

## Bank Receptionist – Job Description

**Location:** Broadmead Medical Centre

**Reports to:** Operations Manager

### Role Summary

You will work in the Patient Services (reception) department as part of the Broadmead Medical Centre Reception Services team. You will receive, assist and direct patients in accessing the appropriate service or clinician in a courteous, efficient and effective way and will project a positive and welcoming image to patients, other visitors and members of the Practice team. You will work to agreed targets and timescales, and in accordance with Practice policies, protocols, guidelines and procedures.

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.

### Key Responsibilities

#### Front Desk & Communication

- Greet and assist patients, carers, and the general public in a professional, friendly, and confidential manner—whether in person, by phone, or email.
- Handle all incoming calls and queries efficiently, using discretion and sensitivity—particularly with individuals who may be upset, confrontational, anxious, or have communication difficulties (e.g., hearing loss, language barriers).
- Communicate with a wide range of NHS and external department staff to support effective coordination between services.

- Relay test results to patients where appropriate, in accordance with practice policies.
- Maintain strict confidentiality at all times regarding patient records, interactions, and practice matters.

## **Patient Registration and Records management**

- Register and deduct patients (regular, temporary, immediately necessary, or private) accurately using the clinical system.
- Update patient demographics, including details such as disability status, carer responsibilities, and other equality information.
- Compile and manage new patient registration packs and handle birth/death notifications in line with established procedures.
- Process change-of-address updates and maintain record accuracy

## **Appointment & Schedule Management**

- Book, cancel, and reschedule appointments with appropriate clinicians using the clinical system.
- Proactively manage appointments in cases of clinician absence, ensuring patients are informed and supported to avoid unnecessary inconvenience.
- Signpost and prioritise patient needs based on urgency and training.

## **Clinical & Prescription Support**

- Respond to prescription queries and process repeat medication requests accurately and in a timely manner.
- Support clinicians by using the clinical system to share relevant patient information.
- Assist with emergency first aid or basic life support if trained and required.

## **General admission & Office support**

- Provide clerical and administrative support including filing, scanning, photocopying, coding, document retrieval, and data entry.
- Manage internal communication and documentation processes (including confidential emails, mail, and filing systems).

- Participate in additional administrative tasks as requested by the line manager or Practice Manager.
- Contribute to maintaining efficient office systems and procedures

## **Facilities, IT & Supplies**

- Follow start-up and shut-down procedures daily to ensure IT and building security.
- Receive and manage deliveries, observing storage requirements (e.g., refrigeration).
- Assist in managing supplies and stock appropriately

## **Health, Safety & Patient Welfare**

- Provide appropriate support to patients who are unwell, distressed, bereaved, or experiencing emotional difficulties, in line with training and policy.
- Manage potentially aggressive behaviour calmly and in line with policy, using alert systems when needed.
- Handle bodily fluid samples (e.g., blood, urine) safely and according to infection control protocols.
- Report any incidents, near misses, or areas of non-compliance to contribute to ongoing safety and learning.

## **Professional Responsibility & development**

- Work independently within broad procedural guidelines, using initiative to prioritise daily tasks.
- Recognise and communicate training needs to support continuous improvement.
- Comply with all Broadmead/BrisDoc policies and procedures, including incident reporting and quality assurance.

## **General Duties**

You can read the full list of general duties and expectations via the link below:

[www.brisdoc.co.uk/workwithus/general-duties](http://www.brisdoc.co.uk/workwithus/general-duties)

## Person Specification

### Essential Skills and Experience

- Experience of working in customer care in a front- line role
- Administrative filing and record keeping
- Good written communication skills, with the ability to draft professional emails and documents
- Strong interpersonal skills, with a friendly and professional approach when dealing with employees, managers, and external contacts
- Good organisational skills, with the ability to prioritise tasks, meet deadlines, and manage a varied workload
- Competent IT skills, including proficiency in Microsoft Office (especially Excel, Word, and Outlook)
- Strong attention to detail, ensuring accuracy in data entry, document management, and record-keeping
- Ability to maintain confidentiality and handle sensitive information in a professional manner
- A flexible and proactive approach, willing to learn and work as part of a team.
- Commitment to equity, diversity, and inclusion (EDI)

### Desirable Skills and Experience

- Able to deal sensitively with conflict
- Experience of using EMIS web computer software
- Certificates relating to information governance and security
- Experience of prescription administration and/or experience working in a numerate capacity
- Qualification / certificates in customer service