

JOB DESCRIPTION

EMPLOYER: Dr S Watkins and Partners
Evergreen Oak Surgery
43 Commercial Road
Parkstone
Poole
Dorset
BH14 0HU

JOB TITLE: RECEPTIONIST

**MAIN PURPOSE
OF JOB:**

To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other staff, both medical and administrative.

RESPONSIBLE TO: OFFICE MANAGER / PRACTICE MANAGER

MAJOR DUTIES AND RESPONSIBILITIES - to be carried out in accordance with agreed protocols, where applicable.

Reception Duties

- Answer telephone - within 3 rings (request help if necessary).
- Deal with telephone enquiries and enter details onto clinical system.
- Accept home visits where necessary and enter onto clinical system.
- Deal with patients at reception desk and make appointments.
- When triage system in operation, deal with all requests for emergency appointments and visits in accordance with agreed protocol.
- Assist in the running of various surgeries and clinics, making necessary appointments as required.
- Take messages as required and record as per agreed protocol.
- Give patients medical advice when directed by a Doctor.
- Carry out prescription and repeat prescription requests on clinical system.
- Deal with post in paper and electronic formats, scanning into patient notes as required
- Receive specimens - nurse or hospital.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover; ensure necessary procedures are completed.
- Enter any required data onto clinical system
- Advise patients of relevant charges relating to non NHS services e.g. travel services, medical reports and examinations, insurance services, etc., accept payment and issue receipts.
- Tidy work area when task is completed.
- Make tea or coffee when necessary, wash cups and keep kitchen area tidy.

Management of medical records

- Retrieve and refile paper records as required, ensuring that strict alphabetical order is adhered to.
- Ensure correspondence, reports, results, etc. are scanned into correct patient record

Start and end of day procedures

Open and close practice premises as per agreed protocol to include:

Morning

- open up premises, deactivate alarm;
- switch on all required computers;
- ensure consulting rooms are ready for clinicians;
- make all necessary preparation to receive patients.

Evening

- tidy consulting rooms, waiting room and reception area;
- secure premises, ensuring the building is totally secured, internal lights are off and alarm is activated.

Duties specific to your post

To be agreed with each post holder

Report any defects or faults in surgery equipment or surgery premises to the Office Manager or the Practice Manager.

The above duties may vary from time to time and may include other tasks designated by either the Office Manager or the Practice Manager.

The post holder will be required to work from the main surgery premises in Commercial Road and also from the branch surgery premises at Borley Road, Creekmoor.

The post holder may be required to hours in addition to his/her contracted hours to cover sickness and annual leave.

Special requirements of the post

- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use own judgement, resourcefulness, common-sense and local knowledge, to respond to patients' enquiries and requests.
- Excellent communication skills.

Health and Safety

1. To be aware of responsibilities under the Health & Safety Act and adhere to the Practice Health & Safety Policy.
2. Adhere to the Practice Infection Control Policy.
3. Report any accident or injury involving staff/patients to the Practice Manager and enter the incident in the Accident Book.