

JOB DESCRIPTION

JOB DETAILS

Job Title:	Medical Receptionist
Grade:	Reception First Grade
Salary Scale:	£7.50
Hours of Work:	Full Time
Base:	Argyle Street Surgery and satellite sites

ORGANISATIONAL ARRANGEMENTS

Accountable to:	1. Assistant Practice Manager
	2. Senior Receptionist

JOB PURPOSE

To offer a courteous and responsive service for patients, acting as the focal point of communication between patients, doctors, clinical and administrative employees and attached staff.

DUTIES AND RESPONSIBILITIES

Telephone & call-handling:

- ❖ To receive telephone calls in a prompt and courteous manner.
- ❖ To handle patient or general enquiries, quickly dealing with the enquiry or passing to the appropriate department.
- ❖ To record all clinical requests in the correct way according to practice protocol, which will include same-day and routine appointments and home visits.
- ❖ To take and act upon requests for ambulance transportation.
- ❖ To record all messages for doctors according to practice protocol.
- ❖ To record all information taken over the telephone accurately.

Reception duties:

- ❖ To politely and efficiently greet patients or visitors presenting at the reception desk.
- ❖ To make 'same-day' and routine appointments with the clinical team, on the electronic clinical system, as requested.
- ❖ To operate and maintain a visitors book.
- ❖ To monitor the flow of patients and visitors through the waiting area.
- ❖ To explain practice arrangements and formal requirements to existing, new patients and temporary residents according to practice protocol.
- ❖ To explain practice arrangements to patients with a disability.
- ❖ To distribute patient prescriptions on demand and give advice on repeat prescription protocol.
- ❖ To advise patients of the relevant charges for non-NHS services, accept payment and issue receipts.
- ❖ To ensure that consulting rooms, waiting and reception areas are ready for each session and stocked with all necessary forms and stationary.
- ❖ To ensure that the reception area and waiting room is kept tidy.
- ❖ To be familiar with the patient complaint procedure.

Manual Document Management:

- ❖ To daily open, date stamp and distribute post according to practice protocol.
- ❖ To ensure that patient information hand-outs and poster information around the surgery is in good order and up-to-date.
- ❖ To retrieve patient notes according to requests from doctors and clinical staff.
- ❖ To re-file notes and keep filing area tidy and well organised.
- ❖ To complete and follow through with documentation associated with Smear Return Sheets.
- ❖ To ensure that Blue Bag is ready for collection by the Business Service Centre. To empty bag, date stamp and distribute where necessary.

Electronic Document Management:

- ❖ To undertake patient Change of Address details on the clinical system.
- ❖ To undertake recording of deaths and follow up with the necessary documentation.
- ❖ To scan incoming mail and documentation using the Tasks system.
- ❖ To monitor and oversee Temporary Resident details and the Registration Links.
- ❖ To daily monitor GP and nurse requests returning to reception on the Path Links and follow through requests.
- ❖ To give information to patients on the outcome of their blood or cholesterol tests from the clinical system, according to the practice protocol.
- ❖ To regularly check workflow and messages on the TASKS system, following through requests as required.
- ❖ To arrange repeat prescriptions as requested by the clinical staff.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your manager / lead nurse.

REGISTERED HEALTH PROFESSIONAL

All employees of the Argyle Medical Group who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to the General Manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Argyle Medical Group that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT

As an employee of The Argyle Medical Group, you are legally responsible for all records that you gather, create or use as part of your work within the Organisation (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the organisation). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Argyle Medical Group have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of the Argyle Medical Group are required to maintain the confidentiality of members of the public and members of staff in accordance with their policies.

Date Prepared:

Prepared By:

Date Reviewed:

Reviewed By:

Agreed By:

Employee's Name and Signature:

Date:

Agreed By

General Manager's Name and Signature:

Date:

The Argyle Medical Group is a non-smoking organisation and smoking is not permitted in the premises or grounds of the three practice sites.

PERSON SPECIFICATION - GUIDANCE

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements which a post holder requires to perform the job to a satisfactory level.

Job Title: **Medical Receptionist**

Grade: **1**

	<u>ESSENTIAL</u> The qualities without which a post holder could not be appointed	<u>DESIRABLE</u> Extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	Good identifiable level of education.	ECDL Basic database or word processing qualification.	Certificates
EXPERIENCE	Experience as a receptionist or front-line staff dealing with the public and answering the telephone.	Experience of working as part of a Primary Care team.	Application form and references
SKILLS	Computer keyboard skills Excellent interpersonal and communication skills. Excellent telephone manner and good numeracy and literacy.	Willingness to learn new skills and take part in personal and professional development	Application form and references
KNOWLEDGE	Knowledge of Windows and Windows applications	Knowledge of issues surrounding Primary Care. Willingness to learn new electronic systems.	Application form and references
PERSONAL ATTRIBUTES <i>(Demonstrable)</i>	Ability to work with doctors, nurses and staff of diverse backgrounds and experience. Patience and openness towards patients, some of whom may be difficult and demanding. Flexible and able to occasionally work unsocial hours.	Ability to identify own developmental and training needs and willingness to undergo appraisal.	Application form, references and interview.

Date Prepared:

Prepared By:

Date Reviewed:

Reviewed By:

Agreed by: Employee

Agreed By: Manager

Date Agreed:

Date Agreed: