



INFORMATION PACK – PATIENT SERVICES ASSISTANTS (RECEPTION)

25 hours per week

PLEASE READ THE WHOLE PACK BEFORE ENQUIRING OR APPLYING

- Applications by CV to dawn.mancini@nhs.net
- Please ensure you meet the requirements of the job specification in this pack before applying

1. Introduction

Thank you for looking at this pack. We want to try and give you a flavour of what it might be like to work with us?

We aim to be: -

- Friendly
- Hard working
- Supportive of colleagues
- Receptive to change and forward looking.
- Not afraid to use technology where it helps.
- Sociable

Q. Is it busy?

A. Very much so, we have nearly 18000 patients. You will know from the press and media just how pressurised General Practices are.

Q. Where are we based?

A. We operate from two sites. Our main is St James Medical Centre in the centre of Taunton and we have a purpose-built surgery at Norton Fitzwarren.

Q. Is the job straightforward?

A. Please don't underestimate this role, it is demanding but rewarding. You are the first point of contact for patients from all different walks of life and you will handle a huge range of clinical and non-clinical queries. There are lots of things to learn about our systems, policies, protocols and operating procedures which makes the job interesting. It is a role that requires

commitment. You will need to balance the genuine needs of patients with the limited resources that we have available.

2. Key role

Our receptionists are known as '**Patient Services Assistants**'. You will be the first point of contact for patients and act as a focal point of communication between patients, doctors and other members of the Primary Health Care Team (the doctors and staff employed and attached to our Practice).

You need to be resourceful – why? You will field electronic contacts and calls from patients be these for appointments, seeking information, leaving messages etc. It is your responsibility to assess the details of the calls and to signpost them to the correct place. Appointment capacity with GPs and nurses is precious so if we can save appointments by alternative means, that is helpful. We can be overrun with messages, and you need to get a full but concise picture and decide whether this really needs to be the GP or can another member of the team assist? Don't worry; you are NOT required to make any clinical decisions or judgments!

This is why we feel that Patient Services Assistant sums the job role up better than Receptionist. A Team Manager is based in your work area to provide guidance and support.

Here is the Consulting Room perspective written by one of our GPs.

"The role of PSA is probably one of the most important jobs at St James Medical Centre. The patients' experience and outcome are often significantly affected by how their issue is dealt with at the first point of contact in reception. From a GP or nurse's point of view, it is important that we see the right patient at the right time driven by clinical urgency. Sometimes that means negotiation to offer the patient what they need rather than what they want and is certainly a skill which requires practice and good communication skills.

The NHS is constantly changing and evolving, every member of the St James Medical Centre team needs to be flexible and embrace change to continue improving the service we offer to all patients. As GPs and business partners, we value honest and open discussion with all members of the non-clinical team to ensure we achieve that goal."

3. Job Activities

We operate a team approach to patient services and aim to expose all front line staff to a variety of tasks:-

- Traditional receptionist tasks e.g., booking appointments, checking-in patients on arrival, registering patients, handling patient enquiries,

room stocking, signposting to other healthcare professional and agencies.

- Actioning instructions from the GPs – completion of forms, contacting patients to make appointments, informing them of test results etc.
- Data input and retrieval.
- Clerical tasks – we have wide range of clerical tasks covering activity reporting, performance monitoring, records updating, filing etc.

A generic job description applies to all Patient Services Assistants. Some tasks are undertaken by all team members on a daily basis and others are allocated to named staff and may be rotated to ensure familiarity with all aspects of front line and associated support work.

4. About the Practice

You can read all about us on our website www.stjamesmedicalcentre.co.uk

5. So, what is the job really like?

We have over 18000 patients served by approaching 60 people including GPs, nurses, and support staff, so it is busy and interesting role. You will grasp the basics fairly quickly but there is a lot to learn and experience. You are dealing with patients' well-being which brings with it a high level of personal responsibility.

It can be a pressurising role, particularly at times of peak demand such as flu season etc. Increasingly we find that there are very few quiet periods now and we have invested in some additional hours for the team.

You will be one of about 20 people within the Patient Services Team. If you are somebody who has a positive 'can do' approach to work, thrives on being busy, gets a buzz out of helping people, likes being part of a team, responds well to change, can offer some flexibility around working hours when needed; the role of Patient Services Assistant (Receptionist) is likely to appeal.

If you struggle under pressure, lack self-confidence, find it hard to multitask, are readily upset when people are distressed, – the role of Patient Services Support Assistant is probably not for you!

Please have a look at our Person Specification to see exactly what qualities we are looking for. Please also see the job description on the final page.

6. Post / hours / pay / location / benefits

We are looking to recruit one person for approximately 25 hours per week. We try and arrange the rota so that each PSA gets at least one day off per week. The Practice is open from 8.30am to 6.30pm so we have to ensure adequate frontline cover for this period. You will have fixed pattern of hours

per week to include a mix of mornings, afternoons and a longer day (depends on how many hours you are contracted for)

Occasional Saturday morning and early evening working may be required to cover 'extended' opening hours.

