



PORTREE MEDICAL CENTRE

JOB DESCRIPTION

JOB TITLE: Medical Receptionist
REPORTS TO: Office Team Leader
RESPONSIBLE TO: Practice Manager

Job Summary

Provide assistance to the practice team in delivering and implementing general medical services to practice population. This will involve extensive computer and records work.

Provide general reception assistance and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

Update patient records with incoming patient data.

Job Responsibilities

- Provide reception support to include (not exhaustive list)
 - Assist with the smooth running of the reception area
 - Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
 - Deal with all general enquiries, explain practice arrangements and formal requirements to new and registered patients and those seeking temporary cover, and ensure procedures are completed
 - Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery
 - Enter requests for home visits into practice clinical information system, ensuring careful recording of all relevant details and where necessary refer to on-call doctor
 - Action requests for prescription requests and ensure that they are ready for collection by the patient
 - Scan and file patient notes and correspondence
 - Immediately advise appropriate persons of any issue or instances that could potentially impact on the provision of service or health, or safety or welfare of any individual
 - Working with colleagues to enter results into patient medical records
 - Collate, summarise and enter information from newly registered patients paper and electronic medical records into electronic patient records
- Premises:
 - Ensure that premises are maintained to the highest of standards, reporting any concerns or issues to the appropriate persons
 - Open up the practice premises at the start of the day when first to arrive, de-activate the alarm and make all necessary preparations to receive patients
 - When closing the practice at the end of the day, ensure that all systems are powered down as appropriate, that the building is secure, internal lights are off and the alarm is activated if last to leave premises
- Undertake any other additional duties appropriate to the post as requested that are in line with the role and responsibilities



Knowledge, Training and Experience

- A good standard of written and spoken English is required
- Organisational skills are essential
- A good understanding for administrative procedures
- A full working knowledge of Vision, Docman and other Windows based applications are a necessary requirement of the position and suitable training will be provided
- Excellent and accurate typing skills
- Confidence in the use of IT equipment

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 comply with all health and safety policies and procedures and assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health and safety policy.

- Identifying the risks involved in work activities, undertaking appropriate documented risk assessment and implementing such approved measures that manages those 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 which are free from hazards
- Reporting potential risks identified
- The post holder should ensure that working spaces are appropriate for the requirements of the tasks being undertaken and that necessary audits and assessments have been carried out

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 and 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 is to include:

- Participation in an annual individual performance review and appraisal, 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
- Undertake mandatory training as required by NHS Highland.



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 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

Contribution to the Implementation of Services

The post-holder will:

- Participate in the development of practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect their own work
- Undertake audits where appropriate

Physical Demands of the Post

As the post involves a lot of sitting, the post holder should ensure that they take adequate time to stretch and adjust their posture to avoid strain. This job involves minimal bending, stretching and movement in confined spaces.

A significant amount of tasks undertaken involve using visual display units and the post holder should arrange annual eye checks from a suitably qualified ophthalmic optician.

Mental and Emotional Demands

The post holder will require to maintain a high level of concentration while coping with frequent interruptions when working in this complex and often high pressure environment. A high level of accuracy is required, as is the ability to multi-task and the post holder may be exposed to some disturbing and/or detailed sensitive information.

There may be occasional exposure to aggressive or challenging behaviour from patients/service users.

General Practice is an ever-changing service and all staff are expected to participate constructively in practice activities and to adopt a flexible approach to their work.

This job description will be reviewed regularly and will be varied in the light of the business needs of the practice. This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post, or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.