

Field House Medical Group

Job Description

Job title: Medical Receptionist

Reports to: Reception Supervisor

Key Areas of Responsibility

- To ensure that all visitors and telephone callers to the practice are greeted professionally
- To manage the flow of patients arriving at the reception desk, for appointments, prescriptions or queries
- To ensure all telephone calls are managed appropriately
- To act as first point of contact for anyone accessing the practice for advice, information or support
- To ensure that repeat prescriptions are generated accurately and efficiently, within the 48 hours specified by the practice
- To support the GP's and Nurses in providing support to patients

The above description is not exhaustive and may be subject to review and amendment periodically

General Duties and Responsibilities

- Check the Reception Diary daily for variations in staff cover.
- Greet patients at reception, note their arrival and deal with any query or request as appropriate.
- Manage the flow of patients at the desk and in the waiting room
- Respond to all queries and requests for assistance from patients, doctors and other visitors.
- Basic patient triage / care navigation
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Receive specimens from patients ensuring all their details have been recorded whilst following the practice Health and Safety policy.
- Support and assist the Doctors during surgery times as required.
- Liaise with secondary care providers and arrange transport as necessary.
- Manage repeat prescription requests and handover including Chemists requests
- Obtain all of the necessary documentation for the registration of new patients.
- Assist patients with registration information and paperwork.
- File all patient information in electronic record and/or paper records.
- Maintain patient electronic medical record and access information when required.
- Print any paperwork for doctors or patients as necessary.
- Liaise with attached staff, including Health Visitors, District Nurses, Community Matron's, Counsellors, etc as required.
- Maintain and encourage adequate security measures
- Maintain the Health and Safety of all staff, patients and visitors.

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- Watch for and report to the Manager on behalf of the partners any matters affecting safety or security.
- Writing and dispatching routine and recall letters
- Answering general queries by telephone
- Photocopying documents
- Obtaining information from the computer
- Maintaining records, filing systems and computer files
- Assisting Operational Manager and Reception Supervisor as necessary
- Open and distribute the Practice post.
- Manage daily outgoing post.
- Ensure reception admin office and printers are stocked with the necessary paper and forms to enable receptionists to work without interruption.
- Check practice stationery and request reordering of supplies where necessary.
- Photocopy notes and other information
- Change details in records
- Any other duties as requested by the Doctors, Practice Manager or Senior Receptionist.

Management of Appointment System

- Ensure total familiarity with all appointment systems in effect, including regular and incidental variations.
- Book appointments and recalls, ensuring sufficient information are recorded to retrieve medical records.
- Monitor effectiveness of the system and ensure that action is taken to resolve any problems or effect variations as required.

Operating of Telephone System

- Receive and make calls as required. Divert and take messages as appropriate
- Ensure that system is operational at the beginning of each day and that any other telephone operations you are responsible for are undertaken.
- Deal with telephone queries/requests from patients, and act as liaison with the Doctors as necessary.
- Divert phones on and off the answer system at the beginning and at the end of the end of the day

Data Protection and Confidentiality Issues

- To ensure that when accessing data relating to patients, the information obtained and used is registered appropriately under Data Protection Act.
- To ensure that all information held centrally by the practice relating to the patient's health, medical treatment, personal details and registration details remains confidential to the practice and patient.
- To ensure that all requests for medical information about a patient from external organisations and patients family members is legitimate, complies with Access to Medical Records and other legislation, has the written consent of the patient and practice.

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Administration duties

- Open and distribute the Practice post.
- Manage daily outgoing post.
- Manage incoming post including scanning and coding.
- Ensure reception admin office and printers are stocked with the necessary paper and forms to enable receptionists to work without interruption.
- Check practice stationery and request reordering of supplies where necessary.
- Photocopy notes and other information
- Change details in records
- Sending recall letters

All members of staff must be prepared to take on additional duties or relinquish existing duties in order to maintain efficient running of the practice. The Reception Supervisor and Practice Manager reserve the right to re distribute duties and functions amongst members of staff from time to time and requests for such changes shall not be unreasonably refused

Principal Contacts

Administration staff

Nurses

GPs

Practice Manager

Other NHS service providers

Computer system provider

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Person Specification

Criteria	Essential	Desirable
Knowledge	GCSE Mathematics GCSE English	NVQ in Customer Service
Experience	Practical experience of working with others Experience of using own initiative Experience of customer service	Experience of working within a General Practice environment Practical experience of computerised recording systems
Skills	Excellent communication skills (Written and Oral) IT skills Analytical analysis Time Management and the ability to work to deadlines Negotiation and conflict management Problem solving skills Excellent interpersonal skills	Medical Terminology Read coding/summarising experience
Behaviours	Planning and organising Performing under pressure Adaptability Taking the initiative Team working Self motivated Flexibility Confidentiality	
Qualities and Attributes	An understanding, acceptance and adherence to the need for strict confidentiality Ability to use own judgement, resourcefulness and common sense Ability to work without direct supervision and determine own workload priorities Ability to work as part of an integrated multi-skilled team	An understanding of a General Practice environment An understanding of the Practice clinical system