

JOB TITLE: Medical Receptionist

REPORTS TO: Reception Manager

HOURS: Full Time

Job Summary:

Has the ability to communicate effectively with all members of the practice team and patients whilst working in a busy working environment. To be accurate with your work. To be welcoming, book patient appointments, help with patient queries and order medications. To maintain strict confidentiality at all times. To be flexible with working hours and days, as this is likely to change from week to week.

Job responsibilities:

- Booking various appointments via the phone, and Klinik System. Logging visits and other bookings in line with agreed policies.
- Informing patients of any results which they need to know and take action as guided from the GP / Nurse.
- Welcome patients politely and book as arrived on the computer system. Direct to the waiting area.
- Undertake the tasks from the task list daily and action tasks appropriately.
- To answer the telephone promptly and politely whilst dealing with general telephone enquiries from patients, other clinical professionals, and the general public.
- Ensuring duty visits are allocated to the appropriate doctor.
- Ensuring all chargeable medicals are paid for at the time of booking with the appropriate clinician.
- Prepare repeat prescriptions.
- Make appointments for patients to see Doctor, Nurse and other clinical staff associated with the Practice.
- Record messages for Doctor, Nurse and Administrative staff. This will include ensuring the telephone requests are allocated to the appropriate doctor.
- Respond to queries from patients, pharmacies, hospitals, nursing homes etc, whether by face-to-face contact, telephone, e-mail, fax etc.
- The above list of duties is not exhaustive and may be subject to change as deemed necessary.
- To communicate effectively with all members of staff, external health care professionals and patients.
- Helping the prescription clerk at the beginning and end of the day with running of repeat prescription request.

- Registering patients and sending welcome texts asking them to register for online services.
- Support colleagues within the reception team / prescription team.
- To keep a clean and organised workspace.
- To have a positive attitude towards problem solving.

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.

Health & Safety:

The post-holder will implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business.
- 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 across the business.
- Making effective use of training to update knowledge, skills, and initiate and manage the training of others.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.

- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers.
- Undertaking periodic infection control training (minimum annually).
- Routine management of own team / team areas, and maintenance of workspace standards.

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 recognizes 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.

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.

Quality:

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- 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
- Effectively manage own time, workload and resources

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.