

## JOB DESCRIPTION

<b>Job Title</b>	Patient Services Assistant (Reception)
<b>Post reference number</b>	PSA /03
<b>Date of this job description</b>	22.11.2023
<b>Reviews</b>	At appraisal / learning plan interviews
<b>Postholder name</b>	
<b>Weekly hours</b>	25 hours

### A. MAJOR PURPOSE OF THE POST

To support the Primary Healthcare Team by providing a frontline focal point of communication to help meet the healthcare needs of patients and the contractual responsibilities of the Practice.

### B. MAJOR DUTIES AND RESPONSIBILITIES

#### Reception Duties

- Receive and handle incoming calls and electronic requests from patients, relatives, carers, other health care providers, contractors and any other category of caller
- Meet, greet and respond to all queries and requests for assistance from patients and other visitors.
- Establish brief details of the reasons for the patient request and record on the clinical system.
- Resolve incoming requests for assistance where it is practical and safe to do so.
- Signpost patients and others to the person(s) either external or internal to the Practice who is best placed to initially deal with the request e.g. NHS 111, Pharmacy, Practice Website, Medical Secretary, allocating a GP message slot, triage or appointment.
- Contribute to the continuity of patient care by directing patient to their 'usual' GP for the purpose of appointments, triage, messaging etc.
- Monitor the flow of patients into the consulting rooms including advising patients if a consulter is running late.

- Ensure that patients without appointments but who need an 'urgent consultation' are seen in a logical and non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover. Ensure procedures are completed.
- Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- Record requests for home visits and other messages stating time received and include all relevant information.
- Alert a clinician for any 'emergency cases' or situations giving cause for urgent concern
- Resolve patient grumbles but escalate any problems to the Assistant Manager, Patient Services and Estates
- Action requests for ambulance and other transportation and record details.
- Ensure reception and waiting areas are kept neat and tidy.
- Chaperone duties once trained.
- Promote the use of online access.

### **Appointment System**

- Ensure total familiarity with all appointments systems in use, including regular and ad-hoc variations. This includes booking of appointments for patients of other practices under the Improved Access scheme.
- Book appointments and recalls in accordance with practice policy.
- Maintain awareness of the demand for and the availability of appointments for all consultants in session

### **Medical Records**

- Ensure that paper medical records are filed correctly in alphabetical order, correctly assembled, maintained in good condition and available if needed.
- Ensure that medical records are returned promptly to the NHS contractor.
- Process GP links for patient registration purposes.
- Update medical records for summaries, home / night visits and test results.
- Input and retrieval of data as required.

### **Actioning requests from the Clinical Team**

- Undertake duties to support patient wellbeing to include processing of EMIS Web 'tasks', booking appointments proactively required by the Clinical Team, issuing recalls, updating records, giving out test results etc.

### **Preparation of consulting rooms**

- Ensure that the consulting rooms are prepared in readiness for each consultation session, checking full range of forms and requirements and re stocking as necessary.
- Ensure that consulting rooms are checked at the end of each session and left tidy and secure.

### **Operation of Telephone System**

- Receive and make calls as required. Divert calls and messages as appropriate.
- Ensure that the system is operational at the beginning of each day and switched over to the out of hours answer phone at the end of the day (if automated, check that it is working).

### **Start and End of Day Procedures**

- Open up premises at the start of each day and make all necessary preparation to receive patients.
- Secure premises at the end of each day and activate alarm upon leaving the building.

### **Prescriptions**

Receive requests for prescriptions and handover signed prescriptions to patients or their agents after checking of legitimacy of collections.

### **Repeat Prescribing Desk**

As part of a smaller rota of staff the post holder will operate the Repeat Prescribing desk as part of 'generic duties' to deal with patient requests, queries, updating of records, processing of repeat prescriptions both manual and electronic, liaison with GP and pharmacists etc.

### **Other Duties**

Perform other reception and clerical duties as required by the needs of the service.

## **C. SUPERVISION RECEIVED**

The postholder reports directly to the Reception Manager.

## **D. SUPERVISION EXERCISED**

The postholder has no direct line management responsibility.

## **E. DECISIONS EXERCISED**

The postholder is able to take decisions on day to day matters within existing protocols and operating procedures, including signposting of patients.

## **F. CREATIVITY**

The postholder needs to be resourceful and at the point of initial enquiry, think about how to best to manage patient need. The postholder can contribute to quality improvement initiatives.

## **G. CONTACTS**

The postholder has contact with a wide range of people including patients, GPs, nurses, professions allied to medicine, NHS bodies, and other professionals.

## **H. SPECIAL CONDITIONS**

There are no special conditions attached to this post.

## **I. REQUIREMENTS OF THE POST**

- An understanding, acceptance, and adherence to the need for strict confidentiality.
- An ability to use own judgement and resourcefulness, common sense, and local knowledge to respond to patient enquiries and requests.
- Excellent communication skills.
- Knowledge of Care Quality Commission Requirements
- 4 or more GCSE or equivalent and /or extensive experience in a similar role / transferrable skills.

## **J. Grade**

St James Medical Centre Receptionist Grade