



SEA MILLS SURGERY PERSON SPECIFICATION AND JOB DESCRIPTION

JOB TITLE:	SENIOR RECEPTIONIST
RECRUITING MANAGER:	Practice Manager
DATE:	1.9.20

QUALIFICATIONS	Essential	Desirable
• Good standard of general education GCSE/ O Level	✓	
• NVQ or higher in Customer Service or Administration		✓

EXPERIENCE	Essential	Desirable
• Practical experience of working with others in a supervision capacity	✓	
• Supervision and collation of medical reception rota's ensuring cover at all times during practice core hours	✓	
• Experience of patient centred approach, and customer services, ensuring that all are treated with respect, dignity and understanding.	✓	
• Working with own initiative with experience of working within a General Practice Reception environment	✓	
• Practical experience of EMIS medical computerised recording systems	✓	
• Experience of medicines/prescription administration		✓
• Experience of using Docman / NHSMail / MS Outlook/ Basecamp and other associated IT applications		✓
• Ability to build relationships and co-ordinate activity across the practice and a range of organisations		✓
• Knowledge and understanding of Health and Social Care terminology and familiarity of symptoms of medical conditions		✓

SKILLS	Essential	Desirable
• Excellent communication skills (Written and Oral)	✓	
• IT skills – Ability to adapt rapidly to changing technology	✓	
• Time Management and the ability to work to deadlines	✓	
• Negotiation and conflict management	✓	
• Problem solving skills	✓	
• Interpersonal skills	✓	
• Typing skills (preferably in a medical environment)		✓

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Performing under pressure	✓	
• Adaptability	✓	
• Team working	✓	
• Self motivated	✓	
• Flexibility	✓	
• Confidentiality	✓	

KNOWLEDGE	Essential	Desirable
• A understanding of a General Practice Reception environment	✓	

JOB TITLE:	SENIOR RECEPTIONIST
RESPONSIBLE TO:	Senior Business Administrator /Practice Manager
RESPONSIBLE FOR:	Supervision of reception team and medical administration duties
JOB PURPOSE:	To provide and supervise a high quality, professional reception and administrative service to patients, doctors, staff, colleagues, health service professionals and others. To act as the first point of contact for patients contacting the Practice and to portray the Practice in the highest possible professional basis. To ensure that enquires from patients are efficiently and courteously handled to the mutual satisfaction of the partners and patients

MAIN DUTIES AND RESPONSIBILITIES	
	<ul style="list-style-type: none"> • Supervision and resource allocation of reception team working closely with the administrative team, taking into consideration the operational needs of the practice on a daily, weekly and monthly basis. • Training and development of patient facing non clinical colleagues • Responsible for cascading operational and strategic communication to the reception team, identifying training needs and development of colleagues. • Providing high quality customer care for patients, families and their carer's, clinical colleagues, community health teams, hospital teams, social care teams and the wider community.
1.	Ensuring reception team adhere to infection control measures. Greet patients and visitors to the practice adhering to social distancing measures.
2.	Book in, amend and cancel patient appointment in line with practice appointments procedures ensuing optimum efficiency of the appointment system.
3.	Ensure that patients without appointments but who need 'urgent consultations' are seen in a logical and non-disruptive manner.
4.	Receive and accurately record requests for home visits, assessing urgency in accordance with the Practice's protocols
5.	Ensure the computerised appointment system is up-to-date.
6.	Respond to/or redirect all patient and visitor requests accordingly.
7.	Explain practice arrangements and formal requirements to new patients and temporary residents, ensure procedures are completed.
8.	Set-up new patients on the computer system. Support the nursing and admin team with the call and recall of patients for chronic disease management and associated patient testing.
9.	Advise patients of relevant charges for private services, accept payment and issue receipts for same.
10.	Produce repeat prescriptions according to practice procedures and ensure timely distribution of completed prescriptions. Liaise with pharmacist and pharmacy providers on matters effecting customer services.
11.	Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
12.	Ensure read code data entry is actioned accurately and promptly.
13.	Ensure reception and waiting areas are kept neat and tidy
14.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
15.	Undertake administration tasks as allocated on a weekly rota organised by reception supervisory staff.
16.	Action start and end of day policies and procedures
17.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
19.	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.

20.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
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EQUIPMENT, MACHINERY & SYSTEMS	
1.	Personal Computer system including e-mail and internet activity which are utilised as a means of communication both internally and externally
2.	Practice Clinical System EMIS to manage and record patient appointments, inputting patient registration data, accessing patient data as necessary and when undertaking audits
3.	Fax and photocopying machines.
4.	The post-holder is responsible for, in concert with others, maintaining the accuracy of the Practice's Clinical System EMIS

The post-holder's work assignment is determined by the requirements of the Practice, GP Partners, the Practice Manager and the patients.

The Reception Supervisor provides immediate line-management for the reception team. However, the post-holder is expected to be self-directed and self-motivated using their own initiative and requiring minimum input from the Practice Manager. The Post-holder's work is formally reviewed by annual appraisal.

The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key result areas, anticipating and communicating future internal and external requirements.

The post-holder is required to use her/his own initiative when dealing with problems and to make any reasonable and necessary decisions on events as they occur, including:

- Establishing and maintaining effective lines of communication with the patients, all other staff, GPs and Practice Manager.
- Communicating clearly and effectively with staff to aid the smooth running of the Practice.
- Responding to requests or queries for support as they arise in an appropriate and timeously manner.
- Prioritising workload and requests for support.
- Making the most effective use of resources available.
- Using judgement and experience in helping to determine the relevant urgency of requests for information received from patients and other external organisations.

CHALLENGES OF THE ROLE	
1.	Managing the many conflicting priorities that the post requires
2.	Ensuring clear protocols for the prioritisation of work including induction of colleagues
3.	Providing and maintaining a professional and effective dialogue with patients.

COMMUNICATION AND RELATIONSHIPS	
1.	Internally with the GP Partners, Practice Manager and colleagues to help ensure that the Practice's aims and objectives are met.
2.	Internally and externally with colleagues, healthcare professionals and others within the Primary and Secondary Care sectors with regard to the needs of the Practice and the needs of patients registered at the Practice.
3.	Externally with patients registered at the Practice.

PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB	
1.	The post-holder is required to have keen hand/eye co-ordination to undertake his/her primary task.
2.	The post holder is required to be methodical and work to a structure, seeing problems through to their satisfactory conclusion.
3.	The post-holder is required to work in a well-organised and professional manner to meet the demands of the work, maintaining concentration and accuracy.
4.	The post-holder is often required to work independently of others and to be self-determined.
5.	The post holder is required to communicate effectively and possess an aptitude for dealing with potentially difficult or demanding situations.

KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB	
1.	The post-holder must be understanding and approachable to patients and able to respond to patient requests
2.	The post-holder is required to have a working knowledge of the Practice's Clinical System (INPS Vision).
3.	The post-holder is required to have well-developed keyboard skills.
4.	The post-holder must be able to communicate effectively and collaboratively across varied staff disciplines.
5.	The post-holder must clearly understand the importance of maintaining patient and data confidentiality.

JOB DESCRIPTION AGREEMENT	
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Job Holder's Signature:	Date:
Practice Manager's Signature:	Date: