

Working together effectively to enhance the health and wellbeing of our communities.

JOB DESCRIPTION

| | |
|---------------------------|--|
| Job title: | Medical Receptionist |
| Reports to: | Reception Team Leaders |
| Accountable to: | Deputy Practice Manager |
| Key Relationships: | Reception Team Leaders and administration team GP team Patients Partners Management team Other clinical teams |
| Location: | Redbourn Health Centre, The Lodge Surgery, Highfield Surgery St Albans. |
| Practice Hours: | 7.45am to 6.30pm Monday – Friday and some Saturdays. AM and PM shifts required. |

Job Summary

Working in a busy Practice puts a Medical Receptionist in a special position of trust and responsibility. You must provide a friendly, efficient, and professional front-line service to patients, visitors, and the primary health care team both in person and by telephone. As the main contact for the Practice, the professional image and impression you project and the environment you maintain is essential to providing a positive experience with the Surgery.

A Medical Receptionist must have an excellent telephone manner, customer care, be organised and able to work under pressure during busy and difficult times. It is important to be able to help patient's access appropriate services and to manage various patient needs - no two days are the same. Once fully trained, there may be some lone working during less busy times.

The Practice utilises a variety of computer packages in the day-to-day running of the Practice and, whilst full training is provided, all members of staff are required to use these to support efficient systems and communication.

Location

The applicant will be working at Lodge Surgery, Normandy Road, St Albans and Highfield Surgery, Russet Drive, St Albans, Redbourn Health Centre, Hawkes Drive or any other location that the Surgery may operate its services from in the future.

Working together effectively to enhance the health and wellbeing of our communities.

Job Description

- Receive, assist, and direct patients in accessing the appropriate service or healthcare professional within Practice protocols.
- Ensure all communications are dealt with effectively and efficiently to include telephone calls, dealing with the eConsults submitted by the patients for both clinical and administrative requests, prescription orders and any other means of communication.
- Effectively utilise the Practice computer system including EMIS, eConsult, Electronic Prescribing Service, electronic mail and intranet to support patient care and communication.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments in a polite and helpful manner.
- Using Practice guidance and excellent communication skills ensure that patients access members of the clinical team within appropriate time frames organising appointments, telephone messages, home visits and any other means of communication. Ensure that the necessary information is received and recorded to provide safe patient care.
- When necessary, contact patients via telephone, letters, text messages or other appropriate means.
- Provide guidance on Practice services to new patients and those seeking temporary medical cover, and ensure procedures for looking after people from overseas are followed.
- Record requests for home visits taking all relevant details and, where necessary, refer to the Duty Doctor.
- Action prescription requests according to the Practice protocol.
- Advise patients on private services available at the Practice and the relevant charges. Collect private fees, issue receipts and record as required.
- Respond to patient notes, ensuring correspondence, reports and results are dealt with appropriately.
- Tidy and maintain the reception, waiting room, public areas and consulting rooms to provide a professional image and environment.
- Open up premises at the start of the day when first to arrive, de-activate alarm, immediately check access to computer and make all necessary preparations to receive patients such as unlocking rooms, turning on waiting room equipment and computers, opening blinds, etc.
- When last to leave at the end of the day, ensure that the building is totally secured, internal doors are locked, lights are off and the alarm activated.
- Provide information to patients on the Practice Complaints Procedure when necessary and, if party to a complaint, assist in the investigation process carried out by the Practice Manager.
- Provide training for other members of staff, medical students and any other visitors as appropriate to the post.
- Undertake any other additional administrative duties appropriate to the post as requested by the Partners, the Practice Manager or the Deputy Practice Manager.

Confidentiality

- The Practice must adhere to strict legal regulations regarding confidentiality and access to medical records. Requests to see medical records - whether by the patient, a professional or a colleague - is strictly at the discretion of the doctor.
- 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.

Working together effectively to enhance the health and wellbeing of our communities.

- 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.
- Failure to observe confidentiality constitutes gross misconduct and will lead to immediate dismissal.

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, to include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying risks involved in work activities and undertake 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.
- Reporting potential risks identified.
- Reporting accidents and incidents to the Practice Manager.

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 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.
- Participate in training and audit where appropriate.
- All members of staff are required to attend and participate in quarterly Practice training afternoons.
- In addition, at least four Support Staff Meetings will be held per annum to discuss current issues, share information and aid communication.

Working together effectively to enhance the health and wellbeing of our communities.

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, both 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 recognise the importance of effective communication in the team and strive to:

- Communicate effectively with colleagues, patients, carers and anyone else associated with the Practice.
- 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.
- Make recommendations to improve patient services and Practice efficiency.



Working together effectively to enhance the health and wellbeing of our communities.

| Medical Receptionist | | |
|--|---|--|
| Person Specification | | |
| | Essential | Desirable |
| Academic/ Vocational Qualifications | Good secondary education | Medical Receptionist training Customer Care training |
| Experience | Dealing with the public. Uses computer, either personally or professionally. | Experience in General Practice or other medical environment. Experience in customer care. |
| Knowledge/ Skills | Excellent communication skills Good handwriting Good English language Good telephone manner Computer literate - email, internet and Microsoft Word | Other languages Experience of using the EMIS web clinical system. |
| Qualities/ Attributes | Excellent customer care – approachable and caring Ability to work as part of an integrated multi skilled team Calm and able to deal with difficult situations Use own initiative Keen learner Able to work under pressure Professional and friendly personality Organised An understanding, acceptance and adherence to the need for strict confidentiality Able to work in a changing environment | |
| Other | Able to provide flexible working hours | |