



JOB TITLE: MEDICAL RECEPTIONIST

REPORTS TO: RECEPTION MANAGER

HOURS: 20-25 hours per week (plus 1 Saturday morning on average 12 weeks)

The Birchwood Practice based in Creekmoor, Poole are a friendly, 4 GP partner practice with over 9000 patients. We are currently looking to recruit a capable, enthusiastic and committed Medical Receptionist with good IT knowledge and excellent communication and interpersonal skills to join our successful team. Experience of SystemOne and working in the NHS would be an advantage but is not essential. You will be required to work at both practice locations on a pro rata system.

Job Summary:

To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other staff, both medical and administrative.

Reception Duties:

Front Reception Desk

- Putting patient's names on surgery list electronically
- Making appointments for surgery
- Making appointments for nurses
- Making appointments for and liaising with outside services
- Handing out prescriptions and sick notes
- Taking payments for medicals and forms, etc
- Issuing Hearing Aid Batteries
- Dealing with requests for hospital results, investigations and all other patient enquiries

Answering the Telephone

- Answering telephones and dealing with enquiries relating to appointments and results
- Taking home visits, putting details into the diary, printing a summary for doctor together with details of the problem noted in the duplicate book
- Contacting patients and hospitals regarding results and faxing relevant documents
- Taking messages for District Nurses and entering into their book

Medical Records

- Retrieving paper records for doctors as requested both via Workflow Manager – Tasks and verbal requests
- Filing paper records away
- Scanning results and letters from post
- Taking patient paper records through to doctors' rooms during surgeries if requested

Post

- Opening and distribution of internal Health Authority/Hospital post
- Opening and distribution of normal outside post
- Franking letters left in post tray and ensuring they are taken to the post box

General Duties

- Adding data to computer e.g. summaries, change of address, etc.
- Dealing with Out Of Hours reports daily via Workflow Manager
- Photocopying
- Scanning
- Faxing
- Issuing of prescription pads to doctors and making a note of numbers in book
- Tidying doctors rooms, turning off lights, checking and changing bed rolls if required, turning off computers at the end of the day
- Emptying doctors out trays and tidying contents, i.e. put prescriptions away, etc.
- Tidying waiting room
- Opening up/locking-up of practice premises and maintaining security in accordance with Practice protocols
- Room allocation for doctors other than partners
- Action Patient Notes/Tasks
- Action maternity discharge summary which has been faxed from maternity unit adding data to computer and generating a post-natal slip which is passed to the receptionist who is responsible for making appointments for immunisations
- Printing of daily prescriptions
 - a) Add any new drugs from hospital letters or doctors' notes.
 - b) Make changes from brand name to generic name, attach standard "Generic Letters" to patients' prescriptions.
- Make tea and/or coffee, washing up if needed
- Chaperone patients during examinations with doctors as requested
- GP Links for registration of patients
- Register new patients
- Typing of any letters to patients re change of appointments, attending and making appointments, etc.
- Stocking up all forms, patient hand-outs, etc on reception desk
- Making sure that the stationery supplies do not run out and items are ordered beforehand
- Patient leaflets are stocked and tidied

Confidentiality:

- In the performance of 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 practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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 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:

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

As we envisage future development within the practice, duties will be subject to change. A flexible approach is therefore required.