

KELVINGROVE MEDICAL CENTRE

JOB DESCRIPTION

JOB TITLE:	Medical Receptionist
LOCATION:	Kelvingrove Medical Centre, 28 Hands Road, Heanor, Derbyshire DE75 7HA
REPORTS TO:	Patient Services Lead / Senior Receptionist
ACCOUNTABLE TO:	The Partners / Practice Business Manager
SALARY:	Discussed at interview

JOB FUNCTION

- The provision of a comprehensive, effective, and efficient reception and administrative service within the Practice, liaising with the patients of the Practice, staff within the Primary Healthcare team and other agencies.
- 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.

DUTIES AND RESPONSIBILITIES

(This description is not an exhaustive list and will be subject to periodic review and amendment, in consultation with the post holder, as service needs change)

- To have a thorough knowledge of all Practice procedures
- To work in accordance with written protocols and policies
- To comply with health and safety legislation, information governance, security and confidentiality
- To provide a high-quality reception service to patients of the Practice, attending to their requests for appointments, prescriptions, certificates, general enquiries/queries
- To undertake computer data entry, including coding, to maintain an accurate and comprehensive database for use by the Practice
- Process repeat prescription requests in accordance with Practice guidelines
- Assisting new patients to register with the Practice, providing the necessary paperwork and checking returned paperwork is complete
- Registering new patients onto the computerised record system and removing patients who have left the Practice
- Arranging health promotion/chronic disease clinic appointments.

- Dealing with telephone calls in a professional and courteous manner, filtering and directing calls as appropriate, taking messages and ensuring they are delivered accurately and in a timely manner to the appropriate staff
- Advising patients of the relevant charges for private services e.g. insurance reports/medicals. Receiving and documenting payments
- Setting the Practice answerphone, when required
- Photocopying of medical records, when required
- Medical record tagging, when required
- Filing of documentation and records
- Scanning of documents
- Sorting post
- Shredding
- Receiving and checking deliveries
- Allocating rooms
- Maintaining the reception and waiting area, ensuring it is always presentable for patients and visitors and that relevant information is kept up to date i.e. Information leaflets/notice boards.
- Keeping own work area clean and tidy
- Chaperoning patients (when requested and with the appropriate training)
- Ordering of urgent patient transport.
- Locking up of premises - ensuring building security
- Provide refreshments for staff and visitors as required, washing up and keeping the kitchen area clean and tidy
- Any other tasks allocated by the Patient Services Lead / Senior Receptionist / Practice Business Manager/Practice Partners

COMMUNICATION

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers; being proficient and polite.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Communicate effectively with other agencies e.g. Attached staff, Secondary care, GP Practices, Chemists, Social Services

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 relating to confidentiality and the protection of personal and sensitive data.

- The post-holder must comply with Practice rules/policies relating to data confidentiality and security at all times.

QUALITY

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

- Maintain a professional attitude and demeanor, including courteous interactions with team members, line manager and others encountered in the course of work.
- Participate in selected quality management activities including audit.
- Be adaptable and comfortable dealing with changing priorities and be a team player.
- Actively contribute to the work of the clinical team, promote the standards of care expected and create energy and enthusiasm for the service.
- Provide support and cover for colleagues during periods of annual leave and sickness, when required, to ensure continuation of service provision.
- Alert other team members to issues of quality and risk.
- 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

COMPETANCIES/SKILLS

- Excellent communication and customer service skills.
- Good standard of education, GCSE English grade 'C' or above.
- Good IT/keyboard skills
- Excellent interpersonal skills
- Exhibit a professional attitude and demeanour, including courteous interactions with team members.
- Exhibit motivation.
- Be flexible with work schedules
- An ability to use resourcefulness, commonsense and by using local knowledge, respond to patient enquiries and requests.
- Be able to adapt to the varying demands and ongoing development within the Practice
- An understanding, acceptance and adherence of the need for strict confidentiality
- The ability to empathise with patients
- An understanding of the NHS; keeping abreast of any changes or reforms within the NHS

PERSONAL DEVELOPMENT

The post-holder will:

- Participate in any training program implemented by the Practice as part of this employment, including internal and external training.
- Recognise own development needs and identify how these can be met.

- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Attend Practice/staff meetings arranged by the Practice.

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 and safety, infection control and security policies. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking 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
- Actively reporting health and safety/infection control hazards and risks to the management. Reporting of faulty equipment
- Support the Practice in monitoring and maintaining Practice systems to ensure appropriate safety

EQUALITY & DIVERSITY

The post holder will support the quality, 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 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

This job description is not exclusive and will be reviewed and revised in consultation with the post holder and changing service needs.