

## **NORTH BADDESLEY SURGERY JOB DESCRIPTION**

**JOB TITLE: RECEPTIONIST**  
**REPORTS TO: RECEPTION MANAGER/PRACTICE MANAGER**  
**HOURS: TO BE AGREED WITH PRACTICE MANAGER**

### **Job Summary:**

The purpose of the role is to:

- Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of clerical support to all members of the clinical and non-clinical team.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

### **Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the Practice administration team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Practice Manager, dependent on current and evolving Practice workload and staffing levels.

### **Reception**

- Ensure all patients and visitors at reception and telephone callers to the Practice are greeted professionally and politely.
- Processing personal and telephone requests for appointments, visits and telephone consultations clearly and politely and ensuring callers are directed to the appropriate healthcare professional.
- To take accurate, full and clear messages, both written and electronically, and ensure that they are dealt with in a timely manner, as appropriate.
- Record requests for home visits and pass on to Doctors.
- Deal with all administrative telephone queries/requests from patients and act as liaison with the Doctors, as necessary.
- To deal with queries where possible, give patients' results where authorised.
- To ensure the reception area and waiting rooms are kept tidy, clearing up any mess that occurs during surgery hours.
- To understand the appointments system and administer it efficiently.
- To ensure that patients without appointments who need urgent treatment are seen in a logical and non-disruptive manner.
- Register new patients as required and be able to explain Practice arrangements.
- To take name and address changes of patients and update the computerised system.
- Where possible, verify patient contact details and update computerised record.
- To book hospital transport and emergency ambulances as required.
- Advise patients of charges for non-NHS services. Collect and register the payment and issue a receipt.

- Ensure that requests for repeat prescriptions are actioned as appropriate and deal with urgent requests sympathetically, as appropriate.
- Support and assist the clinical staff during surgery times, as required.
- Enable patients to access the various health clinics, eg childhood immunisations.
- Arrange interpreters as necessary.
- Check and date stamp all hospital letters, results and other documents received by post, fax or email.
- Help in recalling patients for all medical and non-medical reasons requested by Doctors, Nurses, HCAs or admin team.

### **Administration**

- Support admin staff with duties, including scanning, filing, photocopying, stock ordering, postage of outgoing post, petty cash purchases.
- Provide admin support to Practice Manager.
- Assist Practice Manager with Care Quality Commission compliance.
- Checking Practice Manager's post during periods of absence and dealing with incoming post and phone calls appropriately.

### **Preparation of consultation rooms**

- Ensure consultation rooms are equipped adequately before surgery, for example, printer cartridges, prescription forms.
- Provide all relevant clinical and non-clinical forms, as required.
- Ensure consultation rooms are tidy at the end of surgery ready for next session.

### **Start and end of day procedures**

- Open premises at beginning of day, unlock doors and disable alarm.
- Collect and deal with any faxes that arrived overnight.
- Secure all rooms at the end of the day – computers switched off, prescriptions removed from printers, filing cabinets and windows closed and locked. Ensure all fire doors are closed.
- Close and lock all exit doors. Ensure no-one else is in the building, set alarm and lock staff exit.

### **Further Information and General Responsibilities**

- Comply at all times with the requirements of health and safety regulations and in accordance with the Practice Policy.
- Ensure confidentiality at all times in accordance with Practice Policy.
- Carry out responsibilities at all times with due regard to equal opportunities legislation and policy.
- Comply with the requirements of the Data Protection Act in accordance with Practice Policy.
- To participate in any training programme implemented by the Practice.
- Participate in annual individual performance review and take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- To apply Practice policies, standards and guidance. Discuss with other members of the team how policies, standards and guidance affect work and participate in audit, where appropriate.
- This job description describes responsibilities as they are currently required. It is anticipated that the duties will change over time and the job description may need to be reviewed in the future.