

QUEENS PARK SURGERY, BILLERICAY

JOB DESCRIPTION

JOB TITLE:	Receptionist
RESPONSIBLE TO:	Practice Manager
ACCOUNTABLE TO:	GP's/Practice Manager
RESPONSIBLE FOR:	Provision of reception and clerical services as part of the primary health care team in the practice

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Overall Purpose of the Role:

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

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

Undertake a variety of administrative duties to assist in the smooth running of the practice, in particular the reception area, including the provision of clerical support to clinical staff and other members of the practice team

Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies

Provide cover for other reception staff as required

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Main Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the practice reception team may be varied from time to time, under the direction of the Practice Manager, dependent on current and evolving practice workload and staffing levels, or subject to change, according to the needs of the practice, in consultation with the post holder.

1. Management

- Responsible for general reception duties in compliance with practice protocols
- Maintain awareness of workload and reception issues, advising and referring where necessary
- The role has discretion regarding:
 - dealing with day to day situations and problems, and whether there is a need to refer to a more experienced member of staff
 - prioritising and organising the workload for the day as part of the reception team

2. Leadership

- Individual initiative is encouraged with the key tasks, in practice meetings and as a member of the reception team
- Project a positive and professional image for the practice
- Act as a focal point for reference for less experienced staff

3. Clinical Skills

- These do not form part of this role as any clinical issues should be referred to a clinician within the practice

4. Reception Administration

The post holder will undertake any or all of the following duties to ensure that an effective and efficient reception service is provided to patients and any other visitors to the practice and will strive to:

- Maintain a thorough knowledge of all practice procedures and protocols and work in accordance with these
- Recognise emergency situations, problems and difficulties, and take prompt and appropriate action
- Receive, assist, inform and respond to all queries from patients and visitors
- Initiate contact with and respond to requests from patients, other team members, associated healthcare agencies and providers
- Receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, diverting calls and taking messages, ensuring accuracy of detail and prompt appropriate delivery.
- Process personal and telephone requests for appointments, transport booking, visits and telephone consultations and ensure callers are directed to the appropriate healthcare professional
- Ensure total familiarity with all appointment systems including regular and incidental variations and:
 - use judgment and communication skills to ensure that patients with no prior appointment, but who need urgent consultation, are seen in a logical and non-disruptive manner
 - enter requests for appointments and home visits onto the appointment system, ensuring careful recording of all relevant details
 - monitor flow of patients into consulting and treatment rooms
 - monitor the effectiveness of the system and report any problems or variations
- Accept and process requests for repeat prescriptions in accordance with practice guidelines
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure appropriate paperwork is fully completed
- Assist in the prompt registration of all new patients onto the computer system
- Understand and comply with all procedures relating to incoming paperwork (eg post, prescription requests, photocopying)
- Ensure prompt dispatch of all outgoing paperwork (eg referrals, letters, claim forms, repeat prescriptions), maintaining records as appropriate

- Advise patients of the relevant charges for private services, accept payment and issue receipts for same
- Ensure prompt dispatch of clinical samples via the courier
- Contribute to keeping all consulting rooms, reception, and waiting room areas tidy and assist in emergency cleaning when required, working to given protocols
- Restock consulting rooms, waiting room and reception area with consumables, stationery supplies and health promotional material, and assist in the monitoring of supplies
- Provide refreshments for doctors, staff and visitors as required, keeping the kitchen area clean and tidy
- Keep the reception area, notice-boards and leaflet dispensers tidy and free from obstructions and clutter
- Responsible for the management of medical records, in accordance with practice procedures, including:
 - contributing to data security by following practice protocols and reporting problems
 - ensuring accurate computer data entry, processing and recording information and understanding the importance of this
 - retrieving and re-filing manual records as required, ensuring strict alphabetical order is adhered to
 - ensuring patient correspondence is scanned and filed promptly in strict chronological order within the correct records, ensuring that all recent correspondence is available when patients are seen.
- Provide data information for practice plans and reports
- Report computer hardware and software problems
- Provide clerical assistance to the practice as required from time to time, including data processing, filing, photocopying, faxing and scanning
- Carry out unlocking and locking-up procedures, in accordance with practice protocols, and maintain the security of the premises
- Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.

5. Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers. This will include, from time to time, dealing with people who through illness or otherwise present with difficult behaviours
- Recognise people's needs for alternative methods of communication and respond accordingly

6. 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.

7. 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
- Following appropriate infection control procedures to ensure the control of potential hazards including handling of pathological specimens and personal hygiene
- Maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

8. 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 recognises 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.

9. 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
- Identifying own training needs and incorporate into individual Personal Development Plan
- Attending practice or external training sessions and team building exercises as required
- Participating as required with induction and training of new staff

10. Quality

The post-holder will strive to maintain quality within the practice, and will:

- Produce work to a high standard and promote quality at all times
- Assess own performance and take accountability for own actions, either directly or under supervision
- Effectively manage own time, workload and resources
- Alert other team members to issues of quality and risk
- 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
- Understand the importance of correct complaint handling, recording and referring on appropriately.

11. Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance and refer problems on immediately
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate
- Comply with staff rotas and practice good timekeeping
- Comply with the practice discipline and grievance procedures
- Participate in and contribute to general staff meetings