



JOB DESCRIPTION

JOB TITLE: RECEPTIONIST

REPORTS TO: ASSISTANT PRACTICE MANAGER

POST HOLDER:

HOURS:

Job Summary:

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

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

Job Responsibilities:

Administration

- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written policies and protocols
- Paper and electronic filing of post in medical records
- Fax and photocopy as requested

Reception

- Ensure an effective and efficient reception service is provided to patient and visitors to the Practice
- Deal with all general enquiries, explain procedures and make new and follow up appointments
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed
- Advise patients of relevant charges and processing payments for private services
- Be able to cover all reception positions as necessary
- Process appointment requests from patients by telephone and in person
- Process repeat prescription requests
- Deal with visit requests
- Receive payment for private services
- Process patients change of address, computer data and medical records

Telephone

- Have working knowledge of telephone system, during and after hours.
- Dealing with general enquiries from patients and other healthcare professionals
- Arrange transport for patients

Information Technology

- Have a good working knowledge of relevant areas of clinical systems and other programmes as appropriate to role.
- Demonstrate a good working knowledge of the practice policy on information governance.

Team Building

- Work effectively within the reception team and along side the administration, nursing and medical teams

Other Tasks

- Ensure building security – have thorough knowledge of doors/windows/alarm
- To actively participate in practice meetings when necessary
- Overtime covering for colleagues annual leave and sickness will also be required
- Any other reasonable tasks allocated by managers

Communication:

The post-holder will 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

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

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

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

This job description is not exhaustive and may be adjusted periodically after review and consultation.

SIGNED..... DATED.....