

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Medical Receptionist/Administrator
<b>ACCOUNTABLE TO:</b>	Patient Services Manager
<b>SUPERVISED BY:</b>	Team leader
<b>HOURS OF WORK:</b>	up to 26.5 hours (Hours below may change due to practice demand) Mon 12.00 – 5.30 (5.5 hours) Tues 8.30 – 5.00 (7.5 hours) Weds 12.00– 5.00 (5 hours) Thurs 9.00 –6.30 (8.5hours)
	Flexibility for holiday cover/sickness is essential
<b>START DATE:</b>	TBA
<b>PROBATION PERIOD:</b>	Twelve months

**The Practice Philosophy is:**

- Comprehensive patient-centred care.
- Welcoming environment for patients
- Well motivated, caring and efficient team

**AIMS OF THE POST:**

To provide a responsive and friendly service to patients, whilst maintaining a professional manner at all times. To work as an effective member of the patient services team and wider practice team, helping the Partners and staff to provide the highest possible quality of care to patients. To be polite and willing to help at all times.

To provide a comprehensive service to our patients, on the telephone, in person and by electronic communication. To ensure strict confidentiality at all times.

Good communication is extremely important within the practice, with patients and with outside agencies and the post-holder will be expected to help ensure that everyone who comes into contact with it holds the practice in high regard. Absolute discretion is required in protecting patient confidentiality. The post-holder will be required to work flexibly, working in the call room, at the reception desk, taking responsibility for admin functions and providing admin support to the wider team. You will be required to cover absences of other members of the team.

Major duties and responsibilities of the post are included in the role competency guide attached.

### **ROLE COMPETANCY MEASUREMENT GUIDE**

**Major duties and responsibilities of the post:**

These are the measurements for competences which you should be aiming to achieve and which will be reviewed through probation and for appraisals.

**Patients**

1. Deal with patients in a courteous, empathetic and efficient manner
2. Act as front of house contact for the Practice at our reception desk
3. Keep patients informed of any appointment running late
4. Deal with incoming telephone enquiries in the call room
5. Get to know regular patients and build up a professional rapport and understanding of needs
6. Ensure confidentiality of information (written/electronic/oral) is preserved at all times, inside and outside of workplace
7. Follow practice procedures to ensure Caldecott and security requirements are met at all times.
8. Ensure compliance of the Data Protection Act 1998
9. Follow procedures to comply with Health and Safety standards, including COSHH where appropriate to ensure the safety of staff, patients, visitors and premises.
10. Deal with complaints promptly, professionally, with empathy and following Practice protocol

<b>Very Good</b>	<b>Good</b>	<b>Needs Improvement</b>
Personable with a kind, caring and empathetic manner. Confident to deal with difficult patients Able to diffuse difficult situations Able to confidently deal with all aspects of query and follow through to resolution Supports others	Personable with a kind and caring manner. Able to deal with difficult situations Knows when to seek help Even though not able to meet all needs the patient leaves re-assured, if not happy	'Customer Service' skills still need work. Not confident dealing with difficult patients Unable to diffuse difficult situations Refers onto senior staff too soon

**Data**

11. To ensure that the required patient information is recorded on computer (and where necessary in the notes), accurately and promptly. This process is controlled by the EMIS Web computer system.
12. To demonstrate ability to use EMIS web, Microsoft Outlook, DOCMAN, Microsoft Word and Excel and other programmes and software as required.

<b>13. Very Good</b>	<b>Good</b>	<b>Needs Improvement</b>
Proficient in computer use and able to train others Able to easily learn new systems and train others Identifies issues and solutions Identifies areas for improvement	Proficient in computer use Able to learn new systems and software Able to easily navigate Knows when and where to seek help	'Computer' skills still need work. Not confident dealing with systems and software Unable to navigate easily Refers to other staff too much

**Communication**

14. To be a good communicator

15. Liaise with clinicians, and professionals inside and out of the Practice community in a professional manner and follow through on actions and requests
16. To develop and maintain effective communications with all colleagues
17. Supports others in the reception team and in the larger Practice team

Very Good	Good	Needs Improvement
<p>Can respond to queries independently and feedback relevant information</p> <p>Identifies issues and brings forward solutions</p> <p>Confidently deals with matters in a highly professional manner, following through to resolution and indicating learning points for the team</p> <p>Supports others in the team</p> <p>Task messages are comprehensive and actions already taken clearly documented.</p> <p>Receives positive feedback from colleagues.</p> <p>Uses initiative to manage difficult or rare situations.</p> <p>Is aware of pressures on other departments and takes steps to support.</p>	<p>Able to respond to some queries but may need to refer to others for help</p> <p>Is aware of pressures on other departments and acts accordingly</p> <p>Follows through on all requests in a timely manner and sign posts correctly</p> <p>Works well independently and as part of a team</p> <p>Task messages are comprehensive.</p> <p>Attempts to meet patients' needs without onward referral</p> <p>Makes appropriate use of information provided</p> <p>Checks patient details against data base as a matter of course.</p>	<p>Not able to respond to queries, always refers to other staff. Refers on to senior staff too soon.</p> <p>Does not check patient details at onset.</p> <p>Fails to refer to protocols and information provided to assist appointment booking.</p> <p>Not able to support colleagues</p> <p>Is unable to work as part of a team and/or is unable to work autonomously</p> <p>Task messages are unclear with insufficient information</p> <p>Tasks not signposted to the correct teams</p> <p>Delegate's responsibility to other team members without attempted to meet patient's needs.</p>

Quality

18. To identify any issue or changes needed to working practice and report to line manager.
19. To take part in practice meetings and ongoing professional development as necessary.
20. To abide by the Practice protocols and guidelines for the Practice
21. Demonstrate commitment to continued professional development
22. Demonstrate computer literacy
23. Participate in the induction and training of all members of practice staff.

Very Good	Good	Needs Improvement
<p>Completes training modules over and above those required</p> <p>Provide input for training sessions</p> <p>Carries out training sessions</p> <p>Identifies areas for improvement and puts forward solutions</p> <p>Identifies possible areas of issue before they arise</p>	<p>Completes all training to required standard</p> <p>Attend all training sessions</p> <p>Uses knowledge to grow in the role</p>	<p>Has to be reminded to carry out training modules</p> <p>Misses deadlines or fails to attend training</p> <p>Fails to recognise training as worthwhile or put to use</p>

### Record keeping

24. To keep adequate and appropriate records to ensure an effective audit trail.
25. As this is a trainee position, you are required to keep adequate record of training completed.

### Other

The list of duties is not exhaustive and the post-holder may be required to carry out other duties as necessary.

To provide cover for other staff in times of shortage, which may include basic admin tasks, medical secretarial work, EMIS web reporting. The role of the Medical Receptionist is likely to change from time to time to reflect changes in the needs of the Practice, or developments in the Care Quality Commission and wider NHS

### Person specification

	Must have	Desirable
Enjoy working with the public	✓	
Friendly and approachable, with good telephone skills	✓	
If appropriate, willing to undertake distance learning	✓	
Team Person	✓	
Able to multitask	✓	
Able to work desired times and flexible enough to work extra occasionally	✓	
Reasonable IT skills	✓	
Previous experience in a similar role	✓	
Ability to take direction	✓	
Ability to take responsibility	✓	

Signed on behalf of the practice: ..... Date:

(Print Name: )

Signed by employee: ..... Date:

(Print Name: )