

# Bridgnorth Medical Practice

## Reception and Telephony

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### Job description & person specification

<b>Job Title</b>	Receptionist
<b>Line Manager</b>	Deputy Practice Manager
<b>Accountable to</b>	Practice Manager
<b>Hours per week</b>	Contracted working pattern

### Job Summary

To ensure reception and administrative duties within the practice are carried out in a timely, effective and professional manner, in accordance with the practice's guidelines and policies and to ensure the day-to-day activities of the practice are carried out accordingly. This Job Summary includes a range of duties carried out by the reception team, which may change according to the needs of the Practice.

### Mission Statement

Dedicated to Quality Clinical Care

### Responsibilities

The following are the core responsibilities of the Receptionist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- Greet patients, other associated third parties and visitors to the practice in person at the reception desk following the correct procedure.
- Handle incoming and outgoing telephone calls in a timely manner, ensuring calls are documented and redirected accordingly. This will include booking appointments for a wide variety of clinics and dealing with a large number of sometimes complex telephone calls.
- Book in patients and visitors in line with practice appointments and visitor procedures. This will include using the practice computerised appointment system.
- Follow all procedures for booking appointments and administrative duties.
- Booking, amending and cancelling patient appointments. This will include contacting patients with messages from clinicians, including test results.
- Manage Reception Pool, liaising with on-call GP and Assistant Practice Manager if concerns
- Explanation of practice systems and services to new patients and set-up of their personal information on to the computer system.
- The handling and processing of patient prescription requests, EPS and non-EPS. This will include liaison with local pharmacists where appropriate.
- Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
- Ensure samples are bagged and labelled correctly, and prepared for Transport
- Liaise with the Community Hospital and other associated Health Care Teams
- Test urine following practice procedures
- Chaperone when required.
- Assist in the training and support of new staff
- Ensure the reception and waiting areas are tidy and appropriately stocked.
- Carry out other associated administrative tasks in relation to the reception/telephony service

- Provide cover for team colleagues in the event of holiday or other absence
- Attend training courses as requested
- Behave in a professional manner at all times

## **Generic Responsibilities**

All staff at Bridgnorth Medical Practice have a duty to conform to the following:

### **Equality, Diversity & Inclusion**

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (QCI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with

improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Assistant Practice Manager.

### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake, and complete mandatory and non-mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service Delivery**

Staff at Bridgnorth Medical Practice must adhere to the information contained within practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Bridgnorth Medical Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 25 days leave each year and should be encouraged to take all of their leave entitlement. Time owing taken as additional leave will be at the discretion of the Practice.

Person specifications

<b>Person Specification - Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)	✓	
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS user skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintain confidentiality at all times	✓	

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time to time.

This is a description of a job as it is presently constituted. It is the practise of Bridgnorth Medical Practice to examine job descriptions from time to time and to update them to ensure being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards via an annual appraisal to provide an indication of the level of performance expected from the role.

Date: February 2020