

JOB TITLE: RECEPTIONIST

MAIN PURPOSE OF POST: To provide a point of contact for patients and act as a focal point of communication between patients, Doctors and other medical staff.

RESPONSIBLE TO: Senior Receptionist

MAJOR DUTIES AND RESPONSIBILITIES OF THE POST:

RECEPTION:

- Ensure efficient running of appointment system and monitor flow of patients into Treatment/Consulting Rooms.
- Ensure patients without appointments but who need urgent consultation are seen in a logical and non-disruptive manner.
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover. Ensure procedures are completed.
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Respond to all queries and requests for assistance from patients and other visitors.
- Enter requests for sick certificates. Enter requests for home visits, and including all relevant information, and where necessary refer to Duty Doctor.
- Issue repeat prescriptions and liaise with Dispensary regarding any queries.
- Ensure Reception and Waiting Areas are kept neat and tidy.

MANAGEMENT OF APPOINTMENT SYSTEM:

- Ensure total familiarity with all appointment systems in operation, including regular and incidental variations.
- Book appointments ensuring sufficient information is recorded for the clinician.
- Monitor effectiveness of the system and report any problems or variations required.
- Monitor GP appointments and notify the patients if a GP is running 20 minutes or more late.
- Book requests for Home Visits.

MANAGEMENT OF MEDICAL RECORDS:

- Retrieve and re-file records as required, ensuring alphabetical order is adhered to.
- Ensure correspondence, reports, results, etc. are filed in correct order and recorded (scanned) on the computer as appropriate.
- Ensure records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover.
- Carrying out registration of new patients and temporary residents in accordance with Practice policies and procedures.
- Liaise with professions allied to medicine e.g. District Nurses, Health Visitors, Counsellors etc.

OPERATION OF TELEPHONE SYSTEM

- Receive and make calls as required. Divert calls and take messages as necessary.
- Ensure that telephone answering is carried out in accordance with Practice policies.

START AND END OF DAY PROCEDURES:

- Open up premises at start of day and make necessary preparations to receive patients.
- Ensure that the Consulting Rooms are prepared in readiness for each consulting session, checking full range of forms and requirements, and restocking as required. Monitor and reorder stationery when needed.
- Secure premises at end of day. Ensure premises totally secured, internal lights off and alarm set.

ADMINISTRATION:

- To assist with the Practice's clerical work as required. This may involve clinical data entry onto computer, issuing mail-merge letters, recording and extracting data for audit.
- To inform patients of their blood test results in a timely manner.
- Carry out tasks as delegated by the GPs to assist with GMS Targets and collection of health information.
- To have a thorough knowledge of all Practice procedures/protocols.
- To work in accordance of written protocols.

PERSONAL / PROFESSIONAL DEVELOPMENT

- The post holder will participate in an annual 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.

OTHER DUTIES:

- Keep staff kitchen area clean and tidy.
- Ensure awareness of responsibilities in relation to Health & Safety and Infection Control.
- Any other duty as shall reasonably be required.
- We also expect you to carry out reasonable instructions as issued by the employer.