

JOB DESCRIPTION

JOB TITLE:	Receptionist
Working hours:	13.5 hour week
GRADE:	Admin.
RESPONSIBLE TO:	Reception Co-ordinator
ACCOUNTABLE TO:	Practice Manager
OBJECTIVES:	To support the development of the Practice by being the first point of contact with patients and other service users and providing administrative support to the clinical team.

KEY ROLES

Appointments

Make new and follow up appointments, and cancel appointments on EMIS.

Enter patients' clinic attendance on EMIS and advise them of procedure for waiting and being called in.

Record DNA (Did Not Attend) appointments by Read Coding them.

Tidy up clinic appointment screens at the end of clinic (removing "coffee breaks" etc for audit purposes)

Maintaining patient information

Ensuring that New Patients complete GMS1 and practice registration forms and are encouraged to make an appointment for a health check with a Practice Nurse.

Temporary Resident forms (TRs) to be entered onto computer.

Deal with hospital reports or investigation results following Practice protocol.

Sorting and filing new patients' notes.

Maintain notice boards and leaflet displays in waiting areas, dating information when displayed, to ensure that it can be updated regularly.

Ensure that all relevant team members are informed about patients who have died and the necessary paperwork is completed.

Photocopy and/or laminate any posters, forms or leaflets when needed.

Communication

Handle telephone and general enquiries, referring urgent calls to clinical staff.

Ensure that messages and requests for visits are recorded and that the appropriate doctor or team members receive them in accordance with Practice protocol.

Ensure that the Practice has arrangements for patients to speak with GPs and nurses on the telephone during the working day.

Use of Docman – ensuring completion of actions requested by clinical staff on Practice Notes to contact patients to advise of test results, to arrange appointments etc.

Liase with hospital(s) regarding patient appointments and transport, as requested.

Administration

Completion of forms (paper or electronic) when requested.

Ensure that we maintain a record of all occult blood samples and MSU (Mid Stream Urine) sent to Pathology for testing – using appropriate Read Code on EMIS.

Record comments and complaints in accordance with Practice Policy.

Record and report any Incident/Accidents in accordance with Practice Policy.

Receive and record any items of patients Lost Property.

Personal responsibilities

Regular checking of own EMIS emails and file management (i.e. deletion and emptying the “Deleted files” folder).

Ensure practice notes and emails are opened, read and dealt with on a daily basis.

Maintain filing systems by shredding confidential paperwork and deleting computer files and emails regularly.

Be aware of location of Practice Policies & Protocols and adhere to them.

Ensure that your workspace is maintained in a tidy, organised manner.

Attend staff meetings relevant to role.

Attend statutory training sessions (Annual Fire update & 3 yearly CPR update).

This Job Description does not form part of a contract of employment and may be amended from time to time in agreement with the postholder.	
Health & Safety	In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.
Security:	You will be issued with an identity badge which you must wear at all times on site. You will be given password access to the computer systems necessary for your role and you are responsible for ensuring that this password is kept secure and <u>never</u> divulged to others.
Confidentiality:	Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.