# SWANAGE MEDICAL PRACTICE

Job Description –Receptionist

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| **Job Title:** | Receptionist |
| **Responsible to:** | Reception Manager/ Practice Manager |
| **Job Purpose:** | To ensure that the reception area of the Practice runs smoothly, provides a high level of service to patients, our clinical team and other members of the Practice team |

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| **Duties and Responsibilities** |
| **General Reception Duties** |
|  | Making appropriate appointments following Practice policy |
|  | Dealing with home visit requests |
|  | Dealing with general enquiries and complaints |
|  | Dealing with task notes from GPs and other Healthcare Professionals |
|  | Liaising with other departments, i.e. Practice Nurses, Medical Secretaries etc. |
|  | Contacting other providers i.e. hospitals, health centres etc. |
|  | Greet and direct patients and visitors |
|  | Handing out prescriptions |
|  | Collect payments from patients for non-NHS services |
|  | Dealing with the paperwork for temporary residents |
|  | Dealing with general enquiries and complaints both verbally and via email |
|  | Input and extract information accurately from Practice computer system |
| **Scanning** |
|  | Scanning all relevant paperwork into the electronic records of the patients following Practice policy. |
| **Prescriptions** |
|  | Dealing with all requests for repeat prescriptions, both by paper FP10s and Electronic prescriptions  |
|  | Dealing with queries relating to repeat prescriptions, from GPs, pharmacies and patients |
| **General** |
|  | Observe all Practice Policies including confidentiality, Information Governance and Health and Safety all times |
|  | General housekeeping (e.g. keeping reception and waiting areas tidy) |
|  | Make refreshments for doctors and other team members |
|  | Any other reasonable duties as necessary |

Specimen Person Specification – Receptionist

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| **Job Title:** | Receptionist |
| **Recruiter:** | GP Partners |
| **Date:** | Nov 24 |

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| Qualifications | **Essential** | **Desirable** |
| Good standard of general education | ✓ |  |
| GCSE Mathematics C or above | ✓ |  |
| GCSE English C or above | ✓ |  |
| NVQ in Customer Care |  |  ✓ |

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| Experience | **Essential** | **Desirable** |
| Experience of reception work | ✓ |   |
| Experience of working within General Practice |  | ✓ |
| Experience of Care Navigation  |  | ✓ |

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| Skills | **Essential** | **Desirable** |
| Excellent communication skills (Written and Oral) | ✓ |  |
| IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Time Management and the ability to work to deadlines | ✓ |  |
| Problem solving skills | ✓ |  |
| Interpersonal skills | ✓ |  |

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| Behaviours | **Essential** | **Desirable** |
| Smart, polite and confident | ✓ |  |
| Planning and organising | ✓ |  |
| Performing under pressure | ✓ |  |
| Adaptability | ✓ |  |
| Using initiative | ✓ |  |
| Team working | ✓ |  |
| Self motivated | ✓ |  |
| Flexibility | ✓ |  |
| Confidentiality | ✓ |  |

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| Knowledge | **Essential** | **Desirable** |
| Knowledge of SystmOne |  | ✓ |