

Parkbury House Surgery

Job Description

Job Title:	Receptionist / Call Handler
Accountable to:	Practice Manager
Line Manager:	Reception Manager
Working hours:	Part-Time: 16-24 hours per week (negotiable) Must be able to start at 08:30 and/ or end at 19:00 To include one Saturday per month (08:30 – 11:30)

Purpose and objective:

The role of receptionist / call handler/ administrator is to provide first point of contact to the surgery and to provide support to project a positive and friendly image to patients and other visitors, either in person or via the telephone, in order to support the business needs of Parkbury House Surgery. It is part of their role to signpost patients to the appropriate clinician or service.

To be responsible for undertaking a wide range of reception and administrative duties and the provision of general support to the multidisciplinary team.

Main Duties and responsibilities:

- Sign into Emis & Surgery Connect for prompt shift start time and welcoming each person entering the surgery.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Initiating contact with, and responding to, requests from patients, team members and external agencies.
- Facilitate effective communication between patients and clinicians.
- Data entry of new and temporary registrations/Patient Access.
- Process patients change of address – computer data entry.
- Process repeat prescription request in accordance with Practice guidelines.
- Assisting with checking-in the patients into their appointment, if necessary.
- Processing telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional.
- Taking messages and passing on information.
- Keeping the reception area free of clutter and ensuring any personal, patient identifiable information is out of patient view.
- File any scripts, letters, pathology forms, medical certificates and hand to patient when requested.
- Where availability allows answer incoming calls, ensuring one receptionist is free to deal with patients who have walked into the surgery.
- Ensuring the waiting areas are kept tidy at the start of morning and afternoon shift.

- Update plasma screen (behind reception) for morning surgery and afternoon surgery.
- Update self-check-in screen for morning and afternoon surgery.
- Direct patients to the correct waiting area.
- Be aware of all GP/nurse locations.
- Be aware if a GP is running late and notify any patients waiting to be seen.
- Assist any disabled patient if requested/necessary.
- Replenish surgery leaflets/forms held in the reception area.
- Request signature from third party when collecting items on patient's behalf.
- Be aware of patient confidentiality at all times.
- Take credit card payment when necessary.
- Ensure visitor's book is signed and confidentiality forms signed, when necessary.
- Call for assistance if queue at reception.
- Liaise with reception manager/ duty doctor in the case of any urgent requests, medical or admin.
- Explain triage system to all new patients.
- Ensure hand-wash gel is readily available and dispensers refilled.
- Ensure Infection Control checklist in Reception and waiting areas adhered to.
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of secretarial and clerical support to clinical staff and other members of the practice team, including but not limited to, Insurance/Solicitor requests, DVLA and DWP forms.
- To undertake all reasonable requests from Line Manager.
- Treat all patients fairly and equally.
- Seek assistance/advice when necessary.
- Work a Saturday morning in rotation with other staff.

This Job Description is solely a guide and an example of the kinds of job duties that the post holder is expected to undertake. This job description is not intended to be a complete list of duties and is subject to review as the work of the Department develops and resources change. An ability to adapt to new circumstances will be essential.

The job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

Confidentiality

- 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 information relating to Practice business matters 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 Line 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.
- 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.

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 and 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.

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It has been discussed and agreed that the job specification for this role does need to include a DBS (formerly CRB) check. This role may have one to one contact with children or vulnerable adults.