

## **JOB DESCRIPTION: MEDICAL RECEPTIONIST**

**JOB TITLE:** Medical Receptionist

**RESPONSIBLE TO:** Office Manager; Practice Manager(s) and GP Partners

**Salary dependent upon experience**

**Part Time 20-25 Hours per Week**

**To facilitate the Doctor/Patient relationship in all aspects and to ensure that enquiries from patients, visitors and their families are handled efficiently and courteously.**

### **Clerical duties:**

- File and retrieve medical records as necessary, scan and file letters and other data, enter data onto the computer e.g. medication changes following hospital appointments and visits made by the GP's.
- Photocopying documents/medical records as requested.
- Arrange hospital appointments, liaise with hospital secretaries for letters, test results, follow up and urgent appointments etc.
- Taking and printing repeat and acute prescriptions.

### **Reception duties:**

- Ensure an effective and efficient reception service is provided to patients and any visitors to the practice.
- Open and prepare premises each morning, ensuring that all records, forms and equipment is available for the doctor (s) when a patient attends an appointment (e.g. blood test, cervical smear, minor surgery, childhood and other injections).
- 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.
- Answer the phone and deal with enquiries, explain procedures and arrange new and follow up appointments and requests for home visits.
- Take and relay mess clearly to the appropriate person, record the date and time the message is received (urgent messages should be passed to the appropriate person as soon as possible, if the relevant person is not on the surgery premises check with one of the partners/practice manager that it is ok to await their return).
- Handling and sorting specimens of laboratory specimens and test results, ringing patients who require treatment or follow up of such results.
- Action repeat prescription request and ensure they are ready for collection within the timescale given to the patient – usually 24 hours.
- Prepare and tidy consulting rooms, including ensuring that stationary and equipment's are on hand for the doctors during surgery consultations.
- Remove any confidential information from doctor's rooms at the end of each surgery.

### **General duties:**

- All staff is expected to make tea, coffee etc. for the doctors and to tidy away afterwards.

- To ensure that the premises are kept clean and tidy during working hours and not to leave boxes or any other equipment lying around that may be a hazard to another staff member or a visitor to the practice.
- All staff has a responsibility to ensure that the surgery is a safe environment, and any concerns should be reported to the practice manager or to a doctor.
- Ensure that consulting rooms and offices are locked when not in use to reduce the risk of theft.
- On leaving the premises in an evening ensure that all doors are locked the shutters are in place and all computers and electrical equipment is switched off unless otherwise stated.
- Process action's from GP's in Docman and pathology links – liaising with patients as appropriate.
- Please ensure that the reception area is tidy and ready for use for incoming colleagues, and to make sure that other colleagues are aware of any outstanding or unresolved and urgent matters.
- To be fully aware of and comply with Practice policies and procedures as per staff handbook.
- Any other duties or task that may become appropriate as requested by the Practice Manager or by the Doctor that will assist/maintain the smooth running of the practice.

#### **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 the Practices procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behave in a manner that is welcoming to and of the individual, is non-judgemental and respects their circumstances.

#### **Quality:**

The post holder will strive to maintain quality within the practice and will:

- Assess own performance and take accountability for their own actions either directly or under supervision
- Contribute to the effective of the practice, by reflecting on own and team activities and making suggestions on ways to improve and enhance team performance
- 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

**All staff has a duty for health and safety and infection control and should ensure they work in a way that does not pose a hazard to others. If any health and safety or infection control issues are identified they should be reported immediately to the office/practice manager.**

**This list is not exhaustive and it is likely that the post will evolve over time. Job content may be reviewed as necessary in consultation with the post holder, to reflect the changing nature of this post**

**Anyone interested should fill out the application form and send to Ms Sobia Anwar or Ms Iram Kazmi, Inspire Medical Centre, 2nd Floor Croft Shifa Health Centre, Belfield Road, Rochdale, OL16 2UY or alternatively hand it to the reception desk. We only accept CVs if they are attached with a cover letter.**