

**NHS Lothian Primary Care Organisation
Polwarth Medical Practice
Job Description**

1. Job Identification

Job Title:	Medical Receptionist
Responsible to (insert job title):	Senior Medical Receptionist
Department(s):	Polwarth Medical Practice
Directorate:	Primary Care
Operating Division:	Primary Care Organisation
Job Reference:	085687
No of Job Holders:	Five
Last Update (insert date):	11/01/2022

2. Job Purpose

To provide a professional reception and administrative support service within the designated work area.

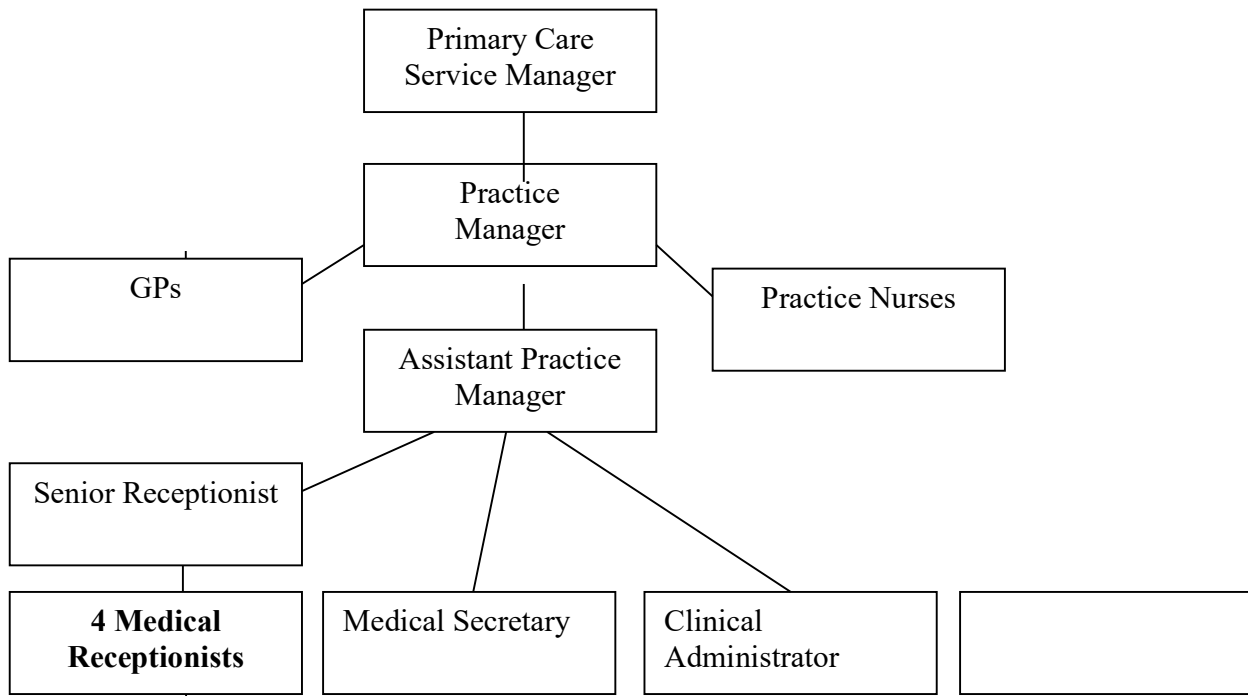
3. Dimensions

The practice list is currently 5300 patients, covering Polwarth, Tollcross and adjoining areas of Edinburgh, delivering 15000 GP appointments and 13000 nursing appointments every year.

The practice provides telephone consultations and booked face to face appointments.

The administrative staff team operate at one location.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

POLWARTH MEDICAL PRACTICE OBJECTIVES

Polwarth Medical Practice is a General Medical Practice providing the full range of Family Doctor / General Medical services to the surrounding population.

The primary role of the Practice is to provide high quality and responsive primary medical services to all the patients registered with the Practice. The Practice acts as the primary interface for patients between primary care services and those provided by secondary care and other service providers.

