

**RECEPTIONIST AND ADMINISTRATION**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Receptionist administrator

**JOB HOLDER:**

**LOCATION:** Burlington Primary Care  
Burlington Road  
Ipswich.  
IP1 2EU

**REPORTS TO:** Head Receptionist

**ACCOUNTABLE TO:** Partners

**Hours:** Specific hours between 8.00am – 6.30pm Monday – Friday; as agreed

**1. DESCRIPTION OF THE ROLE:**

- To act as the front-line interface between patients and the Practice, adopting a professional and cordial manner at all times
- To provide and maintain a high standard of patient communication, delivered with a customer focus to the practice population.
- To work alongside clinical and administrative colleagues to facilitate the provision of preventative health care to the practice population.
- To liaise with patients so as to deliver healthcare outcomes in line with Practice objectives and contractual responsibilities

**2. DIMENSIONS:**

- The post holder will be required take an active role to support efficient and effective service delivery to the practice population of approximately 18,000 patients.
- To take an active role in supporting the practice to maximise achievement against local and national targets in respect of the PMS contract, QOF and Enhanced Services.
- To work on a rota with other receptionists that operates between 8.00am – 6.30pm Monday – Friday.
- To attend any relevant Practice meetings
- To participate and attend staff appraisals in line with the Practice Performance Management system
- To undertake any training and e-Learning required for the role and maintain an up-to-date record of training

### 3. MAIN DUTIES

- Answering telephone calls and dealing with face to face enquiries.
- Greeting patients and visitors of differing emotional states (e.g. anxious, depressed, angry)
- Explaining the practice procedures to new patients.
- Dealing with all requests in an efficient and courteous manner.
- Opening post and forwarding it onto the relevant parties.
- Drafting letters and correspondence on behalf of the surgery and medical staff.
- Scheduling appointments on the phone and face-to-face for patients and asking for a brief explanation of symptoms (*confidentiality to be maintained when other patients could potentially over-hear*)
- Screening enquiries for the doctors and medical staff
- Updating the surgeries computer system with appointments and personal details.
- Maintaining a clean reception area and other patient areas to show a professional image.
- Arranging for clinical nurses to check a patient's blood pressure, height and weight.
- Making sure that the appointments system runs smoothly.
- Receiving urine and blood samples and sending them off to hospital laboratories.
- Registering new patients at the surgery.
- Checking patients in and out.
- Accurately collecting updating and maintaining information and personal details about patients.
- Arranging any necessary follow up appointments for patients in the surgery, with hospitals or with other healthcare professionals.
- Ensuring that all medical samples are collected in and correctly labelled.
- Filing away the results of tests.
- Liaising with couriers and delivery companies and accepting orders on behalf of the surgery (ensuring they are directed to the named recipient)
- Arranging and administering prescriptions for patients.
- Making sure that the medical consulting rooms and surgery is fully stocked with essential supplies.

#### **4. GENERAL RESPONSIBILITIES OF ALL PRACTICE STAFF:**

##### **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.

##### **Infection Control:**

- Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements as they affect Reception procedures
- Complicit with the Hand hygiene policy
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Undertaking periodic infection control training
- Routine management of own work areas
- Waste management including collection, handling, segregation, container management, storage and collection
- Understand spillage control procedures, management and training

##### **Health & Safety:**

The post holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting any potential risks that may be identified.
- All accidents must be reported immediately to the Commercial Administrator. The post holder has a responsibility to submit a completed accident/incident report form.
- All adverse incidents concerned with equipment or premises must be reported immediately to the Commercial Administrator. The post holder has a responsibility to submit a completed accident/incident report form

##### **Equality & 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-judgemental and respects their circumstances, feelings, priorities and rights.

#### **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.
- Contribute to and comply with the Practice policy for significant events and clinical audits.
- Work effectively with individuals in other agencies to meet the needs of patients.
- 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:

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

### **5. PERSON SPECIFICATION**

#### **PROFESSIONAL EXPERIENCE**

##### Competencies:

- Ability to prioritise and organise a heavy workload.
- General knowledge of office procedures and policies.
- A caring and sympathetic nature that can empathise with patients in a health care setting
- A customer focused "can-do" attitude that goes the extra mile
- Knowledge and understanding of medical terminology.
- Ability to remain calm under pressure and communicate patiently; even when patients/customers become agitated or angry
- Ability to quickly file alphabetically and numerically.
- Can use Microsoft Office Outlook, Word and Excel confidently.
- Ability to learn and comprehend computer based systems (System1)

- Fully aware of infection control policies.
- Ability to use spreadsheet and email applications.
- Aware of the rules and regulations relating to medical documentation and primary care.

Personal:

- Having a professional appearance and demeanour at all times.
- Good team player.
- Having a flexible approach to work.
- Good telephone manner and be able to communicate at all levels
- Non-judgmental.
- Able to remain confidential at all times.
- Excellent concentration skills.
- Developed and effective communication skills (written and verbal)
- Ability to liaise with different organisations and related professionals

**KEY REQUIREMENTS**

Office administration skills

DBS cleared

Keyboard skills

Literary skills

Time management

**JOB DESCRIPTION AGREEMENT:**

This job description represents the current tasks and responsibilities of the role and may, from time to time, be subject to amendment to reflect the changing environment in Primary Care.

Job holder's signature \_\_\_\_\_ Date \_\_\_\_\_

Job holder's full name \_\_\_\_\_

Practice Manager's signature \_\_\_\_\_ Date \_\_\_\_\_