

TRESCOBEAS SURGERY

Job Description

Title: Receptionist

Hours: 16-30

Responsible to: Reception Manager

Purpose of the job

The post holder is responsible for ensuring patients are dealt with in accordance with Trescobeas policies and protocols. As well as answering telephone enquiries the post holder will be expected to work on the Front Desk dealing in person with the patients.

Primary Key Responsibilities and tasks

To be at designated place of work to begin your duty at the required time:

Receptionist

- Telephonist
 - Answering incoming phone calls.
 - Booking appointments for Doctors and Treatment Room
 - Dealing with Patient enquiries
- Front of House
 - Booking appointments
 - Dealing with patient enquiries.
 - Dealing with external enquiries.
 - Processing Serco Overnight incidents.
- Electronically scanning incoming mail
- Assigning incoming mail to patient notes
- Contact and book patients for designated clinics
- Process INRs
- Registrations of New Patients, Temporary Resident and INT.
- To make sure the back- up clinical system tapes are stored, and used according to the surgery protocol and they are verified by our computer supplier every 3 months
- Cleaning work station
- Attend reception training as required

Secondary Key Responsibilities and tasks

To be agreed with Practice Manager

Personal qualities

Delivering a Quality Service

- Recognise and work within own competence
- Prioritise, organise and manage own workload
- Assess effectiveness of own performance through self and peer review
- Participate in the maintenance of quality governance systems and processes
- Support and participate in shared learning across the practice and wider organisation

Team Working

- Understand own role and scope and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
- Delegate clearly and appropriately, adopting the principles of safe practice
- Understand the referral systems available both internally and externally
- Prioritise own workload and ensure effective time management strategies
- Work effectively with others.
- Discuss, highlight and work with the Reception Team to create opportunities to improve patient care

Health, Safety and Security

- Ensure own work areas are safe and free from hazards and conform to health and safety legislation, policies, procedures and guidelines
- Ensure that mandatory and statutory training requirements are undertaken
- To be aware of infection control measures within the practice according to local and national guidelines
- To have full understanding of patient and data confidentiality as defined in the Data Protection Act (1998), the Freedom of Information Act and the Caldicot Conventions
- To be aware of your responsibilities under the Health and Safety at Work Act (1974)
- To have a full understanding of Trescobeas Surgery Protocols and Procedures and the Trescobeas Staff Handbook

Person Specification

Job Title: Receptionist

Job Function Criteria	Knowledge, skills, and attributes needed		
	<i>Essential</i>	<i>Desirable</i>	<i>How evidenced</i>
Knowledge		Familiar with Surgery protocols and procedures	<ul style="list-style-type: none"> • Curriculum vitae with past job experience • Interview • References
	Familiar with IT		
Skills	Communication skills, both written & verbal		<ul style="list-style-type: none"> • Contacting them on phone • Interview • Review of computer system at interview with applicant • Meeting members of the management team at interview stage • Computer exercise at
	Methodical, attention to detail		
		Computer literate & understanding on where the information is recorded on the computer system	
		Prioritising work, and working under pressure	
Experience		Aware of in house protocols & guidelines	<ul style="list-style-type: none"> • Curriculum vitae • References • Interview
		Previous work experience as a Receptionist or working in a call centre or front of house.	
		Driving licence and own car	
Personal	Highly Motivated		<ul style="list-style-type: none"> • Interview • Past job experience • Speaking to applicant on the phone • Meeting other nursing team members at interview stage • Hobbies on application form • Accuracy on application form
	Flexibility		
	Team Player		
	Enthusiasm		
	Good telephone manner		