



Receptionist / Administrator Job Description

GPS Healthcare

Job Title:	Receptionist / Administrator
Reporting to :	Site Manager

Role Purpose

To deliver a positive experience to all patients and service providers by the provision of an efficient, confidential and professional service.

To provide reception and administrative support to all members of the practice team. Liaising, supporting and coordinating varied activities across all levels of the team.

Role Location

GPS Healthcare is a practice that services 40K patients over 6 premises.

The locations of the key GP Practices are listed below but are not exclusive. Other locations may be added to this list.

You may also be expected to travel to alternative locations for training and development.

- Knowle Surgery, 1500 Warwick Road, Knowle B93 9LE
- Meadowside Family Health Centre, 30 Winchcombe Road, Solihull, B92 8PJ
- Park Surgery, 278 Stratford Road, Shirley, Solihull, B90 3AF
- Tanworth Lane Surgery, 198 Tanworth Lane, Shirley, Solihull B90 4DD
- Village Surgery, Cheswick Way, Cheswick Green, Solihull, B90 4JA
- Yew Tree Medical Centre, 100 Yew Tree Lane, Solihull B91 2RA

**Key Accountabilities – Receptionist / Administrator**

1. To answer telephone calls and reception desk queries promptly and professionally
2. To coordinate appointment requests for urgent, same day, future and home visit appointments
3. To facilitate the administration of patient prescriptions in accordance with practice guidelines including; repeats, queries, controlled procedures and validating patient identification
4. To resolve a wide variety of patient queries received by telephone, in person and in writing. Including; prescriptions, medications, service contacts, specialist referrals, test results, scans and x-rays
5. Identify urgent matters and refer to the clinical team / duty doctor as appropriate
6. To accurately update and monitor patient records including, recording appointments, registration and removal of patients, change of address, correspondence sent / received, service provider updates
7. To deal with patient concerns and complaints in a calm and professional manner
8. To facilitate attendance at clinics / review appointments by assisting with routine monitoring and recalls. Using telephone calls, emails, letter writing, faxes as appropriate
9. To liaise with other healthcare professionals, secretaries and administration teams with regards to coordinating patient care.
10. To assist the practice team with clerical and administrative duties as may be reasonably required. Including; Reports, Registrations, Recalls, Links, Process reviews, Letter writing, Faxing, Scanning, Read Coding, Auditing
11. To fully participate in maintaining tidy and professional public, reception and kitchen areas, drinks distribution for reception and clinical teams, stock checking, premises security checks
12. As a potential key holder ensure buildings are left safe and secure upon leaving of an evening
13. Charging and receipt of payments including maintaining an accurate petty cash record
14. To work as a positive and supportive team member, providing cover for similar posts as required
15. To attend meetings, training and conferences as appropriate for the role and as required
16. To identify areas for quality improvement, risk avoidance or development and take an active part in delivering the business objective
17. To keep up to date with practice information including policy and procedure changes, staff rotas, alerts and service provisions
18. To ensure implementation and adherence to practice policy including; Equality and Diversity, Information Governance (including Data Protection Legislation), Confidentiality and Health and Safety
19. Other such duties that may be required



Qualifications

- Level 1
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Experience Required

- Level 1
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Skills Required

- Level 1
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