**RECEPTIONIST/ADMIN JOB DESCRIPTION AND PERSON SPECIFICATION**

**Qualifications**

No formal qualifications are required but a receptionist/admin in general practice should have good oral/written/keyboard and communication skills.

**Experience**

At least one year’s experience working with the general public.

**Accountability**

Admin and Reception Team Lead, Assistant Practice Manager, Practice Manager and all Partners.

**Role Summary**

Employee will carry out a range of administrative tasks.

**Competencies:**

**Input Data Onto Computer Via Keyboard:**

Know how the Practice computer is used on a day to day basis by receptionists to input, locate and retrieve data including:

* Retrieve patient details by either name, DOB, address or NHS number.
* Able to change patient registration details.
* Recording of contacts with patient either by telephone or letter as per Practice protocol.
* Recording of ambulance requests.
* Be familiar with and understand the relevant elements of the computer clinical system eg reminders, summary screen, clinical notes, repeat prescriptions and test results.

**Collect, Copy, Collate and Distribute Relevant Information to Staff within the Practice**

Demonstrate the ability to identify the appropriate health care professional to receive the following information including:

* Discharge/out-patient hospital letters delivered by hand.
* Collect relevant forms relating to requests for private services and ensuring they are distributed to the appropriate person for processing the completion.
* Understand cascade system.
* Demonstrate ability to use the photocopier.

**Message Taking and Liaison with all Members of Staff, Outside Organisations and Patients**

Demonstrate the ability to:

* Liaise with all members of staff, to take messages and pass them on to relevant person concerned.
* Receive and respond to routine and non-routine requests for assistance from patients, carers and others.
* Advise patients of relevant charges for private services, accept payment and issue receipts for same.
* Identify the appropriate member of staff to receive information.

**Stock Control System**

Maintaining a stock control system for consumables and ensure adequate stationery supplies are available for appropriate staff and ensuring that all consulting rooms are adequately stocked:

Able to demonstrate the following:

* Order stationery where appropriate.
* Check doctors and nurses consulting rooms to ensure they have adequate supplies of stationery, consumables, printer cartridges, prescription paper etc.
* Awareness for own workstation and ensure adequate supplies of paper and ink cartridges available.
* Ensure adequate supplies of paper are available for the fax machine and photocopier.
* Be able to identify the person/s responsible for ordering stationery and consumables.
* Awareness of procedures for receiving, checking and storing stationery/consumables etc.

**Mail Handling:**

Open and distribute incoming mail as per Practice protocol:

* Mail from outside the Practice.
* Circulars.
* Internal mail (including hospital mail).
* Hand-delivered mail (including discharge/out-patient letters).

Correctly prepare outgoing mail as per Practice protocol and within required deadlines to include:

* Routine items.
* Urgent items.

Know how to use the Practice systems to receive and transmit information electronically including:

* Fax machine.
* E-mail.

**Receive Telephone Calls and Electronic Mail – Take Appropriate Action:**

* Ensure confidentiality is maintained whilst receiving and making telephone calls eg by ability to put caller “on-hold”.
* Receive and make calls as required.
* Divert calls to appropriate member of the Practice.
* Take messages as appropriate and ensure the message is passed on to appropriate member of the Practice.
* Ensure that the system is operational at the beginning and end of each day in accordance to Practice protocol.

**Operate the Practice Appointments System**

Be able to demonstrate ability to use Practice appointments system in following way:

* Making routine appointments with the doctors.
* Be aware of the various ranges of services the Practice provides and have ability to make appropriate appointment.
* Cancelling appointments.
* Checking patients in on arrival at the Practice.
* Making emergency appointments.
* Drawing doctors/nurses attention to any patient who may need immediate attention.
* Making doctors/nurses aware of patients with special needs eg deaf, blind.
* Being able to direct patients to appropriate Health Care Professional for telephone triage and log the patient’s request onto the computer appointments system – recording information as per Practice protocol.
* For all appointment requests ensure patients’ records are made available to appropriate Health Care Professional if necessary.

