

Job Description

Job Title:	Receptionist
Responsible To:	Reception Manager
Location:	Two Rivers Medical Centre
Accountable to:	Partners through the Practice Operations Manager and management team

Job Purpose

The receptionist is the first person that patients and visitors encounter on arrival at the center or on the telephone. As they represent the Practice they must ensure that they convey a competent, professional & welcoming first impression to all.

Job Responsibilities

1. Front desk
2. Telephone Access
3. Appointments
4. Recording Information
5. General
6. Professional Development
7. Confidentiality
8. Health and Safety
9. Security
10. Equality and Diversity
11. Communication
12. Duties specific to the post

1. Front Desk

- 1.1. Greet patients and direct them to the appropriate waiting area.
- 1.2. Greet visitors and ensure that they sign the Visitors Log prior to being admitted to any secure areas i.e. administration area, common room.
- 1.3. Deal with patient (and visitor) queries
- 1.4. Try to respond to customer feedback positively – offering to deal with any concerns that are raised within the limits of your own authority. If you are unable to address their concerns yourself offer to record them in the Comments book or advise them that they can ask to speak to a manager or the Senior Partner (if available).

2. Telephone Access

- 2.1. Deal with telephone requests and enquires
- 2.2. Respond to requests for test results, in line with practice protocol.
- 2.3. Record telephone messages and home visit requests
- 2.4. 999 emergency calls / non urgent 3 hourly calls on behalf of GP and record on S1

3. Appointments

- 3.1. Make and cancel appointments on the clinical system (S1)
- 3.2. Enter patients' clinic attendance on S1 and advise them of procedure for waiting and being called in

4. Recording Information

- 4.1. Ensure patient registration information is accurately recorded on S1– by verifying the details opportunistically (i.e. when patients arrive at the desk or telephone to make appointments)
- 4.2. Update patient registration details on the S1 clinical computer system
- 4.3. Register Temporary Residents on S1
- 4.4. Registrations - checking and submission of all new registrations
- 4.5. Updating patient records as necessary
- 4.6. Ensure completion of actions requested by clinical staff via Tasks to contact patients to advise of test results, to arrange appointments etc
- 4.7. Record Patient Deaths in line with Practice protocol.
- 4.8. Ensure that all relevant team members are informed about patients who have died and the necessary paperwork is completed.

5. General

- 5.1. Sort any mail which does not need to be scanned onto Workflow into GP/staff mail boxes.
- 5.2. Responsible for ensuring that the waiting areas are tidy, with out-dated posters or leaflets being removed or replaced
- 5.3. You are responsible for regular reading of your own S1 emails and file management (i.e. deletion of read emails and emptying the "Deleted files" folder).
- 5.4. Ensure that your workspace is maintained in a tidy, organised manner
- 5.5. Take payment for private charges informing patient of payee
- 5.6. Ensure Tasks as well as emails are opened, read and dealt with on a daily basis
- 5.7. Assist your shift leader or Reception Manager in production of rotas by providing cover, when requested
- 5.8. Receive items of Lost Property
- 5.9. Inform shift leader about complaints in accordance with Practice Policy

6. Professional Development

- 6.1. Pursue self-directed learning: identifying areas of weakness and taking steps to improve.
- 6.2. Complete significant event forms when these occur
- 6.3. Maintain continued education by attendance at appropriate courses and study days as agreed with the Practice Management team and GPs.
- 6.4. Educational meetings as arranged within the practice.

7. Confidentiality

Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

- 7.1. The data must be held under the terms of the Data Protection Act and binding its principals.
- 7.2. Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.
- 7.3. In the performance of the duties outlined in the Job Description, the post-holder will have access to information relating to the business. All such information from any source is to be regarded as strictly confidential. All information relating to the business of the Two Rivers Medical Centre is strictly confidential and must not be divulged to any unauthorised person.

8. Health, Safety and Welfare

In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.

The post holder will assist in promoting and maintaining their own and others Health, Safety, Welfare and security as defined in the Practices Health & Safety Policy and in accordance with The Health and Safety at Work Act to include:

- 8.1. Using personal security systems within the workplace according to practice guidelines.
- 8.2. Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks.
- 8.3. Making effective use of training to update knowledge and skills.
- 8.4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- 8.5. Managing risks and reporting.
- 8.6. You will be issued with an identity badge which you must wear at all time on site.
- 8.7. You are responsible for the security of any keys, smartcards, passwords, etc., issued to you.

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10. 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

11. 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
- Recognise people's needs for alternative methods of communication and respond accordingly

12. Duties specific to the post holder

Prescription Support: Jane Guy, Sarah Lankester, Angela Lamb

- 12.1. Process prescription requests submitted via fax, email, at the front desk or in the prescription box in the lobby from patients and/or the hospital
- 12.2. Process requests by accessing patients EMIS record, checking their current medication(s) then issue scrips (for routine repeat medication) – if medication review date is overdue attach a written note to the scrip for the GPs attention
- 12.3. Ensure that the prescription is allocated to the correct pick-up point i.e. collected from the surgery or sent to a nominated chemist/pharmacy
- 12.4. Record any changes i.e. if new medication is requested check "X" to ascertain whether this was a past medication, if so it can be reissued.
- 12.5. When a request is received that you feel should be reviewed by a GP prior to being issued you should complete a written note and attach it to the request.
- 12.6. Ensure prescriptions are collated for each GP to check and authorise

The above statements are intended to describe the general nature and level of work performed by employee assigned to this classification and are not intended to serve as an exhaustive list of all responsibilities, duties and skills required.

Duties of the post could vary from time to time as a result of new legislation, changes in technology or policy. In this event, appropriate training will be provided.

This Job Description does not form part of a contract of employment and may be amended from time to time in agreement with the post holder.

Post Holder	
Date issued	
Reviewed	