**DAVENAL HOUSE SURGERY PARTNERSHIP**

**JOB DESCRIPTION**

**POST:** Medical Receptionist

**LINE MANAGER:** Reception Manager

**RESPONSIBLE TO:** Practice Manager

**SALARY:** £9.18 Per Hour

**HOURS:**  As advertised

**HOLIDAYS:**  5 weeks per annum plus bank holidays

**SICKNESS:** Eight weeks full pay and eight weeks half pay after 12 months of service

**SPECIAL REQUIREMENTS OF THE POST:**

Ability to use own judgement, resourcefulness and be able to work under pressure without direct supervision.

You will need to be computer literate, enthusiastic, and have excellent communication skills and patience.

To be reliable and flexible.

To observe strict confidentiality on all matters relating to the Practice and its patients.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice.
2. Deal with all general enquires and explain procedures and facilitate booking of appointments/telephone consultations.
3. Direct patients to the appropriate Healthcare Professional using Healthcare Navigation skills when booking telephone consultations and log patients’ requests onto EMIS ensuring we have most up to date telephone number.
4. Using your own judgment and communication skills to ensure that patients who need an urgent consultation are triaged in a logical and non-disruptive manner.
5. Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and to be familiar with the practice area.
6. Receive and make routine and urgent telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
7. Action repeat prescription requests via telephone and the website dashboard, replying to patients and ensuring they are sent to their nominated pharmacy.
8. Ensuring the Davenal House email account is checked hourly and emails actioned accordingly.
9. Facilitate the booking of ambulance transport in accordance with Practice procedures.
10. Enter requests for home visits onto the Duty Doctors telephone list , ensuring careful recording of all relevant details.
11. Switchboard duties
12. Enter patient information on the computer as required such as decline codes for vaccine invitations, breast screening results etc.
13. Responsibility for administration of a particular clinic e.g. LTC Reviews, Diabetic Clinics, etc. after training.
14. Advise patients of test results as requested either on the website dashboard or via telephone.
15. Advise patients of relevant charges for private (non NHS) services, issue invoices and accept payment.
16. Premises:
17. Ensure the Reception area, Work stations and Waiting areas are kept clean and tidy.
18. Open up the premises at the start of the day when first to arrive, de-activate the alarm and make all necessary preparations to receive patients.
19. When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and alarm activated.
20. Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Manager.
21. Some rotation within the Practice and Branch Surgery if necessary to cover for leave or sickness.
22. Working Saturday mornings on a rota basis at the Branch Surgery.
23. Further training may be required to improve understanding and performance of reception duties.
24. The post is subject to review after three months.
25. All practice staff should be aware of their responsibilities under the Health and Safety at Work Act(1974)