

SCARBOROUGH MEDICAL GROUP

DANES DYKE SURGERY
463a SCALBY ROAD
SCARBOROUGH
YO12 6UB

Partners:
DR NICHOLAS WHELAN
DR MALCOLM ABRINES
DR MARK LAWS
Associates:
DR ANNE POLKEY
DR PETER BILLINGSLEY

DANES DYKE SURGERY
Tel: (01723) 375343
Fax: (01723) 501582

SOUTH CLIFF SURGERY
Tel: 0844 477 2485
Fax: 01723 506839

E.mail: SMG@gp-B82054.nhs.uk
www.scarboroughmedicalgroup.co.uk
VAT No 878638064

SOUTH CLIFF SURGERY
56 ESPLANADE ROAD
SCARBOROUGH
YO11 2AU

Partners:
DR KATH HALLORAN
Associates:
DR SHAHID RASHEED
DR TONY THOMAS
DR JENNI LAWRENCE
DR NICOLA COLE

JOB TITLE: MEDICAL RECEPTIONIST/PATIENT SERVICE ASSISTANT

ACCOUNTABLE TO: PRACTICE MANAGER

SALARY: Starting at £6.54per hour rising to £7.30 (pay award pending)
NHS pension scheme (optional)
Provision of uniforms

HOURS: Flexible within normal surgery hours but approx hours are:

Monday: 12:30pm – 4.30pm and 5pm – 8pm
Tuesday: 8am – 12pm and 1pm – 6pm
Wednesday: 8.30am – 1pm
Thursday: 1pm – 6pm

25.5 hours per week (hours to be confirmed)

Additional cover is required for reception staff for holiday, study and sickness leave.

MAIN TASKS:

Ensuring all general reception duties are undertaken and kept up-to-date.

Assisting patients by making appointments either in person or via the telephone.

Dealing with requests and enquiries from patients and the general public.

Assisting the Doctors by collection of all necessary information for them to deal with queries from patients or others.

Administration of patients' records for surgeries, dispensing and reports etc

Entering and updating patient information on the computer or in the written record as necessary.

Assist with other reception/administrative duties, which are commensurate with the position and grade.

MEDICAL RECEPTIONIST

It is expected that the successful applicant will have had a general education up to GCSE, or equivalent, standard and have knowledge of working in a general reception area. Medical reception skills are desirable though not essential. Excellent communication skills and the ability to work as part of a team are also essential requirements for the post holder.

We are a fully computerised practice with regard to patients' records and therefore reasonable computer literacy skills are essential. A typing qualification would also be advantageous, as is the ability to work in a changing reception area as more administrative work is included in the receptionist's role.

The nature of the work involved demands that confidentiality rules are followed at all times, this includes confidentiality regarding both patient information and practice details.

All receptionists are required to be flexible regarding additional working hours in order to provide cover for other receptionists for holidays, study leave and sickness.

The closing date for applications will be end of the day 1st April 2011

This vacancy is based at our Danes Dyke branch.

PERSON SPECIFICATION

| | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| QUALIFICATIONS | | |
| General education to GCSE level | X | |
| Recognised qualifications in typing/word processing | | X |
| IT qualifications | | X |
| | | |
| KNOWLEDGE AND SKILLS | | |
| General receptionist skills | X | |
| Computer literacy | X | |
| Telephone skills | X | |
| Medical receptionist skills | | X |
| Knowledge of general practice computer system (Egton Medical Information System) | | X |
| | | |
| OTHER REQUIREMENTS | | |
| Ability to use discretion and maintain the confidentiality of patients, staff and the practice absolutely. | X | |
| Flexibility to cover other reception staff for holidays, training and sickness | X | |
| Effective communication skills both verbal and written | X | |
| Ability to work as part of a team | X | |
| Ability to work cheerfully under pressure | X | |
| Willingness to undertake further training and development | X | |