

JOB DESCRIPTION

JOB TITLE	Patient Services Team (Reception & Administration Support)
REPORTING TO	Patient Services Manager
Hours	up to 24 hours per week
Salary	£16,000 to £18,000 (pro rata) depending on experience

Job Summary:

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

To ensure that all reception and administration related duties are undertaken promptly and efficiently.

KEY AREAS OF RESPONSIBILITY

Reception

- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Deal with all general enquiries, explain procedures and make new and follow-up appointments.
- Communicate test results using taught skills and ensuring accuracy
- Participate on a daily basis in task management within EMIS tasks and ensure that tasks are kept up to date at all times
- Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Enter requests for home visits, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
- Advise patients of relevant charges for private (non Personal Medical Services) services, accept payment and issue receipts for same.
- Enter patient information on to the practice clinical system as required.
- Book patient transport when requested, ensuring that patients meet the eligibility criteria
- Open incoming post in a timely fashion and distribute to other practice teams promptly and accurately
- Respond to patients requests and enquiries about prescriptions and refer issues to the prescription administrators as appropriate

- Premises:
 - Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
 - Keep your working environment clean, tidy and free from clutter at all times.
 - When last to leave at the end of the day, ensure that all windows are closed, all confidential waste removed from consulting rooms and the building is ready to be secured by the cleaners when they finish
- Ensure that all new patients are registered onto the computer system promptly and accurately
- Actively participate in Practice Training to ensure you provide a high level of service for the practice. This will mean you may need to attend a training session outside of your normal working hours.
- Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.

Administrative Support to the Clinical Team

- a) Ensure that repeat prescriptions are completed accurately and efficiently, following practice protocol at all times;
- b) Deal with GP Links including the amendment and deduction of patients' records;
- c) Monitor incoming electronic test results to ensure prompt review by clinicians;
- d) Data entry of new and temporary registrations and relevant patient information e.g. smoking status, BP, ethnicity, medication from hospital letters;
- e) Scan all patient information in computerised record i.e. medical documents, hospital reports and letters as necessary;
- f) Retrieve paper notes from storage units as requested;
- g) Photocopy documents as required;
- h) Deal with referrals to primary and secondary care services via Choose & Book;
- i) Action tasks set by clinicians via the clinical systems and email;
- j) Open, stamp and distribute practice post as instructed.

Data Duties

- a) Reviewing medical records of new patients, inputting and summarising medical history.
- b) Registering patients;
- c) Read coding medical data into clinical system and computerised medical record of patient;
- d) Take part in performance improvement activities related to call and recalls for patients (i.e. QOF and PMS lists).

General Duties

- a) Be involved in the maintaining and encouraging of adequate security measures e.g. locking doors, setting security alarm where relevant.
- b) As per the rota, ensure that all clinical rooms are stocked appropriately. This should be done twice per day, prior to each morning and afternoon session.
- c) Leave desk tidy at the end of each day.
- d) Maintain the Health and Safety of all staff, patients and visitors.
- 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 Patient Services Manager.

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

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 & Safety Policy, to 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
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes 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.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- 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.

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

This Job Description is accurate at January 2019 and outlines the main responsibilities of and standard to be achieved by Reception staff. It does not claim to be exhaustive and job holders will be asked to perform other reception-related duties as and when required.

Person Specification

		ESSENTIAL	DESIRABLE	0 - 5 *
APPEARANCE / PRESENTATION	Well presented Prepared for interview	*		
QUALIFICATIONS	Gcse's C A Level Standard Receptionist Or Administration Qualification	*	*	
EXPERIENCE	Receptionist Administration Gp Practice Receptionist	*	*	
FLEXIBLE	Work Different Shifts With Notice Work Late Shifts Work Weekends On Rota	*		
UNDERSTANDING OF JOB	Some Understanding Full Understanding	*	*	
COMPUTERS	Experience Of Word Excel Database		*	

*Requirements met: 0 = not met / 5 = fully met