



Cross Road Surgery, Weymouth, Dorset, DT4 9QX

Job Description

Job Title: Receptionist - Administrator

Hours of Work: Up to 37.5 hours per week

Responsible to: The Practice Business Manager & Partners

Job Summary: To provide an efficient and effective administration and support service to all doctors and staff. Provide support to the Practice Business Manager and the practice in achieving the long term strategic objectives in a safe and effective working environment.

Through innovative ways of working, support and promote quality & continuous improvement, confidentiality, collaborative working, service delivery, learning and development and ensuring the practice complies with CQC regulations.

Job Responsibilities

Reception and Administration

- Ensure correct use of computerised appointment system and monitor flow of patients into consulting and treatment rooms
- Ensure patients without an appointment but who are needing urgent advice are passed, in the correct manner, to the duty clinician
- Explain practice arrangements and formal requirements to new patients
- Respond to all queries and requests for assistance from patients and other visitors, seeking advice if unsure
- Respond to all telephone calls and deal with all enquiries as necessary
- Ensure all messages are entered on to the clinical computer system using the correct protocol
- Monitor the effectiveness of the clinical computerised system, reporting any problems or variations required
- Advise patients of relevant charges for private services, accept payment and issue receipts
- Respond sympathetically to all patients feeling unwell. Be prepared to deal with any incidents where a patient has been unwell in the waiting room, or patient toilet, using the correct protocol held on site

- End of surgery duties include tidying waiting room, replenishing and tidying consulting rooms, washing up, getting pathology specimens ready for collection, filing signed prescriptions
- File any paperwork
- Processing paperwork received from patients
- Secure premises at the close of surgery making sure building is totally secure, all lights, computers and monitors are turned off, telephone system is diverted to out of hours and the alarm is activated
- Workstation to be kept clean and tidy at all times
- Process appropriate documents from workflow
- New registrations and deductions
- Clinical and administrative tasks
- Referrals
- QOF and clinical recalls as required
- Scanning
- Training all appropriate staff in all aspects of practice administration
- Support the Prescription Clerks with all aspects of processing and issuing prescriptions as required
- Support the clinicians and the practice in the promotion and uptake of repeat dispensing
- First contact for responding to ad hoc queries in person
- Manage the storage, retrieval and processing of Lloyd George records

Information Management and Technology

- Provide support and problem solving to rectify minor IT issues to ensure clinicians and staff are able to maintain a good quality service to patients where they are dependent on IT systems.
- Maintain confidentiality of information
- Report any problems with IT to Trusted Technology Partnership for review and action

Information Governance

- Implement data sharing and patient opt out mechanisms as needed
- Review and approve data sharing requests from other organisations
- Handle patient queries regarding use of their data

Patients Services

- Oversee appointment system, tracking capacity and demand as needed
- Ensure we keep the patient at the heart of all that we do.

Leadership

- Leads by example and gets the job done.

- Improve quality within the limitations of the service
- Motivate self and others to achieve goals

Communications and Collaborative Working Relationships

- Recognise and appreciate the roles of other colleagues within the organisation and their role in delivering good quality patient care.
- Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations and the third sector)
- Demonstrates ability to work as a member of a team Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary liaises with other GP Practices, PCN and staff as needed for the collective benefit of staff and patients.

Health, Safety and Infection Prevention and Control

- The post-holder will comply with and promote health and safety and infection control as defined in the practice Health and Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to)
 - Using personal security systems within the workplace according to practice guidelines
 - Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
 - Correct use of Personal Protective Equipment (PPE)
 - Use and monitoring of the correct use of Standard Operating Procedures for cleaning and infection control
 - Responsible for correct hand hygiene of self and others
 - Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
 - Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
 - Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other leaders in the practice
 - Routine management of team areas, and maintenance of workspace standards
 - Spillage control procedures, management and training

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:
 - 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
- 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

Safeguarding Children and Vulnerable Adults

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults
- Support the partners in promoting a safeguarding culture in the practice, ensuring adherence to, the appropriate organisational or Dorset Safeguarding Policies and any associated guidance
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency
- all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Confidentiality

- 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 carer's, 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.

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, 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.

Other duties: Undertake any other duties as designated by the Partners under the clear understanding that they will be consistent and of a similar level of responsibility to those duties outlined above.

Person Specification

	Essential	Desirable
Qualifications	Good general education	5 GCSE's or equivalent relevant experience
Skills	Great communicator with an professional telephone manner	
	Good computer literacy and use of Microsoft office products	Use of GP Clinical Systems
	Excellent timekeeping skills	
	Excellent customer service skills	
	Flexibility to cover for holiday and sickness absence	
Experience	Experience of dealing with members of the public	Experience of working in the NHS or Primary Care
	Experience of conflict resolution	
Behaviours	Can do attitude	
	Kind compassionate and caring	
	Problem solver	