

BUNGAY MEDICAL PRACTICE

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28 St John's Road
Bungay
Suffolk NR35 1LP

JOB DESCRIPTION

JOB TITLE: RECEPTIONIST

REPORTS TO: RECEPTION MANAGER / PRACTICE MANAGER / PARTNERS

HOURS: 18 / 19 hours per week (two posts)

Job Summary: To work as part of the Reception team, providing an efficient service to patients, at all times following the Reception Protocols

Job Responsibilities:

- ◆ Receive and direct patients in the Reception area
- ◆ Receive telephone calls, record messages accurately, and make contact with the doctor or other member of the Health Care Team as necessary
- ◆ Provide patients with information as required, including results
- ◆ Understand the emergency procedures
- ◆ Use the practice computer system (SystemOne) as instructed
- ◆ Make appointments for patients
- ◆ Take requests for home visits from patients
- ◆ Liaise with On Call Triage team
- ◆ Retrieve patients' paper medical records if necessary and prepare other papers needed for consultations and visits
- ◆ Liaise with hospital staff and other health care professionals as necessary and deal with hospital discharges
- ◆ Filing of medical records and paperwork as required
- ◆ Deal with changes of address and registering new patients
- ◆ Completion of various forms as required
- ◆ General photocopying as required
- ◆ Scanning of medical letters/results onto SystemOne and electronic distribution of post
- ◆ Receive payment from patients for non-NHS work – ensuring the sum is entered in the cash book and placed in the till
- ◆ To participate in providing holiday/sickness cover for members of the reception team and to take part in the Thursday evening rota
- ◆ To ensure the practice is secure by alarming and locking the building at the end of the practice day when necessary, checking that the telephone system has transferred correctly to the Out of Hours service
- ◆ To book ambulance transport and community transport
- ◆ To dress smartly and professionally in the uniform with which they are provided
- ◆ To monitor waiting rooms and clinicians in surgery on a regular basis, assisting patients where necessary
- ◆ To monitor reception areas for good appearance and take action as required, ensuring that patient waiting areas are welcoming and give a good impression of the practice
- ◆ Ensure outstanding queries are explained and handed over to the next shift, as necessary
- ◆ To attend departmental/practice team meetings as required
- ◆ Any other reasonable duties

PHYSICAL ENVIRONMENT

Bungay Medical Centre
28 St John's Road
Bungay
Suffolk NR35 1LP

CONDITIONS OF SERVICE

Hours: 18 / 19 hrs/week + holiday/sickness cover
Sick Leave: As per contract
Pension: NHS Pension Scheme
Holiday: 5 weeks per annum (pro rata)

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 is expected to personally comply with the statutory provisions of health and safety at work legislation and local policy and to always work in a safe manner and not to put self or others at risk.

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 recognizes 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
- Participate in Significant Event monitoring within team
- 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 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 people's needs for alternative methods of communication and respond accordingly

General:

It is important that all members of practice staff are flexible and prepared to adapt and take on additional duties or relinquish existing duties in order to maintain efficient running of the practice. Partners reserve the right to reasonably redistribute duties and functions from time to time based on service needs and the existing skills of the post holder.