

# *The Burnham Surgery*

**JOB TITLE:** Receptionist

**REPORTS TO:** Reception Manager

**ACCOUNTABLE TO:** Practice Manager

**HOURS:**

**RATE OF PAY** £12.43 per hour

We are looking to recruit a caring, reliable, and highly motivated person to join our experienced reception team at The Burnhams Surgery

The successful candidate will work closely with the reception team to make sure we are constantly providing our patients with the greatest care possible and supporting each other in doing so.

You will be key member of the reception team, answering calls into the surgery, speaking with patients face to face at the reception desk, booking appointments, sign posting patients, amending clinics as well as other reception duties. The role also encompasses other duties such as scanning, summarising, and coding as well as other administrative areas.

The reception team is a small, friendly, and busy and efficient team who pride themselves on being the front face of the practice.

The Burnham Surgery is a small GP Practice on the Norfolk coast rated as Good by the Care Quality Commission (CQC).

It provides care to around 4,200 patients in and around Burnham Market.

In January 2022 the Burnham Market partners joined with Wells Health Centre and the two sites are running as sister sites within the same partnership.

## **Job Summary**

To provide a caring and professional reception service to patients

To answer the telephone calls and greet patients politely and promptly.

Booking, amending, and rescheduling appointments.

Checking reception tasks and ensuring they are actioned and processed in a timely manner.

Registering New and Temporary patients.

# *The Burnham Surgery*

Scanning and workflow.

Basic Prescription Knowledge.

Online access for patients.

Refer to other bodies such as community nurse team.

Oversee the patient emails.

To follow and work to the surgeries policies and protocols, reporting concerns when appropriate.

Other responsibilities:

## **Communication**

- Utilise and demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background, and preferred ways of communicating
- Anticipate barriers to communication and take action to improve communication
- Maintain effective communication within the organisational environment and with external stakeholders
- Act as an advocate for patients and colleagues
- Ensure awareness of sources of support and guidance (eg PALS) and provide information in an acceptable format to all patients, recognising any difficulties and referring where appropriate

## **Delivering a quality service**

- Prioritise, organise, and manage own workload in a manner that maintains and promotes quality
- Participate in quality assurance and safety processes across the organisation and its activities
- Participate in shared learning across the practice and the wider organisational environment
- Use a structured framework (e.g., Root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents, and near-miss events
- Assess the impact of policy implementation on care delivery
- Understand and apply legal issues that support the identification of vulnerable and abused children and adults, and be aware of statutory child/vulnerable patients health procedures and local guidance
- 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 and

# *The Burnham Surgery*

assessment of competence

- Maintain clear referral mechanisms to meet patient need
- Prioritise own workload and ensure effective time-management strategies are embedded within the culture of the team
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Discuss, highlight, and work with the team to create opportunities to improve patient care
- Manage and lead on the delivery of specifically identified services or projects as agreed with the practice management team
- Agree plans and outcomes by which to measure success

## **Management of risk**

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines
- Understand the appropriate supervision of safe storage, rotation and disposal of vaccines and drugs.
- Participate in mandatory and statutory training requirements
- Apply infection-control measures within the practice according to local and national guidelines
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice

## **Managing information**

- Use technology and appropriate software as an aid to management in planning, implementation, and monitoring of care, presenting and communicating information
- Review and process data using accurate Read codes to ensure easy and accurate information retrieval for monitoring and audit processes
- Manage information searches using the internet and local library databases
- Monitor and confirm that the nursing team are receiving and processing data and information in an agreed format
- Collate, analyse and present clinical data and information to the team

## **Learning and development**

- Assess own learning needs and undertake learning as appropriate
- Participate in the appraisal and development process

## **Equality and diversity**

# *The Burnham Surgery*

Respecting the privacy, dignity, needs, feelings and beliefs of patients, carers and colleagues and acting in a manner which is non-judgmental and welcoming to and of the individual is imperative to the practice.

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in the observance of equality and diversity good practice
- Accept the rights of individuals to choose their care providers, participate in care and refuse care
- Assist patients from marginalised groups to access quality care

## **Confidentiality**

While seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health & other matters. They do so in confidence and have the right to expect that staff will respect their privacy & act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential

Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

## **Qualifications/Person specification**

### **Required/Essential**

Excellent communication skills & time management

Good telephone manner

Good IT skills

Confident in dealing with people

Reliable

Ability to work under pressure, as part of a team & to use your own initiative.

Good organisation skills

GCSE (or equivalent) in English & Maths

# *The Burnham Surgery*

Good understanding of confidentiality and diplomacy

## Preferred

Previous experience of working for the NHS

Knowledge of SystmOne