JOB DESCRIPTION

## JOB TITLE: MEDICAL RECEPTIONIST

**REPORTS TO: OFFICE MANAGER**

**Job summary:**

The post holder will provide a high quality and responsive reception service to all patients ensuring that the reception runs efficiently and in accordance with the practice requirements.

**Job responsibilities:**

**General Duties**

* To make appointments and book patients in when they arrive for an appointment in accordance with the practice appointment system and to provide a helpful and friendly service to patients ensuring also that the reception area is tidy and welcoming.
* To answer telephones promptly ensuring that all in-coming lines are covered at all times.
* To comply with the practice protocol for the printing of prescription requests and queries.
* To comply with the practice procedure for the registration of new patients, temporary patients, private patients and those seen as emergency or immediately necessary.
* To comply with practice protocol for the collection of results from the hospital on a daily basis and advise patients of any action/advice requested by the GP.
* To follow practice procedure regarding letters that arrive at the surgery either externally by post or internally from the hospital.
* To comply with the protocols in place at the practice for the scanning/indexing and workflow of correspondence.
* To comply with the protocol for deducting patients who have moved out of the practice catchment area and to follow the procedure for making up records for a new patient when their medical records are received from their previous surgery.
* To comply with all relevant practice procedures, regulations and protocols and to maintain confidentiality at all times with particular reference to patient records.
* To liaise with the Office Manager and/or Practice Manager when required and follow instructions from them when necessary.
* To act as receptionist to a named GP or nursing team.
* To undertake any other duties as deemed appropriate by the Practice.

**Training and personal development**

* To participate in an annual appraisal and personal learning and development plan.
* To take responsibility for own development, learning and performance.
* To complete online training and attend courses offered.

## Liaison

* To work closely with all staff within the practice to ensure that good practice is followed and issues are resolved before they escalate. To report any unresolved problems to the relevant member of the senior management team.
* To establish and maintain good liaison with other surgeries and agencies including secondary care to ensure high standards of patient care.

**Meetings**

* To attend and contribute to practice and external meetings as required.

**Confidentiality**

* To ensure that national guidelines and regulations regarding information governance are followed and that any breaches are reported to the data and information manager who is the nominated Caldicott guardian.
* To ensure that staff information is managed in accordance with practice guidelines.
* To ensure that any information relating to the practice as a business organisation is treated as strictly confidential.

**Health & safety**

* To follow the health and safety policies and procedures of the practice and any national and local guidance and regulations.
* To use personal security systems within the workplace according to practice guidelines
* To have knowledge of and apply national standards of infection control and cleanliness.
* To actively identify, report and correct any health and safety hazards and infection hazards immediately when recognised.
* To keep own work areas and general/patient areas clean and well organised.

**Equality and diversity**

* To act 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.
* To respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* To behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

**Quality standards**

* To alert other team members to issues of quality and risk.
* To assess own performance and take accountability for own actions, either directly or under supervision.
* To 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.
* To work effectively with individuals in other agencies to meet patient’s needs.
* To effectively manage own time, workload and resources.

**Communication**

* To communicate effectively with other team members.
* To communicate effectively with patients and carers.
* To recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the implementation of services**

* To apply practice policies, standards and guidance.
* To participate in audit where appropriate.

**This job description is subject to regular review.**