



St Melor House Surgery

Receptionist Job description

Job Title: Receptionist

Reports to: Reception Team Leader/Practice Manager

Hours: 15-20 hours per week

Overall job summary

The receptionist is a key integral part of the surgery to ensure smooth running of services, and receiving, assisting and directing patients in accessing the appropriate services for their healthcare in a courteous, efficient and effective way.

Person and skills specification

- Exceptional customer service experience
- Able to work in a fast-paced changing environment
- Pleasant, articulate, polite attributes
- Able to work core hours of 7.45am – 6.30pm
- Microsoft Office knowledge with excellent keyboard/typing and computer skills
- Attention to detail
- Team player with excellent communication
- Experience of SystmOne beneficial

Job responsibilities but not limited to:

- To have thorough knowledge of all Practice procedures and policies
- To work in accordance with written protocols
- Data entry into clinical system
- Filing and dealing with post
- Photocopy as requested
- Deal effectively with patient queries and signpost accordingly
- Handling of prescriptions and written correspondence to patients
- Provide cover shifts when necessary
- Process appointment requests
- Process home visit requests
- Process tasks associated with the patient
- Ensure waiting room and public areas are clean and tidy
- Opening and locking up
- Work as a team

Confidentiality

The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Health and Safety

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with associated Practice Policies.

Equality and Diversity

A good attitude and positive action towards Equality, Diversity and Inclusion creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

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
- Attend monthly team meetings

Quality and Continuous Improvement

To preserve and improve the quality of this organisation's outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

This organisation continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Communication

The post holder should recognise the importance of effective communication within the team and 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

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

Name: _____

Signed: _____

Date: _____