6. KEY RESULT AREAS

1. To provide a reception service within the designated work area including taking and recording patient details and directing patients to the appropriate waiting area.
2. To arrange patient appointments using local systems, following "VISION" guidelines, and undertake any preparatory administrative duties relating to forthcoming clinics
3. To respond to patient enquiries and provide relevant information relating to their appointment/services
4. To alert and inform clinical staff of any concerns relating to a patient's health on arrival at the department.

5. To input patient records and data into local databases and systems in line with local processes and protocols, maintaining thereafter as required, ensuring confidentiality of all sensitive information as per the Data Protection Act (1998) and in line with all NHS Lothian policies.
6. To communicate with service users, other services and members of multidisciplinary teams, using tact and diplomacy, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery.
7. To adhere to all departmental, reception and administrative policies and procedures.
8. As required undertake general clerical duties including for example; managing incoming and outgoing mail, filing, photocopying, audio/copy typing, scanning, booking of appointments, monitoring and control of stock, booking interpreters, processing requests for repeat and acute prescriptions in line with Practice policy.
9. As required perform clerical duties to support local audit/surveys in relation to service delivery.
10. When required, assist with the orientation of new / temporary staff.
11. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The post holder must be conversant with the following:-

Personal Computer

Telephone / Answering machine

Photocopier / Scanner / Printer

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Office filing systems.

Patient administration system for inputting, searching, recording, storing and retrieving information.

Appropriate local systems and coding where required for recording patient activity and producing correspondence.

Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher Intranet / Internet, including website publication tools.

Local and national databases and spreadsheets.

Staff training booking system.

Personal Development Plan Recording System.

Online ordering system.

Incident Recording system.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the line manager and management team as per ongoing objectives.

The post holder will be required to organise daily workload working within the parameters of departmental protocols.

A review of work / performance is done on an ongoing basis, with a formal review, appraisal and personal development plan completed annually and in line with NHS Lothian PDP processes, by the line manager and the post holder.

Regular 1:1 and monthly team meetings with the line manager provides an ongoing individual and team support structure.

9. DECISIONS AND JUDGEMENTS

Use initiative to make decisions regarding daily workload priorities however the line manager/supervisor will be available to provide advice on more complex matters.

Decisions when dealing with issues and resolving problems e.g allocating appropriate appointment times

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Dealing with potentially disruptive, aggressive or challenging patients / relatives / carers in a calm and professional manner.

Managing time effectively and prioritising workload to meet competing demands which can be particularly difficult and requires a great deal of adaptability and flexibility when called upon at short notice to cover other areas

11. COMMUNICATIONS AND RELATIONSHIPS

Internal:

Communicates with a variety of individuals/professions within the organisation including e.g. staff at all levels, patients, relatives and carers, lab van service, estates/facilities staff, pharmacists, both verbally and in writing.

The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy when deemed appropriate e.g when communicating with patient where there may language barriers or communication difficulties.

Accurately conveys information some of which will be sensitive to individual patients or service provision.

External:

Communicates with external agencies regarding orders, arranging meetings, etc.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands:

Significant proportion of work is computer based
Carrying patient files
Standard keyboard skills

Mental Demands:

Concentration required when taking and inputting patient information and undertaking administrative duties e.g. filing which may be subject to interruption due to competing departmental priorities which will require the post holder to change from working on one task to another.

Emotional Demands:

Regularly dealing with distressed patients and/or families.
Occasional exposure to distressing information or emotional circumstances when undertaking role e.g. patient information.

Dealing with distressed and/or anxious patients / relatives / staff using skills of tact, diplomacy and discretion.

Actively listening to service users and dealing with issues of grievance diplomatically.

Environmental Demands:

Office/Reception conditions, including potential exposure to verbal/physical aggression.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Knowledge of office procedures at SCQF Level 6 e.g SVQ2 in an administrative / business related subject or equivalent experience in an office environment including working with administrative systems.

Organisational skills.

Good verbal and written communication skills.

IT skills including knowledge of word processing, spreadsheet and databases.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: