



Department: Admin

Job Title: Receptionist

Reports to: Senior Receptionist/Reception Manager/Office Manager/Practice Manager

Responsible for: N/A

Date Written: November 2017

Purpose and Scope:

The post holder will receive, assist and direct patients in accessing the appropriate service or healthcare professional face to face or on the telephone.

The post holder will provide a high quality service within the Practice and will contribute new ideas to improve and enhance the team's performance.

The post holder will communicate effectively with patients, carers and team members, recognising that alternative methods of communication will be required on occasion.

The post holder will use their own initiative when dealing with problems and make any reasonable decisions on events as they occur.

The nature of this post requires confidentiality to be of paramount importance and the practice's policies and procedures relating to confidentiality and protection of personal and sensitive data should be adhered to at all times.

Responsibilities:

1. To receive, record and direct patients to the appropriate waiting area on their arrival in a sensitive, professional and courteous manner.
2. To answer general enquiries, explaining surgery procedures, making new and follow up appointments following established protocols and signposting to assist patients and optimize GPs time.
3. To receive and make calls as required ensuring documentation of actions are recorded, diverting calls and taking accurate messages as required.
4. To ensure that the telephone system is operational at the beginning of each day and logged in with personal login and patient log in screens are ready for use.

5. To ensure that the reception is covered at all times and patients are not left unattended when arriving or seeking further assistance.
6. Using own judgement ensure that patients without appointments but who need “urgent consultation” are seen in a logical and non-disruptive manner, and where necessary referred to the appropriate clinician.
7. To ensure the RIP board is kept up to date and GPs informed of new information.
8. To receive requests for authorised repeat prescriptions ensuring accuracy and diligence at all times. Where information received is incorrect or insufficient, or problems and queries regarding repeat prescribing are presented, ensure these are referred to the appropriate doctor for action.
9. With the exception of controlled drugs, prepare a prescription form ready for a doctor’s signature, using the computer system at all possible times. Ensure that requests for prescriptions are actioned where possible within one working day.
10. To explain practice arrangements and formal requirements to new patients and those seeking temporary cover ensuring procedures are completed accurately with the necessary NHS forms applicable to patients requests or needs.
11. To be aware of Child Protection and Vulnerable Adults issues and know how to act accordingly within the guidelines of the Practice’s policies for safeguarding.
12. To advise patients of relevant charges for private services, accept payment and issue receipts for same and record on patient record.
13. To ensure that familiarity with all appointments systems in effect including regular and daily duty doctor variations.
14. To keep patient records up to date using the practice computer system ensuring patient information is accurate at all times.
15. To check the photocopier supplied with paper, check emails, open and date stamp the post following office procedure, undertake filing, ordering and ICE forms as required.
16. To enter requests for home visits and doctor’s call backs as per practice procedure.
17. To monitor the effectiveness of the system and report any problems or variations as required.
18. To ensure the reception area is left clean and tidy and ready for use by incoming colleagues, and that they are informed of any unresolved or urgent matters. To ensure waiting area and playroom are kept tidy.
19. To ensure that consulting rooms are prepared for each day, checking that all forms and requirements are available and restocking as required and at the end of the day they are left tidy and secure.
20. To receive and check personal data on specimens and put in sluice for nurse assistants.
21. To handle and record vaccines requested by doctors or nurses.

22. To empty the dishwasher and any fridge items that are out of date.
23. To ensure observance and adherence to the Health and Safety at Work Act 1974.
24. To participate in staff meetings, 1-2-1 meetings and the appraisal scheme and undertake training appropriate to the development of the job role and in line with the Practice's statutory obligations.
25. To work to the agreed standards, policies and procedures and protocols of the Practice and be fully conversant with emergency procedures.
26. To carry out other duties as directed by the line manager/Practice Manager which are consistent with the duties and responsibilities of the post.