

GADE SURGERY

Gade House, 99b Uxbridge Road, Rickmansworth, Hertfordshire, WD3 7DJ
Witton House, Berks Hill, Chorleywood, Hertfordshire, WD3 5LB

JOB DESCRIPTION

MEDICAL RECEPTIONIST

Job Summary

To be responsible for undertaking a wide range of reception duties and the provision of general support to the patients and doctors. Duties can include, but are not limited to, booking appointments, greeting, directing and assisting patients, patient registrations, scanning, acting on tasks and the processing of information (electronic and hard copy) and prescriptions.

Key Responsibilities

The following are the key responsibilities of the Medical Receptionist. There may be on occasion a requirement to carry out other tasks but this will be dependent upon factors such as capability, workload and staffing levels:

- Answer incoming calls and effectively deal with the callers request
- Manage all requests for appointments for the doctors, nurses and other health professionals
- Signpost patients to the correct service
- Initiate contact with, and respond to, requests from patients, team members and external agencies
- Read code data, when appropriate; e.g. when a test result has been communicated to a patient
- Input data into the patient's healthcare records as necessary
- Process temporary or permanent registrations, as required, and in accordance with practice protocol
- Support health promotion and assist in ensuring the promotional material, on allocated notice boards, is current
- Provide support in the management of repeat prescriptions, ensuring they are processed accurately and within the agreed timeframe
- Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- Provide support to all clinical staff with general requests
- Ensure that tasks and queries are actioned, within a reasonable timeframe
- Monitor and maintain the reception area
- Adhere to the opening and closing procedures, in accordance with practice protocol
- Attend essential practice meetings (even when they occur at a time when the employee is not working)

Gade Partnership:

Dr A Slade, Dr M Jennings, Dr S Sudarshi, Dr S Thangarajah, Dr A Dewji

Dr K Gordon, Dr A Pabari

Practice Manager: Ms M Carr

Person Specification		
Qualifications	Essential	Desirable
Medical receptionist specific qualification		✓
NVQ Level 2 in Health & Social Care / QCF Level 2 in Health and Social Care / equivalent		✓
Experience	Essential	Desirable
Working with the general public	✓	
Working as a Receptionist		✓
Working in a health care setting		✓
Working in an administrative role	✓	
Skills	Essential	Desirable
Clear, polite telephone manner	✓	
Excellent, professional interpersonal skills	✓	
Excellent organisation and time management skills	✓	
Strong IT skills and a competent user of Microsoft Office and Outlook	✓	
Knowledge of clinical software packages; e.g. EMIS, Docman10		✓
Excellent attention to detail and a commitment to producing high quality work	✓	
Ability to use own judgement and resourcefulness	✓	
Ability to work under pressure whilst maintaining a high level of accuracy	✓	
Ability to work as part of a team and autonomously	✓	
Personal Qualities		
Is polite, confident and calm	✓	
Is flexible, self-motivated and a good motivator of others	✓	
Possesses a high level of integrity and loyalty	✓	
Other requirements	Essential	Desirable
Flexible and willing to cover annual and sick leave	✓	
Disclosure and Barring Service (DBS) check	✓	
Displays professional behaviour at all times and an appropriate personal appearance	✓	
Is committed to patient care	✓	
To complete all mandatory training implemented by the practice	✓	
Actively participate in annual performance reviews	✓	

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Generic Responsibilities

All staff at Gade Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I creates an environment where all individuals are able to 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 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 you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire

This practice is committed to supporting and promoting opportunities to staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

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

Quality and Continuous Improvement

To preserve and improve the quality of our output, 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 practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care 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.

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Induction Training

On arrival at the practice all personnel are to complete a practice induction programme which will normally be managed by the line manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share codes for door locks to anyone and are to ensure that restricted areas remain effectively secured.

This document may be amended following consultation with the post holder to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional or surrender existing duties to enable the efficient running of the practice.

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