ESSENTIAL - It is essential that if appointed, you can offer some flexibility to cover for absent colleagues between 8.00am and 6.30pm. They will provide the same for you. This will usually be planned but can be short notice in the case of illness.

All postholders are contracted to work at both our sites:

- St James Medical Centre, Coal Orchard, Taunton, TA1 1JP
- Orchard Medical Centre, Norton Mills, Morse Road, Norton Fitzwarran, Taunton, TA2 6DG.
- Starting pay is negotiable dependent on transferrable skills and experience up to a maximum of £10.72 per hour for a candidate with previous experience in the role or very similar transferrable skills.
- Annual leave is 28 days.
- NHS Pension scheme is available and as your employer we contribute 20% of salary.
- Employer sick pay scheme in place

7. What can you expect if appointed?

You will be a member of a 20 strong friendly and hardworking team and will integrate quickly with colleagues. We are bound to be biased but we think that you will make new friends as well as colleagues.

Because we are seeking to recruit more than one person you won't be alone in joining us. Our Reception Manager is based in Reception, and you will benefit from having improved access to induction, training, support etc.

So, there is lots to learn about the Practice and the role; establish yourself as one of the team; get to grips with our policies and procedures and become familiar with our clinical system database.

9. How to apply for this post – you must apply this way please

Complete a CV and email it to dawn.mancini@nhs.net. **Important** – applicants will be short listed according to their compliance with the personnel specification and the quality of their application form. **Closing date: 15th December 2023.** Details and date(s) of the selection process are still being finalised.

10. And Finally

We hope that the details provided in this pack and on our website www.stjamesmedicalcentre.co.uk will help you to decide whether to proceed with an application.

We hope that working will be of interest to you. Our Patient Services Assistants make a big difference to our patients. We have attempted to cover a broad range of issues, but if you have any further questions, please feel free to email them to dawn.mancini@nhs.net. We are currently experiencing high call volumes, so it is easier for us and for you to email in the first instance

PATIENT SERVICES ASSISTANT – PERSON SPECIFICATION

	ESSENTIAL QUALITIES	DESIRABLE QUALITIES
Education	<ul style="list-style-type: none"> - A minimum of 3 or more GCSE or equivalent certificates, diploma etc Adequate educational experience and qualifications - Evidence of continued learning 	<ul style="list-style-type: none"> - 4 GCSE (or equivalent) Maths & English - A level or NVQ - Customer care trained
Literacy	<ul style="list-style-type: none"> - Good vocabulary, accurate spelling, clear handwriting 	<ul style="list-style-type: none"> - Some knowledge of medical terminology
Work Experience	<ul style="list-style-type: none"> - Has worked in front-line position in a busy setting with direct face to face and phone contact with patient, clients, or customers 	<ul style="list-style-type: none"> - Ideally has experience of working in health care setting. - Front line team member in GP surgery, other medical setting, dental, public service
Team work	<ul style="list-style-type: none"> - Effective team member – Must have worked in a team situation. Be able to demonstrate full commitment, engagement, and support to fellow team members 	<ul style="list-style-type: none"> - Experience of working in a multi-disciplinary team environment, possibly in a medical setting, public service or customer care setting
Computer skills, training, experience	<ul style="list-style-type: none"> - Able to operate in graphical user interface environment e.g., windows. - Good keyboard skills - Familiar with email, internet, word processing, spreadsheet functionality - Experience of using an organisation (company, school, office etc.) database 	<ul style="list-style-type: none"> - Experience of EMIS Web (our clinical database system) - Direct experience of being PC workstation based. - Attendance at recent IT updating course
Communication skills	<ul style="list-style-type: none"> - Adept at interaction with people face to face and over the telephone. - Concise , caring but assertive when needed. - Clear speech - Active listening skills 	<ul style="list-style-type: none"> - Customer care trained. - Experience of high-volume customer / client interaction - De-escalation training
Disposition	<ul style="list-style-type: none"> - Positive outlook. Friendly, caring nature which comes across to patients. - Ability to balance being outgoing and confident with tolerance and tact, assertiveness. Self-motivated - Quick learner , well organised 	<ul style="list-style-type: none"> - An existing understanding of what patient are looking for when talking to staff about their health needs
Attitude	<ul style="list-style-type: none"> - Hardworking with a ‘can do ‘approach, 	<ul style="list-style-type: none"> - Looks for work, helps team

	responsive, copes with change. Recognises limits of competence	colleagues, supportive
Commitment	- Flexible over working hours, able to provide cross cover / additional hours at short notice. Must be available 8am to 6.30pm. Lives within easy travelling time of the Practice Likely to stay in post for a minimum of 3 years.	- Unencumbered by other commitments, lives within 10 miles of the practice

Contra indicators

- Obvious shyness, poor articulation, overly nervous, lacking self-confidence.
- No experience of handling high volumes of telephone calls
- No experience of working in a front-line serving customer/ clients/ patients
- Uncomfortable in team situation
- Lack of IT skills / poor keyboard skills
- Not flexible, can't travel between our sites,
- Overly assertive
- Resistant of change
- Limitations on attendance at work (front line post – availability essential)