



Job Title:	Receptionist
Accountable to:	Practice Manager

JOB SUMMARY

To act as a focal point to the patients between the GP's, Practice Manager and other members of the primary health care team, ensure administrative and clerical duties within the Practice are carried out within the Practice's guidelines and policies and that the day-to-day patient administrative activities of the Practice are carried out accordingly.

MAIN DUTIES AND RESPONSIBILITIES

1. Reception and Appointment system

- a) Ensure total familiarity with all appointment sessions
- b) Book appointments either face to face or via the telephone
- c) Monitor flow of patients in the waiting room ensuring the appointment system accurately reflects the arrival of patients
- d) Be the first point of contact for patients who are having difficulty
- e) Dealing with patient enquiries both by telephone or face to face
- f) Preparing doctors rooms between surgeries
- g) Providing patients / pharmacists repeat prescriptions

2. Administration

- a) Dealing with patient tasks from Doctors
- b) Entering details onto the patient computer medical records
- c) Producing summary printouts and printed documentation as required by community staff, secondary care and the patient
- d) Generating repeat prescriptions
- e) Registering temporary and regular patients on to the computer system

3. General Duties

- a) Be involved generally in the maintaining and encouraging of adequate security measures e.g. locking doors, setting security alarm where relevant. Complying with IG and smartcard security
- b) Leave desk tidy at the end of each day.
- c) Maintain the Health and Safety of all staff, patients and visitors.
- d) Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity with the agreement of the Practice Manager.
- e) Comply and familiarise yourself with the Practice's policies and procedures.
- f) Carry out any other duties as reasonably requested by the Doctors, Practice Manager or Assistant Practice Manager.

4. Health and Safety responsibilities

- a) 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:



- a) Using personal security systems within the workplace according to Practice guidelines
- b) Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- c) Making effective use of training to update knowledge and skills
- d) Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- e) Reporting potential risks identified

Equal Opportunities: - We are an equal opportunities employer and welcome all applications from suitably qualified and eligible candidates irrespective of age, disability, gender, sexual orientation, race or religion, marital status or maternity.

Right to work: - Candidates outside of the European Economic Area and do not already hold a self-gained right to work, we recommend you check the Home Office eligibility requirements before making an application. Successful candidates must have permission to work in the UK by the start of their employment.

Safeguarding: - Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

JOB DESCRIPTION REVISION

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the effective running of the practice

	JD review date	Reviewed by	Confirmed by employee
Q1			
Q2			
Q3			
Q4			