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| Title: | Medical Receptionist |
| Responsible To: | Surgery Team Leader / Surgery Team Manager |

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| Main Purpose of the Post: |
| To provide high quality reception and general office / administration tasks supporting the practice’s provision of excellent primary healthcare, and the smooth, effective running of the practice |

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| Duties & Responsibilities of the Post: |
| **Reception:*** Receive, assist and direct patients to access the appropriate service or healthcare professional
* Offer 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
* Deal with all general enquiries including booking, cancelling and amending appointments
* Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies
* Register new patients to the practice onto the Clinical System.
* Ensure urgent and home visit requests are recorded appropriately to ensure timely action
* Receive and make telephone calls as required.
* Promote online services to patients
* Advise patients of relevant charges for private services
* Take payment and issue receipts for any chargeable services, ensuring accurate record keeping

**Administration:*** Action prescription requests within the practice timeframe, liaising with pharmacies as appropriate
* Receive and disseminate incoming mail as appropriate
* Ensure any safeguarding report requests are passed to the PA to Operations Manager responsible for safeguarding in a timely manner
* Open / Close premises in line with procedure – including activation / deactivation of alarm.
* Ensure the premises are completely secure. Report any security issues accordingly.

**Confidentiality:*** As per both Government legislation and Practice policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to. Any infringements should be reported to the Operations Office immediately.

**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, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will 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
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal / Professional Development:**The post-holder will participate personal and professional development plans implemented by the Practice as part of this employment, to include:* Participation in an annual staff appraisal and performance review.
* 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 patient’s needs.
* Effectively manage own time, workload and resources.

**Communication / Information:**The post-holder should recognise the importance of effective communication within the practice and within their 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.

**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

**Any other delegated duties considered appropriate to the post.**This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties. Suggestions and discussions are welcome. Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. You are required to be flexible and the practice reserves the right to alter such fixed hours as may be considered necessary to ensure the surgery runs smoothly.Business operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1300 Saturday), with possible requirement for some future evening and weekend working as the business develops. |

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| **Criteria** | **Essential** | **Desirable** |
| **Knowledge** |  | Knowledge of clinical systems |
| **Skills** | Ability to work under pressure |  |
| Ability to prioritise |  |
| Excellent interpersonal skills |  |
| Attention to detail |  |
| **Experience** | Previous experience delivering high quality customer service | Previous experience in a healthcare setting |
| **Qualifications** |  | NVQ in Customer service or equivalent |