

LECKHAMPTON SURGERY JOB DESCRIPTION

Title: **Medical Receptionist/Patient Care Advisor**

Reports To: **Lead Receptionist/Assistant Practice Manager**

Job Requirements:

The post-holder must be capable of performing the duties required to fulfil the function of this post.

Job Summary:

To represent the practice face to face or on the telephone, assisting and directing patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective manner.

Provide general assistance to the Practice team and project a positive and friendly image to patients, the Practice team and other visitors, either in person or via the telephone.

Job Responsibilities:

Reception

- Welcome patients and any other visitors to the practice, ensuring a professional effective and efficient reception service is provided.
- Initiating contact with and responding to requests from patients, other members of the practice team and other healthcare professionals
- Deal professionally, calmly and efficiently with emergency situations
- Handling repeat prescription requests, checking names and addresses on collection
- File prescriptions that have been signed by a clinical member of the team
- Deal with all general enquiries, explaining procedures where necessary
- Explain practice arrangements and formal requirements to new patients and temporary residents, ensuring relevant forms are completed and procedures followed
- Assist patients to register for access to on-line services.
- Handle specimens as per practice protocol.
- Advise patients of relevant charges for non NHS services, accept payment and issue receipts.

Appointments

- Processing personal and telephone requests for appointments, visits and telephone consultations, ensuring callers are directed to the appropriate health care professional
- Using your own judgement and communication skills, ensure that patients with no prior appointment but who need an urgent consultation are seen in a logical and non disruptive manner both over the telephone and in person
- Book in, amend and cancel patients in line with the practice appointments procedures ensuring optimum efficiency of the appointment system
- Deal with requests for home visits in accordance with practice protocols or as directed.
- Monitor the practice appointment system and ensure patients are notified if a Doctor or Nurse is running late.

Telephone

- Respond to calls from patients in a supportive and professional manner
- Ensure all calls are answered as quickly as possible.
- Transfer call to the relevant members of the practice team when required.
- Deal with visit requests, appointment and repeat prescription queries over the telephone
- Receive and make telephone calls as required, taking notes when necessary ensuring accuracy of detail and prompt appropriate delivery.
- Booking interpreters for patients when requested

Administration

- To have a thorough knowledge of all Practice procedures.
- To work in accordance of written protocols
- Open internal and External Mail
- Sort and date stamp all incoming patient related mail
- Scan patient related documents onto the patient medical notes and add read code agreed by the clinical team
- Retrieving/filing notes for surgeries and update as necessary
- Filing post in medical records
- Photocopy/scan and laminate documents as requested

Computer

- Registrations of new patients – computer data entry and medical records.
- Process patients change of address – computer data and medical records (have knowledge of Practice area).
- Action repeat prescription requests and ensure that they are ready for collection within 48 hours whether paper or electronic, in accordance with practice guidelines
- Check e-mails on a regular daily basis
- Undertake administration tasks and enter patient information on to the computer as required
- Use the clinical and other surgery IT systems as required for the purpose of this post.

Other Tasks

- Clear rooms after surgeries
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Keep the reception area, staff kitchen and patient waiting rooms tidy, free from obstructions and clutter
- Any other tasks allocated by managers which are commensurate with the Job Purpose.

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
- Uphold the Caldicott Report Principles with respect to the confidentiality of patient identifiable information
- 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
- Comply fully with the Data Protection Act 1988 and General Data Protection Regulations 2018.

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
- Be aware of an employee's responsibilities under the Health and Safety of Work Act (1974)
- 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, Diversity and Inclusion (EDI):

The post-holder will support the equality, diversity and rights of patients, their families, 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
- Attend in-house training sessions as requested, taking time back if it falls outside your normal working hours.

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