

JOB DESCRIPTION

JOB TITLE:	Receptionist
LOCATION:	Broadmead Medical Centre
RESPONSIBLE TO:	Operations Manager, with overall accountability to Practice Manager

Company Overview

BrisDoc currently operates the following services: (1) An Out of Hours GP service within Bristol, North Somerset and South Gloucestershire serving a patient population of circa 900,000 people registered in over 100 GP practices; (2) Daytime GP Practices (Broadmead Medical Centre (which also has a walk-in service), Northville Family Practice, and the Bristol Homeless Health Service; (3) Acute GP Team in Southmead Hospital and the Bristol Royal Infirmary which helps avoid hospital admissions for patients.

Broadmead Medical Centre has a registered list of more than 10,000 patients and also hosts a nurse-led walk-in service serving around 22,000 patients per annum. The combined services are open across 7 days including bank holidays. Our practice population is primarily students, young families, homeless and more vulnerable people with a small elderly cohort. We provide all standard NHS services working closely with community and secondary care providers to offer holistic treatment to our patients.

Job Summary

The post holder will work on reception as part of a team. They will support other members of the team to provide holistic support of patients using both the GP surgery and busy walk in facility.

You will deal with patients confidentially, respectfully and holistically. You will help signpost patients to the most suitable clinician / service to best support their needs. Duties will include speaking to patients/carers face to face and on the telephone. Booking appointments and dealing with patient queries and enquiries.

You will liaise with other NHS bodies, health care providers, support workers and other professionals on the telephone to help sort problems and issues relating to the care of patients.

You will proactively encourage registrations from patients within our boundaries. You will enter registration information onto the system accurately and systematically dealing with any queries as they arise.

You will help support administrative processes within the practice and take on additional

administrative tasks as requested to support smooth and efficient workflow for the patient, clinical team and others involved in the healthcare of the patient.

At all times the postholder must act in a manner consistent with the 'code of conduct and appearance' when representing Broadmead Medical Centre, BrisDoc and the NHS.

The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. This role will develop as the business develops, subsequently leading to changes in the job responsibilities.

Main duties and responsibilities:

The post holder will be responsible for:

- Answering the telephone with a professional and pleasant manner.
- Deal with messages and patient queries accurately, efficiently and effectively.
- Booking appointments accurately with the appropriate clinician.
- Signposting and prioritising patients in line with appropriate training.
- To take appropriate and accurate demographic / personal details of patients to include disabilities, carer status and other details relating to equality and diversity.
- Assist with day to day faxing and emailing requirements as necessary for the role and in line with information governance procedures
- Use the clinical system effectively to inform clinical staff of relevant information relating to their patient.
- Dealing with prescription queries effectively and in a timely way.
- Contacting a Doctor when a home visit is required and preparing the necessary paperwork for the visit.
- Compiling new patient registration packs.
- Registering patients on the clinical system accurately and completely.
- Following all start up and close down procedures daily to ensure security of the IT system and buildings.
- Contacting technical suppliers and liaising with technical support in the absence of IT support on the premises.
- To assist the administration process of ordering, taking delivery and maintaining stock supplies, being mindful of delivery instructions such as refrigeration requirements and acting upon them.
- To undertake duties required by the Practice Manager and or Operations Manager as required for the day to day running of the service
- Assist the clinical staff with emergency first aid and basic life support in line with appropriate training.
- Deal with situations involving unwell and vomiting patients, bereaved / distressed visitors in line with policies and training.
- Manage patients who may be verbally or physically aggressive in a professional manner, using the appropriate alert systems and following policy and training.
- Receive blood and urine specimens in line with infection control policy ensuring they are safely stored and ready for collection.
- Deal with liquid nitrogen delivery in line with protocol and health and safety /COSHH procedure.
- Manage financial transactions in line with set protocols.
- To take on additional admin roles to support the practice, with appropriate training and supervision.

Communication

- To communicate on the phone, by email, fax or in person with staff from a wide variety of NHS / other departments in a confidential, professional and efficient manner so that good communication between the surgery and all other services is maintained.
- To communicate in a professional, friendly and helpful way with patients, carers and the general public
- To maintain confidentiality for all patients and users of the service.
- To communicate effectively and sensitively with service users who maybe angry, confrontational, upset, anxious, fearful or have communication difficulties such as poor language skills, hearing loss or learning disabilities.

Responsibility

- To carry out duties with a level of autonomy and minimum supervision working within procedural guidelines.
- Use own initiative to prioritise own workload and day to day tasks.
- To be responsible for own training needs and identify needs that may help improve service quality.
- To take responsibility when a clinician is unavailable unexpectedly, cancelling and re-booking appointments and communicating with patients so they are informed and are not subject to unnecessary inconvenience.
- Work in accordance with Broadmead's / BrisDoc's policies and procedures.
- Report incidents and near misses to ensure the continued safety of staff, patients and visitors to the practice.
- Report incidents, areas of non-compliance and near misses to ensure that the practice reacts and learns from errors and untoward events.

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding of, and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU Data Protection Regulations), the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive

information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and 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 BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Infection Prevention and Control

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm. BrisDoc ensures that local Child Protection and Safeguarding Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The post holder needs to be aware of BrisDoc's impact on the environment and be vigilant and proactive in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Educated to GCSE standard (or equivalent) with grade C or above in English.	Essential	Application and Interview
Eligible to work in the UK.	Essential	Application and Interview
Ability to communicate effectively with a range of service users	Essential	Application and Interview
At least 2 years' experience in a customer facing role.	Essential	Application and Interview
Excellent administration and record keeping skills	Essential	Application and Interview
Understanding of data protection confidentiality	Essential	Application and Interview
Experience of working in a pressurised healthcare environment.	Desirable	Application and Interview
Qualification / certificates in customer service.	Desirable	Application and Interview
Experience of using EMIS web computer software.	Desirable	Application and Interview

SKILLS AND ATTRIBUTES		
Criteria	Requirement	Measurement/Testing Method
Evidence of computer literacy and keyboard skills	Essential	Application and Assessment
Able to deal sensitively with anguished, distressed and occasionally aggressive individuals.	Desirable	Interview
Excellent attention to detail and accuracy skills	Essential	Application and Assessment
Excellent written and verbal communication skills	Essential	Application and Interview
Able to listen carefully in order to understand	Essential	Interview

the needs of others		
Ongoing commitment to personal development and self-motivated	Essential	Application and Interview
Excellent organisational skills and able to prioritise tasks	Essential	Application and Interview

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high quality staff and patient care	Essential	Application and Interview
Organised, systematic and flexible - Good time management being able to prioritise work and work under pressure	Essential	Application and Interview
Tactful and diplomatic	Essential	Application and Interview
Positive attitude towards innovations and change - Adaptable and able to respond to a changing situation	Essential	Application and Interview
Can self-analyse own work and performance - Ability to recognise own limitations and act upon them appropriately	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Self motivated and able to work autonomously	Essential	
Willingness to learn new skills and to problem solve	Essential	Application and Interview
Able to manage sensitive and emotive situations.	Essential	Application and Interview
Able to remain impartial and non-judgmental during times of conflict.	Essential	Application and Interview

OTHER REQUIREMENTS

Criteria	Requirements	Measurement/Testing Method
Ability to be flexible in supporting other teams with general administration	Essential	Interview
Ability to work the occasional evening to support staff training sessions	Essential	Interview
Ability to travel to other BrisDoc sites for meetings	Desirable	Interview

Created / Last updated: November 2018

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Declaration *(to be completed by post holder):*

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 20 Osprey Court