

Broom Lane & Kimberworth Park Medical Centres & Broom Valley Medical Centre

JOB DESCRIPTION

<u>JOB TITLE</u>	Receptionist – Fixed Term 1 year
<u>RESPONSIBLE TO</u>	Reception Supervisor
<u>GRADE</u>	R2.1 (Minimum wage applies)
<u>LOCATION</u>	Broom Lane and/or Kimberworth Park and/or Broom Valley Medical Centre

MAIN PURPOSE OF JOB:

The purpose of the role is to assist the doctors, nurses and attached staff to run their surgeries, thus providing the best possible care and service for the patients and to ensure that enquiries from patients are efficiently and courteously handled.

SPECIFIC OBJECTIVES/AIMS:

To receive and exchange routine information between Clinicians, Health Care providers, staff, patients and external agencies.

To act as the interface between the Practice and its patients, by using tact and persuasive skills when patients become frustrated and antagonistic.

To use your own initiative to deal with problems. Guided by Practice procedures and guidelines with Supervisor, Management team and Clinicians close by and available for advice.

KEY RESULT AREAS/RESPONSIBILITIES

1. On opening the premises check the Doctors rooms, waiting area and reception are heated/ventilated, clean and tidy.
2. Restoring telephone services on bank holidays and after training meetings, and transferring the calls to Out of Hours service in the evening.
3. Receiving patients on arrival.
4. To assist in organising patient appointments, and the passage of information to staff, patients and Health Care providers.
5. Data entry and retrieval for the clinical computer system
6. Dealing with computerised instructions from GPs and supervisors
7. Receiving and recording requests for home visits and following the correct practice procedure when organising these visits.
8. Dealing with enquires from patients, District Nurses, Midwives, Health visitors and hospital staff etc.

9. Ensure the surgery rooms are well stocked with stationery and equipment needed by the Doctors
10. Registering of new patients, amendments to patients details on the computer screen.
11. Distribution of Repeat Prescriptions to GP's for signing, and sort and file, ready for collection by patients and chemist.
12. Scanning and attaching of letters into patient records.
13. To assist the receptions supervisor in the planning and organizing of staff rota's
14. Tidy and ventilate the waiting room and Doctors rooms after surgery. Prepare for the next surgery.
15. Make tea and coffee for Doctors and colleagues on a rota basis, wash cups and tidy the kitchen.
16. Any other filing, record keeping and distribution of documents as appropriate
17. To undertake any duties as may be determined from time to time appropriate to the range of activities described above.
18. Undertake individual tasks allocated on a 6 monthly rota basis e.g. Stocking consulting rooms, tidying reception and ordering stationery etc.

OTHER DUTIES

1. Attend suitable courses as directed by the Partnership to enhance your skills either on site or external.
2. Attend all CCG sponsored events as directed by the Practice Manager.
3. Demonstrate duties to new staff or less experienced staff.
4. Use own initiative and resourcefulness to resolve problems which occur as part of day to day duties. Locating and providing appropriate patient documentation and helping to resolve minor problems.

GENERAL

1. The post holder will be expected to maintain strict confidentiality at all times.
2. The post holder will ensure that they are aware of and apply health and safety and fire precautions across the practice.
3. The post holder is to ensure data protection is maintained at all times.
4. The post holder will support the Practice as required, across the range of his/her duties as appropriate. In the context of rapid and ongoing change within the NHS and the Practice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.
5. This description is not meant to be an exhaustive list and it is expected that other delegated duties considered appropriate to the post will be undertaken and not unreasonably withheld.