

**JOB DESCRIPTION**

**JOB TITLE MEDICAL RECEPTIONIST/SECRETARY**

**REPORTS TO PRACTICE MANAGER**

**HOURS 24 HOURS PER WEEK**

**Job Summary**

We are looking for a Medical Receptionist/Secretary to work 24 hours per week on a rota with 4 other Medical Receptionist/Secretary. We are a friendly 2 Partner practice in Rainham, Medway. We have a dynamic, committed, stable and supportive team, many of whom have been with the practice for years.

We are a busy practice and you will need to be caring, calm under pressure and have a flexible, enthusiastic, hard-working attitude. The Practice needs a team player, but one who is also confident to work under one’s own initiative and enjoys working in a fast paced, but friendly working environment.

Skills required

* Have strong communication skills, both in person and on the telephone
* Be friendly and confident
* Have good organisation skills and be able to prioritise workload
* Be able to cope in a busy environment
* Be flexible and adaptable
* Be able to use own initiative
* Be able to work alone and in a team
* Be computer literate – have knowledge of EMIS, if possible

Main Duties

* Ensure an effective and efficient reception service is provided to the patients and any other visitors to the Practice.
* Deal with all general enquiries and be able to explain procedures.
* Processing personal and telephone requests for appointments, including telephone consultations and home visits and ordering of ambulances.
* Ensuring patients are directed to the most appropriate Clinician.
* Taking messages and passing on information
* Making telephone calls as requested including ordering ambulances
* Respond appropriately to queries and requests from patients and visitors.
* Process repeat prescriptions in accordance with Practice policy
* Computer data entry and collation – processing and recording information in accordance with Practice procedures.
* Initiating contact and responding to requests from patients, other team members and other associating healthcare professionals
* Ensure that protocols, policies are read, understood and abided by.
* Ensure training is up to date
* Participate in the staff rota to provide cover for colleagues during annual leave and sickness absence.
* To attend staff meetings as required
* To undertake such duties as may be required from time to time including filing, photocopying and scanning

Person Specification

* Experience of customer care or dealing with the public in a frontline role
* Good numeracy and literacy skills
* Experience of Microsoft Office
* Experience as a Medical Receptionist in a GP surgery (desirable)
* Experience of EMIS clinical system (desirable)

**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 duties outlined in this Job Description, the post-holder may have access to confidential information relating not only to patients and their carers, but 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.
* Any information relating to the patients, carers, colleagues or the Practice must only be divulged to authorised persons in accordance with 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’s Health & Safety policy. This will include:

* Using personal security systems within the workplace according to Practice guidelines.
* Identifying the risks involved in work activities and undertaking them in such a way that manages the risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures and maintaining work areas in a tidy and safe way.
* 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 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-judgemental and respects their circumstances, feelings, priorities and rights.

**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 their 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 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.

**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 their own work.
* Participate in audit where appropriate.
* Attend regular staff meetings.

**This Job Description is intended to provide an outline of the key tasks and responsibilities and is not exhaustive. There may be other duties required of the Post-Holder relevant to the position.**