

RECEPTIONIST / ADMINISTRATOR

Role Details	
<i>Job Title</i>	Receptionist/Administrator
<i>Hours per week</i>	
<i>Reports to</i>	Practice Manager Reception Manager

Job Summary

You will be responsible for the general administrative and reception duties within the Practice and work with our established processes, policies and procedures to provide a comprehensive high-quality service and deal efficiently and courteously with patient enquiries.

Your regular duties in this role will be dealing with telephone, face to face and electronic enquiries, booking and/or amending patient appointments and home visits, contacting patients to provide information from the clinical team and assisting patients to access our services and those available in the wider community.

Job Responsibilities

RECEPTION

- Receiving patients, consulting with members of practice team
- Processing personal and telephone requests for appointments, telephone consultations and ensuring callers are directed to the appropriate healthcare professional
- Register new patients, checking all details for accuracy and enter on computer registration link
- Taking messages and passing on information
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers

GENERAL ADMINISTRATION

- Processing and distributing paper correspondence received into practice
- Process outgoing mail – taking to post office and logging in post book
- Filing and retrieving paperwork

GOODHEART SURGERY

RECEPTIONIST / ADMINISTRATOR JOB DESCRIPTION

- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures
- Providing clerical assistance to practice staff as required, including word/data processing, filing, photocopying, and scanning
- Keeping the reception area, notice boards, leaflet etc. tidy and presentable
- Cover sickness/annual leave and work reasonable overtime when required.
- Perform any other relevant and reasonable duties that may be requested by the Practice Manager, reception manager or partners.
- Undertake statutory and mandatory training as required.
- To provide an efficient word processing service for GPs and health professionals as required. This includes the typing of letters, patient referrals, etc. in an accurate and quality manner.
- To make appointments, bookings and admissions as required.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- File patient records and correspondence in patient medical records.
- To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- To assist with the gathering of information re QOF, Audits, Enhanced service data when required.
- To provide cover for members of the team during periods of sickness and annual leave.
- Carry out administrative tasks relating to patient records, including filing, document management and ensuring patients can access reports, prescriptions and that they are easily accessible.

Scanning duties

- Scan patient-related documents onto their medical record using read codes as agreed by the clinical team
- Add any additional information about the source of the document
- Forward the document to the doctor or nurse who initiated the referral or who is most appropriate to receive the information
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.

APPOINTMENT SYSTEM MANAGEMENT

- Book/edit/cancel appointments and recalls ensuring sufficient information is recorded to retrieve medical record.
- Monitor effectiveness of the system and report any problems or variations required.
- Deal with home visit requests, carefully noting all details

MEDICAL RECORDS MANAGEMENT

- Retrieve and refile records as required, ensuring that strict alphabetical order is adhered to.
- Ensure correspondence, reports, results, etc., are filed in correct record.
- Ensure records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover.
- Processing repeat prescriptions in accordance with practice guidelines
- Handing completed repeat prescriptions to patient and checking names and address.

CONSULTATION ROOM PREPARATIONS

- Clearing and re-stocking of consulting rooms as required
- Consulting rooms prepared in readiness for each consulting session.
- Rooms are checked at the end of each consulting session and left tidy and secure.

Other Job Responsibilities

CONFIDENTIALITY

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
- Maintain an awareness of the Freedom of Information Act.
- 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 manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, the Practice Health & Safety Manual, and the Practice's Infection Control Policy and published procedures.
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately

GOODHEART SURGERY

RECEPTIONIST / ADMINISTRATOR JOB DESCRIPTION

- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

EQUALITY AND DIVERSITY

- The post-holder will support, promote, and maintain the Practice's Equality & Diversity Policy.
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.