Wyre Forest Health Partnership: *One successful and ambitious health partnership working at scale together to provide high quality innovative patient care, delivered by a valued and respected team…*

JOB DESCRIPTION

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| **JOB TITLE:** | **Receptionist** |
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| **REPORTS TO:** | **Site Manager/Reception Team Leader** |
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| **SITE:** | **Stourport Medical Centre** |
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| **HOURS:** | **Full-time 37 hours per week (part time applications considered)** |
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| **SALARY:** | **£10.05 per hour** |
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| **Job Summary** |
| To be responsible for undertaking a wide range of administrative duties which include registering patients, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly. To act as the focal point of contact and be responsible for the dissemination of information, messages and enquiries for the medical team, liaising with multidisciplinary team members, and other health professionals within the practice. |
| **Reception duties:** |
| * Ensure that all patients and visitors at reception and telephone callers to the practice are greeting professionally and politely.
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| * Answer all incoming phone calls from patients and other healthcare. Professionals. Divert them as appropriate and/or take messages.
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| * Deal with administrative queries and requests from patients and act as liaison with the clinicians as necessary.
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| * Make/cancel/rearrange appointments via the clinical system.
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| * Support and assist clinicians as required.
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| * Deal with requests and completed medical reports. Including the receipts of fees for such reports.
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| * Keeping tidy the workspace and waiting area.
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| * Open premises of a morning; set the alarm and lock premises of a night time.
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| **Clerical Duties** |
| * Ensure that repeat prescriptions are done accurately and efficiently following a protocol.
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| * Data entry of new and temporary registrations and relevant patient information.
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| * Scan all patient information in computerised record i.e. medical documents, hospital reports and letters as necessary.
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| * Retrieve paper notes from storage unit as required.
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| * Photocopy documents as required.
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| * Deal with referrals to primary and secondary care.
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| * Action tasks set by clinicians via the clinical systems and email.
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| **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.
* 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.
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| **Health & safety** |
| The post-holder will implement and lead on the full range of promotion and management their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):* Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
* 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 across the business
* Making effective use of training to update knowledge and skills, and initiate and manage the training of others
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
* Routine management of own team / team areas, and maintenance of work space standards
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| **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.
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| **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
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| **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
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| **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
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| **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
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**Person Specification - Receptionist**

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| **Qualifications:** | **Essential** | **Desirable** |
|  | * Educated to GCSE level (or equivalent), including Maths and English.
 | * IT qualification
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| **Knowledge, skills & experience:** | **Essential** | **Desirable** |
|  | * IT skills.
* Able to work in a logical, orderly, and methodical manner with attention to detail.
* Excellent verbal and written communication skills, being able to communicate effectively with a wide range of Partnership staff, both clinical and non-clinical, and patients.
 | * Previous experience of working within a similar role in GP Surgery/ Primary Care setting.
* Experience of using EMIS patient records system and software.
* Knowledge of Microsoft Office
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| **Personal Attributes:** | **Essential** | **Desirable** |
|  | * Ability to work using own initiative, without direct supervision, as well as part of a team.
* Flexible to the needs of Partnership and Team in terms of working pattern.
* To be able to respond and adapt to changing work requirements.
* Positive, resilient, enthusiastic, and able to overcome challenges.
* Good organisational skills.
* Tact, discretion, and ability to maintain confidentiality and privacy.
* Sensible, mature, and responsible approach to work. Punctual and reliable.
* Clean, smart appearance.
 | * Ability to travel to other sites within WFHP Partnership.
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