

JOB DESCRIPTION

MEDICAL ADMINISTRATOR / RECEPTIONIST

Reporting to: Assistant Practice Manager

Salary: Meets National Living Wage and according to experience

Hours: 15 per week over 3 days

Reception and Administration Duties, as follows.

- Use of EMIS web
- Answering the telephone, booking appointments using the ACCURX system.
- Attending to Patients at front desk, answering queries and booking patients in for their, appointment.
- Dealing with general enquires both over the phone and in person.
- Processing prescription requests.
- Registration of new Patients, including access to online services.
- Opening and sorting mail.
- Sending and actioning received emails.
- Scanning of documents into patients' records.
- Action Patient referrals via ERS system or via email.
- Summarising of Patient records.
- Assisting with Practice targets, recall of patients.
- Clinical room checks to make sure there is enough stock in each room.
- Coding of incoming documents.
- Deductions of Patients.
- Complete Mandatory training, both online and face to face.
- Completing tasks sent by Clinicians.
- Filing incoming documents from Docman 10.
- Complete registration workflow tasks.

Other Duties

Opening and closing of the Surgery, including security checks and room checks.

Woodlawn & Oaklane Medical Centres

Main Surgery: 19 Powdermill Lane, Whitton, TW2 6EE
Branch Surgery: 6 Oak Lane, Twickenham, TW1 3PA

Tel: 020 8894 4242
Tel: 020 8744 0094



Person Specification – Medical Administrator / Receptionist		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or equivalent or above)	✓	
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties		✓
Experience of working in a health care setting		✓
Experience of working with EMIS and AccuRx or similar software		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Skilled in the use of Microsoft Office	✓	
Effective time management	✓	
Ability to work as a team member and autonomously	✓	
Effective communicator within a team and with third parties	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Self-motivated & proactive	✓	
Ability to work under pressure and manage competing priorities	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to maintain confidentiality	✓	
Attention to detail	✓	
Other requirements	Essential	Desirable
Disclosure Barring Service (DBS) check	✓	