

Marazion Surgery

MEDICAL RECEPTIONIST



We are looking for a cheerful, conscientious and adaptable person to join our team.

Applicants should possess GCSE Grade 'C' or equivalent in English and Mathematics and have a good level of general education together with previous reception experience. Candidates should have computing/keyboard skills and be able to work as part of a team and on their own initiative. Excellent communication skills and a confident telephone manner, common sense, a willingness to learn and the ability to remain calm under pressure are essential attributes of any applicants. Previous experience as a Medical Receptionist in a General Practice would be advantageous.

Flexibility is essential to this post.

Benefits include optional pension and uniform provision.

REHABILITATION OF OFFENDERS ACT: This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a DBS Disclosing and Baring check before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

WORKING TOWARDS EQUAL OPPORTUNITIES

Job Description:

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| TITLE: | MEDICAL RECEPTIONIST |
| GRADE: | Salary negotiable, depending upon experience |
| HOURS OF WORK: | 37 hours per week |
| DEPARTMENT: | Reception |
| RESPONSIBLE TO: | Practice Manager / Reception Supervisor |

Job Summary:

The Receptionists provide efficient and effective support within the Practice. The primary role is to receive and assist patients, making appointments, dealing with all enquiries and problem-solving; to liaise with the multi-disciplinary team and patients as regards the smooth uneventful running of all clinics. A calm, confident telephone manner, excellent communication skills, knowledge of General Practice and the NHS, as well as good IT skills to input data, is essential to this post. The post-holder will provide cover for colleagues in such times as annual leave or sickness.

Main Duties and Responsibilities:

COMMUNICATION:

- 1) To ensure communications between the patients, clinicians and other agencies are of a high standard.
- 2) To maintain effective communication with all members of the clerical team, to ensure that any problems arising are resolved efficiently and effectively
- 3) To ensure confidentiality is maintained at all times
- 4) To attend regular Departmental Meetings, and other meetings as requested

RECEPTION:

- 5) To receive, advise and direct patients, visitors and members of staff who attend the Practice
- 6) To book clinic appointments and record outcomes in accordance with departmental procedure
- 7) To monitor appointment/clinic activity levels advising medical staff and management of potential problems
- 8) To act promptly upon incoming telephone calls in a professional manner, including working on the main switchboard
- 9) To liaise with the Practice Manager, Administrators, Doctors, Clinicians, Nurses, and Dispensers, to ensure the efficient and uneventful running of clinics on a daily basis
- 10) To liaise with patients to ensure the efficient running of clinics
- 11) To take accurate and detailed messages, and ensure that all are dealt with by the end of the day
- 12) To give out test results to patients, following practice guidelines
- 13) To deal with all emergency patient attendances, including responding to panic alarms and locating emergency medical equipment
- 14) To provide information and basic medical advice, following protocols, to patients and their carers

ADMINISTRATION:

- 15) To maintain efficient filing systems, both paper and computer based
- 16) To ensure the prompt distribution of all incoming mail, including scanning and assigning to patients' computerised medical records
- 17) To check all stores and orders as they arrive on the premises and ensure the administrator is informed
- 18) To maintain pending lists for specialist clinics
- 19) To ensure Medical Records procedures are followed

- 20) To maintain and update the literature and equipment cupboard on a regular basis and inform the Administrator to reorder
- 21) To maintain stock of medical supplies, reordering from Health Authority as required
- 22) To arrange patient transport, as routine or urgent, by ambulance or car

TECHNICAL:

- 23) To maintain and update information on the computer systems as required
- 24) To maintain and update computerised audit data
- 25) To maintain and update the demographic details provided by patients

TRAINING/EDUCATION:

- 26) To be familiar with the location of relevant policy and guidance material and aware of their contents
- 27) To participate in appraisal and relevant developmental activities including mandatory training
- 28) To assist with the induction and training of new staff and any work experience students
- 29) To attend annual first aid and basic life support training including use of defibrillator

MANAGERIAL INSTRUCTIONS:

- 30) To ensure all procedures are adhered to for each task
- 31) To maintain the highest standards of safety by working with due regard to systems of work, fire orders and all health and safety legislation
- 32) To ensure that fire alarms and panic buttons are tested at regular intervals and maintained
- 33) To ensure the safety of patients and staff within the Practice is adhered to at all times by carrying out periodic risk assessments of the working area
- 34) To provide cover for colleagues in times of annual leave or sick leave
- 35) To be fully conversant with and maintain standards of conduct and dress to sustain the public confidence
- 36) To use all resources efficiently and effectively
- 37) To ensure security of Practice premises at all times
- 38) Any other duties which may be necessary following discussion with the Practice Manager