**Recognise Emergency Situations, Problems and Difficulties and Take prompt and Appropriate Action as Per Practice Protocol Including:**

* Respond to a patient in an emergency.
* Respond appropriately if a patient is aggressive, rude or difficult as per the Zero Tolerance procedure the Practice has in place.
* Be able to respond appropriately if a patient wishes to complain as per the Practice Complaints Procedure.

**Deal with Requests for Home Visits:**

* Accurately record request for home visits as per Practice protocol.
* Bringing any emergencies to the attention of the doctor as per Practice protocol.

**Receive and Direct Visitors to Practice as Necessary:**

**Deal with Patient Requests for Registration as per Practice Protocol:**

* Practice arrangements and formal requirements are explained to patients requesting registration.
* Patients given an invitation for a new registration check.
* Patients are given a Practice leaflet.

**Direct Patients to Appropriate Health Care Professionals for Advice Concerning Health Improvement/Chronic Disease Management:**

Demonstrate awareness of the services the practice provides:

Identify a range of relevant potential sources of information inside and outside the Practice to include:

* Practice Leaflet.
* Agreed suitable health promotion material.
* Practice Website.

**Organise Ambulance/Other Transport for Patients as per Practice Protocol:**

Demonstrate the following:

* Enter request for routine ambulance transportation onto appropriate forms.
* Fax routine requests to appropriate ambulance control centre.
* Telephone emergency/urgent requests to appropriate control centre having relevant information available eg “blue light” or within two hours, related problem.
* Enter details of ambulance request onto patient computer records including date and time request made and reference number provide by ambulance service.

**Maintenance of Filing System/s as Appropriate to Ensure Patient Medical Records are up to Date and Available Prior to Consultation/Clinic:**

Demonstrate the following:

* All medical records are accurately assembled in advance for each consultation session if necessary.
* That medical records are available for the doctor or nurse in instances of urgent consultations.
* Ability to retrieve and re-file records as required, ensuring strict alphabetical order is adhered to in case of paper notes.
* Records kept neat and tidy and in good repair with all necessary information records correctly on outer cover.
* Be aware of importance of maintaining accurate medical records in terms of effective patient care and fulfil legal requirements.

**CORE PRINCIPLES**

Fundamental for all administrative and clerical employees in a health care setting:

* Ensure confidentiality of information (written/electronic/oral) is preserved at all times whether at or away from work.
* Follow Practice procedures to ensure that Caldicott and Information Governance requirements are met at all times.
* Follow procedure to ensure compliance with the Data Protection Act.
* Ensure all necessary legal requirements are met with regard to supporting Equal Opportunities policies.
* Follow all Practice protocols concerned with maintenance of ethical practice.
* Follow procedures to ensure control of potential hazards to health and safety (including handling of pathological specimens, personal hygiene, cross-infection etc).
* Deal with complaints promptly and according to Practice protocol.
* Perform duties to standards required by Practice in accordance with Quality Assurance.
* Demonstrate commitment to Continued Professional Development.
* Demonstrate computer literacy.
* Work effectively as part of a team and support the structures that are in place for the smooth running of the Practice.
* Recognise when team members require assistance and give support.

This job description is not a complete list of duties, but is intended to give a general indication of the range of work undertaken. The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of Poundbury Doctors Surgery which may be amended from time to time as Practice, local and national demands and priorities change.

**PERSON SPECIFICATION FOR RECEPTIONIST**

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | RSA Stage 1 Typing  Microsoft Office |
|  |  |  |
| **Experience** | Dealing with the public | Working in a Reception Team  Experience of TPP SystmOne  Experience of Microsoft Office software |
|  |  |  |
| **Knowledge/Skills** | Excellent communication skills |  |
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| **Qualities/Attributes** | An understanding, acceptance and adherence to the need for strict confidentiality  Ability to use own judgement, resourcefulness and common sense  Ability to work without direct supervision and determine own workload priorities  Ability to work as part of an integrated multi-skilled team  Pleasant and articulate  Able to work under pressure  Able to work in a changing environment  Able to use own initiative  Proactive approach to work and tasks |  |
|  |  |  |
| **Other** | Flexibility of working hours/able to work at the desired times | Experience of Primary Care |