

**West Walk Surgery  
21 West Walk  
Yate  
Bristol BS37 4AX**

**Job Title:** Medical Receptionist

**Reports To:** Reception Managers  
The Practice Manager  
The Partners

**Job Summary:**

- To ensure that the Practice runs efficiently and that a good service is provided to patients, doctors, colleagues and other agencies.
- To participate as part of your team. To carry out your duties efficiently and competently. To ensure that patients are attended to quickly and in a friendly manner. To ensure that duties required by Partners or senior staff are carried out swiftly. To assist in the provision of a pleasant working environment for all staff.
- To work at both the Yate Coalpit Heath branch surgery.

**Duties and Responsibilities:**

- To open incoming post (both internal and external) and distribute.

Daily reception duties

- Reception stations
- Make future appointments for patients with doctors, nurses and other clinicians.
- Provide general information such as results of tests carried out.
- Register regular, temporary, immediately necessary or emergency patients using the approved guidelines.
- Take visit requests according to guidelines, ensuring you have obtained the patients name, address, telephone number and message.
- General reception administration
- When receiving patient samples, record on computer and take to treatment room.
- When required chaperone a doctor when they are examining a patient.

Prescription duties (daily)

- Check prescription box at least twice daily and process counterfoils.
- Check website for stored prescriptions print as necessary.
- Process sick note certificate requests.
- Process bulk prescription requests.
- Ensure that all prescriptions are signed in time for collection.
- Liaise with patients, staff, chemists, nursing homes and GPs as required in the production of prescriptions or certificate requests.

- File signed prescriptions in box or on clipboards ready for collection.

#### Computer entry (Daily)

- Enter all data onto patient's medical records.
- Amendments and deductions
  - Print amendments and deductions summary and accept the requests.
  - Send deducted patient's records back to PCSA.
  - Inform PCSA when patients die, and return records when requested.

#### Private medical work

- Process incoming and outgoing medical requests daily using the PMA guidelines.
- Chase doctors weekly for outstanding reports.
- Liaise with outside agencies and patients in connection with medical report requests.
- Keep administrator informed of any difficulties in the PMA procedure.

#### General duties

- Have a good working knowledge of all office equipment and use as required and instructed.
- Remove any spillages of bodily fluids or litter in the any area of the surgery using the spillage box and ensuring that there is no risk to you or any other staff member.
- Respond to the call assist system as per the guidelines.
- Use the panic button as per the guidelines.
- Attend practice meetings as required.

#### Closing surgery

- Ensure that all money tins are safely locked away in safe or locked cabinet.
- Close down all terminals and ensure that they are all switched off.
- Lock away all confidential paperwork (including prescriptions & certificates)
- Ensure that all windows are shut and locked.

#### **Confidentiality:**

- 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 the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

### **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 Practice 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.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

### **Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision

- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services:**

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate