

JOB DESCRIPTION AND PERSON SPECIFICATION

Administration / Receptionist – General Practice

1. Job Details

- **Job Title:** Administration / Receptionist
- **Organisation:** Acorn Group Practice
- **Location:** 29–35 Holly Road, Twickenham, TW1 4EA
- **Reports to:** Operations Manager
- **Accountable to:** Practice Manager
- **Contract:** Permanent
- **Hours:** Monday to Friday, between 8:00 am and 6:30 pm. Exact hours to be agreed.
- **Salary:** Dependent on experience
- **Professional Registration:** Not required

2. Job Purpose

To provide a friendly, professional and efficient reception and administrative service to patients, visitors and healthcare staff, supporting the smooth running of the GP practice.

The role includes answering telephone calls, booking appointments, processing prescription requests, registering patients, managing documents and maintaining accurate patient records.

The postholder will help patients access the appropriate healthcare service by following approved care navigation and triage procedures. They must recognise urgent concerns and refer them promptly to a clinician.

Patient confidentiality, excellent customer service, teamwork and patient safety are essential to the role.

3. Main Duties and Responsibilities

A. Reception and Customer Service

- Welcome patients and visitors in a friendly and professional manner.
- Answer telephone calls and direct enquiries to the appropriate person or service.
- Check patients in for appointments and inform clinical staff of their arrival.
- Respond to enquiries in person, by telephone and through approved electronic channels.

- Inform patients about appointment delays and available services.
- Support patients with disabilities, language barriers or other accessibility needs.
- Keep reception and waiting areas clean, tidy and welcoming.
- Handle difficult situations calmly and refer complaints to the appropriate manager.
- Follow practice security and safety procedures.

B. Appointment Booking and Care Navigation

- Book, change and cancel appointments according to practice procedures.
- Explain appointment arrangements and available services to patients.
- Gather relevant information about patients' requests using approved questions and procedures.
- Direct patients to the appropriate GP, nurse, healthcare assistant, clinical pharmacist or other service.
- Manage appointment lists and update records accurately.
- Follow procedures for urgent and same-day appointment requests.
- Record missed appointments and cancellations as required.
- Refer requests outside the postholder's training or authority to the appropriate clinician.

The postholder must not independently assess symptoms, provide clinical advice or make clinical decisions.

C. Patient Triage and Urgent Concerns

- Follow the practice's approved care navigation and patient triage procedures.
- Record patients' concerns accurately and pass information to the appropriate clinician.
- Recognise potential emergency symptoms and safeguarding concerns.
- Immediately seek clinical assistance when a patient may be seriously unwell.
- Follow emergency procedures for concerns such as severe breathing difficulties, suspected stroke, chest pain suggestive of a heart attack or loss of consciousness.
- Never delay urgent escalation to complete routine administrative work.
- Refer unclear or complex requests to a clinician.
- Complete required care navigation, safeguarding and triage training.

D. Prescription Administration

- Receive and process repeat prescription requests according to practice policy.
- Accept requests through approved channels, including the NHS App and online services.

- Check that requests contain sufficient information and are sent to the correct prescribing team.
- Identify incomplete, unclear or duplicate requests.
- Refer medication queries, urgent requests, early supply requests and treatment changes to an authorised clinician or prescribing professional.
- Flag overdue medication reviews and monitoring requirements according to practice procedures.
- Inform patients about routine processing times and collection arrangements.
- Liaise with pharmacies regarding administrative queries where authorised.
- Maintain accurate records of prescription-related communications.
- Protect confidential medication information.

The postholder must not authorise, issue or change prescriptions independently or provide medication advice.

E. Patient Registrations and Record Updates

- Process new patient registrations according to NHS and practice procedures.
- Check registration forms for completeness and enter information accurately.
- Update patient contact details and other demographic information.
- Process temporary registrations, where applicable.
- Explain registration requirements and follow up missing information.
- Process patient transfers, deductions and removals from the practice list.
- Resolve routine registration queries and refer discrepancies to the appropriate team.
- Identify duplicate records and ensure information is entered into the correct patient file.
- Maintain confidentiality and accurate registration records.

F. Document Management and Clinical Correspondence

- Receive, scan, upload and file incoming correspondence and clinical documents.
- Process hospital letters, discharge summaries, test reports and other healthcare correspondence.
- Ensure documents are legible and attached to the correct patient record.
- Send documents to the appropriate clinician or administrative team for review.
- Identify and promptly escalate urgent or time-sensitive correspondence.
- Follow procedures for correcting filing errors and managing duplicate documents.
- Process outgoing correspondence as required.

- Track outstanding administrative tasks and maintain document confidentiality.

G. Clinical Systems and Data Entry

- Use the practice's clinical system, EMIS Web, for authorised administrative tasks.
- Enter patient information accurately and keep records up to date.
- Record telephone calls, messages and relevant administrative actions.
- Retrieve patient information only when required for authorised work.
- Follow procedures for appointments, prescriptions and document workflows.
- Report errors, missing information, technical issues and duplicate records.
- Complete training on clinical systems and other relevant software.

H. Telephone and Electronic Communications

- Answer calls professionally and direct enquiries appropriately.
- Take accurate messages and pass them to the correct person promptly.
- Respond to authorised emails, online requests and electronic messages.
- Use NHSmail and other approved secure communication systems.
- Follow approved telephone scripts and escalation procedures.
- Verify a person's identity before sharing confidential information.
- Escalate urgent clinical messages and safeguarding concerns promptly.

