

## BRECON MEDICAL GROUP PRACTICE

### JOB DESCRIPTION

**JOB TITLE:** Medical Receptionist

**REPORTS TO:** Team Leader

**HOURS:** 27 hours over 3 days or 36 hours over 4 days Monday to Friday (to include one late night working to 6.30pm and to start work at 7.55/7.50am).

#### **MAIN PURPOSE OF THE ROLE:**

##### **Job Summary:**

To provide a professional reception and administrative service to the patients of the practice.

The purpose of the role is to:

- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way via the telephone or face to face.
- To ensure that all enquires are handled effectively and courteously, that filing, record keeping and distribution of documentation is undertaken efficiently and promptly.
- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
- Undertake a variety of administrative duties to assist in the smooth running of the practice including the provision of administrative support to clinical staff and other members of the practice team.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.
- Support multi-disciplinary team working with the aim of providing a high standard of service to all practitioners and patients.
- Ensure that the reception area is "manned" at all times when open to the public.

#### **Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the Medical Records Team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Team Leader/Practice Management, dependent on current and evolving practice workload and staffing levels:

- Maintaining and monitoring the practice appointments system.
- To have a thorough knowledge of all Practice procedures and adhere strictly to these written protocols.
- Have a working knowledge and understanding of the practice telephone, Patient calling and electronic booking in systems.
- Processing personal and telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional.
- Taking messages and passing on information clearly and accurately.
- Filing and retrieving paperwork.
- Computer data entry/data allocation and collation; processing and recording information in accordance with practice procedures.
- Ensure accurate completion of all necessary documentation associated with patient healthcare and registration with the practice.
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers.
- Clearing and re-stock consulting rooms on a daily basis.
- Providing clerical assistance to practice and Local Health Board colleagues as required from time to time, including word/data processing, filing, photocopying and scanning.
- Ensure building security - have thorough knowledge of the practice premises and maintaining security of these. Adherence to the opening and locking up of the premises in accordance with the practice protocols.
- Attend and participate in practice meetings as required.
- The above list of duties is not exhaustive and may be subject to change as deemed necessary.

### **Special Requirements of the post**

- To have a pleasant and courteous manner and have excellent e-communication skills.
- Be of smart appearance.
- Ability to work without direct supervision and determine own workload priorities.
- An understanding, acceptance and adherence to the need for STRICT confidentiality.
- Accurate and timely financial management.

### **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 will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- 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 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:

- Mandatory training as required by the practice.
- 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.
- 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 recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize 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 own work.
- Participate in audit where appropriate.

### **Safeguarding Vulnerable People:**

The post-holder will take personal responsibility for safeguarding; acting in accordance to Practice Policy and local arrangements in respect of Adult and Child Protection and in accordance with their role.

### **Disclosure & Barring Service Check**

This post is subject to the Rehabilitation of Offenders (Exceptions) Order 1975 which makes certain regulated activity (for example work with children, young people and/or vulnerable adults) exempt from the Act, therefore requires individuals seeking to work with those groups to be subject to disclosure. The post-holder will be required to undergo a Standard Disclosure and Barring Service (DBS) check for any previous criminal convictions.

### **HOLIDAYS**

The annual entitlement is 25 working days, exclusive of statutory Public Holidays (pro rata for part time staff).

### **SALARY & PENSION**

At the time of publication, the salary for Medical Receptionist is in accordance with Brecon Medical Group Practice scale:

<b>Point</b>	<b>Hourly Rate</b>	<b>Annual 37.5hrs</b>
1	11.62	22721
2	11.72	22917
3	11.96	23386

On commencement £22,721 per annum full time (£11.62 per hr) rising by incremental points to £23,386 per annum full time (£11.96 per hr) paid monthly directly into your Bank Account.

The post-holder will be eligible to join the NHS Superannuation Scheme: There are several rates of member contribution, which are set against nationally agreed full time pay rates. These range from 5 to 14.5% (Employer contribution 20.6%).

Person Specification - **Medical Receptionist**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Good General Secondary Education to GCSE level standard.</li> <li>• Excellent standard of numeracy and literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Vocational Qualification in ICT/Keyboard/Text/Data Processing.</li> </ul>
<b>Relevant Work Experience</b>	<ul style="list-style-type: none"> <li>• Customer care.</li> <li>• Stable work history.</li> <li>• Experience of answering telephone calls in a high call volume environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous health service experience</li> </ul>
<b>Key Skills</b>	<ul style="list-style-type: none"> <li>• Good communication and listening skills.</li> <li>• Telephone techniques.</li> <li>• Accuracy and attention to detail.</li> <li>• Proven proficiency in the use of Information Technology.</li> <li>• Keyboard skills.</li> <li>• Adherence to procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of medical terminology</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• An understanding, acceptance and adherence to the need for strict confidentiality.</li> <li>• Flexible approach to work in order to meet the needs of the service.</li> <li>• Positive, professional and empathetic.</li> <li>• Flexible approach to learning.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work to deadlines.</li> <li>• Knowledge of General Data Protection.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to Work as part of an integrated multi-team.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Good organisational skills.</li> <li>▪ Able to use own initiative.</li> <li>• Able to prioritise own workload when required given conflicting demands</li> <li>• Able to undertake training.</li> <li>• An understanding, acceptance and adherence to practice protocols and procedures.</li> <li>• Positive attitude and able to act on feedback.</li> </ul>	