

## Job description

### Job Summary:

Receive, assist and direct patients in accessing the most appropriate service or healthcare professional in a courteous, efficient and professional manner. This will be by telephone and face to face.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors arriving at the practice

### Key Areas of Responsibility:

- Ensure a professional and efficient reception service is provided to patients and other visitors
- Deal with general enquiries and explain practice procedures where required
- Make new and follow-up appointments
- Communicate test results in an accurate manner
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed
- Enter patient information on to the practice clinical system as required
- Process prescriptions and deal with enquiries
- Register new patients to the Practice
- Open and distribute practice mail
- Keep waiting area tidy and ensure information is up to date
- General administrative duties
- Undertake a share of communal duties and any other additional duties appropriate to the post as requested by the Office Manager, Practice Manager or Partners

### 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 peoples 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 teams performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

#### Communication:

The post-holder should recognise 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 peoples 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.

#### Person specification

#### **Supporting Documents**

No documents

#### **Advert publishing details**

#### **Application method**

Online applications

#### **Contact**

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#### **Closing date**

20/10/2021

#### **Shortlisting method**

Offline on paper

#### **Additional information in your advert**

#### **We'll ask about previous criminal convictions**

Included

#### **We'll accept overseas applications**

Not included

#### **Applicants need UK professional registration**

Not included

#### **Additional job application questions**

These questions will not appear on the job advert but will be included as part of the job application.

### **Additional questions for specific job roles**

No

#### **Criminal Convictions**

You have chosen YES to ask if there are any convictions that are not protected.

You have chosen YES to ask if there are any cautions that are not protected.

#### **Fitness to practise**

You have chosen NO to ask if the candidate has been removed from the register.

You have chosen NO to ask if the candidate has conditions or sanctions placed on their registration.

You have chosen NO to ask if the candidate has ever had restrictions placed on their clinical practise as a part of the revalidation process.