



OVERTON PARK SURGERY

JOB DESCRIPTION

JOB TITLE:	Medical Receptionist
REPORTS TO:	Reception Manager
ACCOUNTABLE TO:	Practice Manager/Partners
MANAGES:	Not Applicable
LOCATION:	Practice Premises

MAIN RESPONSIBILITIES

As part of the Reception Team the post-holder is expected to provide a professional service to both patients and doctors; maintain an efficient and courteous manner as a team worker, assist with all routine administrative duties of the practice to ensure a smooth patient/doctor relationship in the primary health care setting.

The role includes new patient registrations, patient appointments, practice visits, repeat prescribing processes, managing patient correspondence and laboratory results and managing patient medical records.

The post holder is responsible for ensuring practice standards for patient facing and administrative tasks are completed to accepted practice standards.

The post holder is expected to work collaboratively with the general practice team; lead GP partners, Practice and IT Managers to meet the needs of the patients, ensuring that practice policies and procedures are followed and ensuring compliance with CQC Essential Standards of Care.

Key Tasks

1.0 Dealing with Patients ensuring the practice is responsive to patient needs

- 1.1 Ensure patients and visitors are received into the practice as efficiently and courteously as possible.
- 1.2 To answer telephone calls efficiently and courteously and ensuring that appropriate action is taken:
 - deal with patients' enquiries (e.g. results of tests, transport bookings, etc.) according to surgery protocols
 - relay messages to doctors/practice nurses, as appropriate
 - liaise with Patient Services Manager and Doctor on-call for requests for urgent appointments and visits

- 1.3 Operate an effective appointment system for the doctors and practice nurses:
- make/modify/cancel appointments for patients
 - book follow-up appointments at request of doctor
 - 'book in' patients for current surgeries, if not able to use "Ivan"
 - book new patient registration checks and other nursing procedures
- 1.4 Prepare practice visit requests:
- enter details of new visits in visit book
 - pull notes for visits if requested by the Doctor
 - print visit summaries
- 1.5 Ensure patients concerns are dealt with and addressed where possible at the time of enquiry, referring any issues you are unable to be compete to the patient's satisfaction to the Patient Services Manager
- 1.6 To be aware of practice policies and protocols for patients raising concerns or making suggestions for improvement.
- 1.7 To report all incidences of abuse by a patient to the Patient Services Manager to enable these to be dealt with effectively in line with practice zero tolerance policies.
- 1.8 To actively participate in practice discussions and feedback on patient concerns to assist the practice in improving services for patients.
- 1.9 To promote the Family and Friends Test within the practice

2.0 Patient Registrations

- Advise patients on practice registration processes
- Collate and check patient documentation
- Advise patients if they are outside the practice boundary and provide information on alternative practices patients can consider registering at and NHS Choices website
- Provide patients with new patient information and advice on how to book and appointment, register as a carer and obtain repeat medication
- If Administration Assistant is unavailable process new patient registrations
- Process and complete Temporary Resident and New Patient forms
- Process 'Change of Address' forms
- Update patient records for changes in contact number/next of kin etc.
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3.0 Doctor/Nurse Administration support

- Complete patient tasks allocated by GP/Patient Services Manager ensuring action is taken promptly and update patient records accordingly
- Use SystmOne communications systems for sending and receiving messages
- Retrieve letters/reports/notes, etc. as requested by doctors
- Fax urgent messages and forward received faxes promptly
- To undertake to receive and give out appropriate forms, letters, specimen containers as instructed by the primary health care team
- Scan and attach documents as per protocol and check scanned in documents for patient information received

4.0 Prescriptions (Medicines Management)

- Issue repeat prescriptions as per Practice protocol
- Give out prescriptions at front desk ensuring patient confidentiality is maintained
- Liaise with 'doctor on call' to issue urgent prescriptions
- Promote use of online and electronic prescribing services to patients
- Liaise with Patient Services Manager/GPs/Prescribing Clerks to resolve patient prescription queries

5.0 Health and Safety and Keeping Patients from harm

- 5.1 To comply with all health and safety requirements of the staff room, reception area and waiting room and practice fire procedures.
- 5.2 To be aware of child and vulnerable adult safeguarding procedures including local guidance and referral criteria.
- 5.3 To report and participate in practice audit and learning from events ensuring the practice operates a no blame culture for incidents and near misses
- 5.4 To maintain patient confidentiality and accurate record keeping.

6.0 Financial Responsibilities

- 6.1 To comply with practice policies and protocols for the private patient fees received in reception, recording receipts for monies received daily.

7.0 Communication and Participation as a member of the practice team

- 7.1 To communicate and work effectively with all team members both within the practice with other agencies.
- 7.2 To recognise and understand the role and responsibilities of individuals working in the practice team.
- 7.3 To take responsibility for own developmental and training needs, including participation in practice training events and appraisal processes.

8.0 Premises

- 8.1 To report any issues of equipment breakdown and safety/risk within the practice to the Patient Services Manager without delay.
- 8.2 To keep the staff room, waiting room tidy and the reception area tidy ensuring all required forms, leaflets and timetables are available.
- 8.3 Security:
- Check doors/windows/skylights are closed and locked before leaving in the evening
 - Switch off computers and other electrical/heating appliances
 - Divert and check phones
 - Set alarm

Practice Statements

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

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and safety at work act (1974) to ensure that agreed procedures are carried out to maintain a safe environment for patients, visitors and staff

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.

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

Recognise people's needs for alternative methods of communication and respond accordingly

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore, you are required to declare all criminal convictions, cautions, reprimands or final warnings and a DBS (data barring scheme) check will be carried out on your behalf.

**Overton Park Surgery
Medical Receptionist Job Description
Reviewed June 2016 BPS**