

Barnt Green Surgery has the following working hours available and is looking for a friendly hard-working receptionist to join their team supporting both the reception desk and telephone access for our patients. There will also be the need to support the team with holiday and sickness cover.

Monday, Tuesday and Wednesday 1 – 7pm

£11.44 per hour

Receptionists– Job Description & person specification

Job summary:

To ensure the smooth running of the surgery by:

Assisting patients to access the most appropriate service or healthcare professional in a polite, courteous, and effective way.

- Providing general assistance to the practice team and projecting a positive and friendly image to patients and other visitors.
- To carry out a variety of administrative tasks for the efficient running of the Practice.

Core Job responsibilities:

Front Desk	Reception
Send timely DNA texts to patients who do not attend an appointment	To receive incoming and initiate outgoing telephone calls to facilitate timely and appropriate communications with others.
To book patient appointments with clinical staff	To book patient appointments with clinical staff
To liaise with GPs, nursing staff, the Practice Manager, or any other member of the practice team regarding patient-related queries.	To liaise with GPs, nursing staff, the Practice Manager, or any other member of the practice team regarding patient-related queries.
To receive and dispatch external mail both in hard and electronic format	To receive and dispatch external mail both in hard and electronic format
To collect fees for private (non-NHS) work	To collect fees for private (non-NHS) work
To maintain a log and filing system for all correspondence handled over the desk.	To maintain a log and filing system for all correspondence handled over the desk.
Sign in and out all visitors	Manage patient tasks through EMIS/Docman
Receive incoming registration forms, make necessary checks for living within boundary and ID. Scan forms and register as required.	In absence of front desk team Receive incoming registration forms, make necessary checks for living within boundary and ID. Scan forms and register as required
Manage incoming Patient Access forms including scanning to patient record and granting access	In absence of front desk Manage incoming Patient Access forms including scanning to patient record and granting access as required
Assist deliveries advising team members that goods have arrive Manage patient queries at desk and action accordingly	Keep reception photocopying up to date

To cover for holidays and sickness as required including blood pressure loan system.	To cover for holidays and sickness as required.
Manage requests for sample bottles ensuring correct bottle, bag and paperwork including any instructions as necessary	To ensure building security and complete opening and closing procedures when working.
Answer emergency phone calls and action as necessary	In absence of the front desk team Answer emergency phone calls and action as necessary
Chaperone patients as required	Chaperone patients as required
Manage incoming samples (in accordance with IPC guidelines) ensuring correct bottle is labelled and has paperwork. Make ready for courier.	Assist with any front desk duties required by patients or team in absence of front desk team
Manage reception tray actioning when required	Manage reception tray actioning when required
Providing general assistance to the practice team and projecting a positive and friendly image to patients and other visitors	Providing general assistance to the practice team and projecting a positive and friendly image to patients and other visitors
To carry out a variety of administrative tasks for the efficient running of the Practice.	To carry out a variety of administrative tasks for the efficient running of the Practice.
Action bowel cancer/breast cancer letters – scan & code through Docman and send patient GP letter Action 13-year-old mobile letters	

Miscellaneous Administration

- 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
- Any other delegate duties considered appropriate for the post
- Attend Practice Meetings and any in-house training sessions deemed appropriate to your role

Training & Personal Development

- To participate in annual staff development interview, identifying your own training needs with reference to the practice development plan
- With Practice Manager appraise any training you have undertaken to ensure the knowledge or experience you have gained is used effectively
- Attend any off-site training deemed relevant to your role and at the request of the practice manager or partners
- Contribute to the induction and training of new staff at the surgery

Confidentiality

- While 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.

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.

Disclosure and Barring Service Check – All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Barnt Green Surgery runs a policy that all new staff that adheres to medical guidance regarding staff as patients. Employing staff who are patients of the practice has significant disadvantages both to the patient and to the practice. Please note therefore that if your application is successful and you are a current patient of Hampton Surgery, you will be required to register elsewhere.

Person Specification – Receptionist

Job Title:	Part-time Receptionist
ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications:	
Good standard of general education (GCSE Maths and English at grade C or above)	AMPSAR Receptionist Certificate
	Certificate in Customer Care
	Computer Literacy Qualification
Skills:	
Excellent verbal communication skills	
Excellent written communication skills	
Excellent telephone manner	
Excellent organisational skills	
Excellent numeracy skills	
Calm and professional manner	
Methodical approach to tasks	
Ability to prioritise workload	
Ability to work as part of a team	
Knowledge:	
General office procedures	Knowledge of Primary Care
Computer literate	Knowledge of medical terminology
Ability to follow instructions accurately	
Experience:	
Confidential working environment	NHS/General Practice work
Face to face contact with public/patients	Clinical Computer System (EMIS)
Working under pressure	

Other Requirements of the Post Holder:	
Ability to respect patient confidentiality at all times	
Willingness to work the required hours and flexibility to provide holiday/sickness cover as required	
Willingness to learn and undertake relevant training as required	
Able to use own initiative	
Common sense	
Polite, confident, open friendly manner	