I. Confidentiality and Data Protection

- Maintain strict confidentiality of patient, staff and practice information.
- Follow UK GDPR, the Data Protection Act 2018 and applicable NHS information governance requirements.
- Access patient records only when authorised and necessary for work.
- Share information only with authorised individuals.
- Store paperwork securely and protect electronic information.
- Report suspected data breaches, misdirected correspondence and unauthorised access promptly.
- Complete mandatory information governance training.

J. Safeguarding and Patient Safety

- Understand safeguarding responsibilities for children, young people and adults at risk.
- Recognise and report concerns about abuse, neglect, exploitation or domestic abuse.
- Follow practice safeguarding procedures and refer concerns to the designated safeguarding lead or appropriate clinician.

- Record concerns and actions accurately and objectively.
- Escalate urgent patient safety concerns without delay.
- Complete the required safeguarding training.

K. Health, Safety and Security

- Follow practice health and safety procedures.
- Maintain a safe, clean and organised working environment.
- Report hazards, accidents, incidents and equipment faults.
- Follow procedures for aggressive or threatening behaviour.
- Understand fire evacuation and medical emergency procedures.
- Keep confidential information and practice equipment secure.
- Dispose of confidential waste safely.
- Complete mandatory health and safety training.

L. Teamwork and General Administration

- Work effectively with GPs, nurses, healthcare assistants, clinical pharmacists, managers and administrative colleagues.
- Support colleagues during busy periods and staff absences where reasonably required.
- Communicate outstanding tasks and provide effective handovers.
- Attend team meetings, training and appraisals as required.
- Follow practice policies, procedures and delegated instructions.
- Suggest improvements to reception services and administrative processes.
- Undertake other reasonable duties appropriate to the role, training and competence.

4. Person Specification

Essential Qualifications and Training

- A good standard of general education, including English and mathematics.
- Good written and spoken communication skills.
- Basic IT skills and confidence using computer systems.
- Willingness to complete mandatory training in safeguarding, confidentiality, health and safety and care navigation.
- Willingness to learn the practice's clinical systems and procedures.

Essential Experience

- Experience in administration, reception, customer service or office work.

- Experience handling telephone calls and face-to-face enquiries.
- Experience using computer systems and entering information accurately.
- Ability to manage competing tasks and meet deadlines.
- Understanding of the importance of confidentiality.

Essential Skills and Knowledge

- Excellent customer service and interpersonal skills.
- A clear and professional telephone manner.
- Strong organisational skills and attention to detail.
- Ability to prioritise work in a busy environment.
- Ability to communicate sensitively with people from different backgrounds.
- Ability to follow instructions, policies and procedures.
- Ability to recognise urgent concerns and escalate them appropriately.
- Understanding of confidentiality and data protection.
- Ability to learn new software and systems.
- Ability to work independently within the limits of the role and as part of a team.
- Ability to remain calm under pressure.
- Commitment to patient safety, equality, diversity and inclusion.

Desirable Qualifications and Experience

- Experience working in a GP surgery, NHS organisation or healthcare setting.
- Experience using EMIS Web, SystmOne or another GP clinical system.
- Experience processing repeat prescriptions.
- Experience with patient registrations and record updates.
- Experience managing clinical documents and correspondence.
- Experience using NHSmail or other NHS digital systems.
- Experience in care navigation, patient triage or appointment management.
- Knowledge of NHS general practice services.
- Experience handling sensitive patient enquiries and escalating concerns.

5. Personal Attributes

The successful candidate should be:

- Friendly, approachable and professional.
- Compassionate and patient-focused.

- An excellent communicator and listener.
- Accurate and attentive to detail.
- Reliable, punctual and accountable.
- Calm when dealing with difficult situations.
- Discreet and respectful of confidentiality.
- Flexible and willing to learn.
- Able to manage competing priorities.
- Confident in recognising the limits of their role and seeking help when necessary.
- A supportive team member committed to continuous improvement.
- Respectful of equality, diversity and inclusion.

6. Key Working Relationships

The postholder will work with:

- GP partners and salaried GPs.
- Practice nurses and other nursing staff.
- Clinical pharmacists and healthcare assistants.
- Practice Manager and Operations Manager.
- Reception Team Leader and administrative colleagues.
- Medical Secretary.
- Primary Care Network colleagues, where applicable.
- NHS hospitals and community healthcare services.
- Patients, carers and authorised representatives.

7. Performance Review

Performance will be reviewed through supervision, appraisal and the practice's performance management procedures.

Performance may be assessed against:

- Accurate and timely prescription administration.
- Accurate patient registrations and record updates.
- Timely processing of clinical documents.
- Appropriate use of care navigation procedures.
- Prompt escalation of urgent clinical and safeguarding concerns.
- Accurate data entry and record keeping.

- Effective management of calls and reception enquiries.
- Compliance with confidentiality and data protection requirements.
- Professional communication and patient feedback.
- Completion of mandatory training.
- Teamwork and contribution to the efficient running of the practice.

Expectations will reflect the postholder's contracted hours, training, responsibilities and practice needs.

8. Equality, Diversity and Inclusion

The postholder must treat all patients and colleagues fairly, respectfully and without discrimination. Reasonable adjustments and accessible communication should be provided or arranged where appropriate.

9. General Conditions

This job description outlines the main responsibilities of the role and is not exhaustive. It may be reviewed periodically to reflect changes in NHS requirements, practice systems and service needs.

All duties must be carried out within the postholder's training, competence and authority. Diagnosis, prescribing decisions and independent clinical assessments remain the responsibility of appropriately qualified healthcare professionals.

10. Approval and Acknowledgement

Approved by: _____

Position: _____

Signature: _____

Date: _____

Jobholder: _____

Signature: _____

Date: _____