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| ***Name:*** |  |
| ***Job Title:*** | Receptionist / Administrator |
| ***Reports To:*** | Operations Manager / Practice Manager / GP Partners |
| ***Hours:*** | Refer to job advertisement |

**Job Summary:**

The purpose of the role is to:

* To act as medical receptionist dealing with receiving patients, making appointments, and dealing with requests for visits and taking messages.
* Offer general assistance to the surgery team and project a positive and friendly image to patients and other visitors, either in person, via the telephone or in written communication.
* Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
* Undertake a variety of administrative duties to assist in the smooth running of the surgery including the provision of secretarial and clerical support to clinical staff and other members of the surgery team.
* Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

**Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the surgery administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Operations Manager / Practice Manager, dependent on current and evolving surgery workload and staffing levels:

**Reception:**

* Opening up / locking-up of surgery premises and maintaining security in accordance with surgery protocols.
* Booking appointments for patients, face to face / by telephone or via email, handling requests for home visits and taking messages, ensuring callers are directed to the appropriate healthcare professional
* Monitoring the waiting room and guiding patients to rooms if required.
* Processing and distributing incoming (and outgoing) post, emails and Accurx communications.
* Ensuring post is collected regularly each day by OCS Facilities team.
* Actioning tasks allocated to reception team / personal tasks.
* Processing repeat prescriptions in accordance with surgery guidelines.
* Dealing with requests for test results; being aware of the rules of confidentiality.
* Receive patient samples ensuring labelled correctly being aware of infection control guidelines, ensuring samples are collected regularly each day by OCS Facilities team.
* Register new & temporary patients using the GP Registration links system.
* Read code data on SystmOne.
* Support patients with requests for information i.e. SAR, insurance / Solicitors’ letters and DVLA forms, referring to relevant teams members where appropriate.
* Utilise scanning equipment and software to scan all incoming clinical letters / relevant documentation in order of urgency and date received, taking account of colour, paper size, and multi-paged documents
* Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
* Providing clerical assistance to surgery staff as required including word/data processing, filing, photocopying and scanning.
* Taking payment and recording receipt of non NHS services as appropriate.
* Follow surgery policy in relation to complaints received.
* Keeping the reception area, notice-boards, and leaflet dispensers tidy / free from obstructions and clutter. Ensure documentation is up to date.
* Stocking of documentation to clinical rooms / reception and admin areas, re-ordering as required.
* Provide information/support options to Carers & record/code appropriately on surgery system.
* Utilise photocopier as required.
* Maintain cycle of computer server backup tapes – changing in line with protocols.
* Provision of refreshments for staff and visitors as required/requested; washing, drying up, keeping the kitchen area clean and tidy to enable cleaners can access.
* Replenish refreshments on regular basis from stock provided.
* Using reception checklist to ensure duties completed.

Where required as a business need, training will be provided and there will be an expectation to support with secretarial administration

**Secretarial:**

* Producing referral, fast track, & all work related to patient referrals.
* Support reception team with referral / secretarial queries.
* Keeping referral spread sheets up to date to allow timely collation of data.
* Maintaining an up to date electronic address book in SystmOne.
* Maintaining up to date electronic templates for all appropriate referral pathways.
* Use eReferral / Triage System to complete referrals.
* Maintaining referral data in E-Referral Worklist on a weekly basis
* Process requests for information i.e. DSAR, insurance / solicitor’s letters and DVLA forms
* Monitor & develop protocols for secretarial processes, in conjunction with other members of the team, developing office and secretarial practices to continually improve service delivery
* Collate referral data as requested by management.
* Contact contract hotline at ICB to report issues as necessary & record outcome.
* Computer data entry/data allocation & collation; processing & recording information in accordance with Practice procedures.
* Initiating contact with & responding to information requests from patients, other team members & associated healthcare agencies / providers.

**Private Medical:**

* Deal with applications for private medical reports, including life assurance, accident a& sickness claims, disabled badges, collaborative fees & criminal injuries claims. The processes include:-
  + Issuing invoices & seeking payment for private work prior to completion.
  + Following up incomplete work.
  + Dealing with telephone calls from patients, & third parties as appropriate.
* Deal with requests for access to medical records & reports in accordance with the relevant legislation, ensuring that appropriate ‘consent’ to access has been obtained from the patients for third party access.
* Keeping a record on the Clinical System of all private work in progress & payments received using a template.
* Arranging private medical examinations with the partners as & when appropriate, e.g. HGV medicals.
* Keeping copies of medical reports either scanned onto patients’ computer records or in patients’ manual records.
* Referring to the Operations Manager / Practice Manager for advice relating to any ‘requests for reports’ that are not routine.
* Producing medical legal work in line with protocol & updating guides regularly

**General:**

* Completing significant event reports as appropriate.
* Reporting of IT/ operation faults to external organisation.
* Dealing with feedback in a timely fashion in line with complaints policy to minimise formal complaints.
* Staff may be asked to undertake Chaperone duties during clinical examinations – training will be provided.
* Constant promotion of the surgery and its team to ensure positive and calm image.
* Safe disposal of confidential waste.
* Attend team meetings as requested.
* Working with all team members and utilising system and knowledge of pathways to find solutions.
* Any other duty that may be deemed necessary by the surgery team.

**Confidentiality:**

* To maintain patient and practice confidentiality at all times.
* 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, their carers, surgery 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 surgery may only be divulged to authorised persons in accordance with the surgery 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, the surgery Health & Safety Manual, the surgery Infection Control policy and published procedures. This will include:

* Using personal security systems within the workplace according to surgery 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.
* Active reporting of health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role.
* Undertaking periodic infection control training (minimum annually).
* Reporting potential risks identified.
* Acting as Fire Marshall as required.

**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 recognises the importance of people’s rights, interpreting them in a way that is consistent with surgery 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 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 surgery 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.
* Complete mandatory e-learning / training relevant to role.

**Quality:**

The post-holder will strive to maintain quality within the surgery, 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 recognise the importance of effective communication within the team and will strive to:

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

**Contribution to the Implementation of Services:**

The post-holder will:

* Apply surgery 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.

**Job description revision:**

* This job description is intended to provide an outline of key tasks & responsibilities only.
* There may be other duties required of the post consummate with the position. The responsibilities may be amended to take into account development of the post & the surgery.
* It is an expectation that all members of staff should be able to take on additional hours or relinquish existing duties as requested by the management team / GP Partners, in order to maintain the effective running of the business.

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy and read this job description, which outlines the roles and responsibilities of my position at Helix Medical Centre.

Employee Signature Date

Manager Signature Date

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| Copy to | Employee Personnel File |

The person specification for this role is detailed below.

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| **Person Specification – Receptionist / Administrator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Educated to GCSE level or equivalent | ✓ |  |
| GCSE Mathematics & English (C or above) |  | ✓ |
| AMSPAR Receptionists Qualification |  | ✓ |
| NVQ Level 2 in Health and Social Care |  | ✓ |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience of administrative / receptionist duties |  | ✓ |
| Experience of working in a health care setting |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| Strong IT skills | ✓ |  |
| Clear, polite telephone manner | ✓ |  |
| Competent in the use of Office and Outlook | ✓ |  |
| Systmone user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to work as a team member and autonomously | ✓ |  |
| Good interpersonal skills | ✓ |  |
| Problem solving & analytical skills | ✓ |  |
| Ability to follow policy and procedure | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.