed prescriptions,
- Book patient hospital transport when required.
- Contact the emergency services when necessary.
- Filing, photocopying and sending emails.
- Issuing of computerised repeat prescriptions.
- Assist in ordering and stock control of relevant stationery.
- Checking and tidying of consulting rooms between surgeries and keeping waiting area clean and tidy.
- In the morning, open the surgery and ensure everything is ready for the upcoming session. In the afternoon, close the surgery and ensure everything is locked up properly and the alarm is set.
- Ensuring you have read and understood all the Practice Policies as indicated by management.
- Ensuring you complete all mandatory training as indicated by management.

Administrative Duties

- Scanning documents onto clinical system and/or computer.
- Other administrative duties as required and agreed.
- Ensure the existing patient information is correct and up to date and ensure that reception area is tidy up and maintain cleanliness in the kitchen facilities when necessary.
- Practice shopping such as postage stamps, tea, coffee etc.
- Any other relevant duties as mutually agreed.

This job description may need to be changed from time to time as the practice develops.

Essential criteria

You must prove you have the legal right to work in the UK if you are not a British national. Very good communication skills in English (spoken and written) are essential. Good manner, listening and understanding are key in the role sometimes dealing with vulnerable people. Basic knowledge of Microsoft Office package and use of Windows and email are required. You are flexible and able to multitask You have experience as a Receptionist in a GP Practice and you are familiar with commonly used clinical systems such as EMIS, Accurx, Docman 10.

Desirable criteria

Experience in dealing with Referrals having already done mandatory courses for the position
Practical NHS experience