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**JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Medical Receptionist  Responsible to (insert job title): Practice Manager/Office Manager  Department(s): Park Road Practice  Directorate: H&SCP Primary and Preventative Care Services  Operating Division:  No of Job Holders:  Last Update (insert date): 22.09.2023 |

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| 2. JOB PURPOSE |
| * To deal promptly and courteously with patients and members of the public, both at the Reception Desk and on the telephone, in order to provide an efficient, high standard of service to the patients of Park Road Practice. * To contribute to the achievement of tasks and objectives of the Practice * To operate an effective and efficient clinical office system |

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| **3. DIMENSIONS** |
| Practice population 6,000  Number of GPs 2 Salaried  Advanced Nurse Practitioner 1  Practice Nurse 1  Treatment Room Nurse 1  Practice Support Worker 1  Phlebotomist 1  Management/Administrative Staff 13 |

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| 4. ORGANISATIONAL POSITION |
| Primary Care Manager    Practice Manager    Office Manager  This post |

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| 5. ROLE OF DEPARTMENT |
| To provide a first class quality service to primary care services and to our patient population by way of effective and efficient appointment and referral systems. |

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| 6. KEY RESULT AREAS |
| * To liaise with patients in order to arrange computerised appointments both at the reception desk and on the telephone * To input clinical information accurately into patient computerised records * To deal with requests for the collection of patient prescriptions * To pass routine test result information to patients * To pass messages accurately and timeously to and from the GPs and other professionals as required * To be familiar with the NHS Fife Complaints Procedures, * To operate the DOCMAN paperlight system, to include scanning documentation * Answer incoming telephone enquiries, dealing with the parameters, giving and redirecting to others as necessary * Ensure Out of Hours answer machine arrangements are activated p.m. and switched off a.m. with the relevant contact numbers given * Sorting all incoming and outgoing mail (both internal and external).   ● This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out reasonable duties, which may be requested from time-to-time.  You will also be expected to carry out any reasonable duties, which may be requested from time to time.  The GPs and associated staff at Park Road Practice currently operate as a Practice, which is managed by NHS Fife. This may change in the future. |

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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer * Telephone/switchboard * Scanner * Photocopier * Answer machine * Loop system for hard of hearing * Shredder |
| **7b. SYSTEMS** |
| * GP I.T system (VISION) * Clinical filing systems * DOCMAN paperlight system * Microsoft Office   The post holder is required to be familiar with:   * Caldicott guidelines and Data Protection Act 1998 with regard to patient confidentiality and handling of patient information. * Freedom of Information (Scotland) Act 2002 * NHS Fife Records Management Policy * NHS Fife Policies and Procedures |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is generated by the public, GPs, Practice Manager and Office Manager  The post holder is supported, as necessary, by the Office Manager. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Plan and prioritise own workload * Exercise initiative in dealing sensitively with upset/angry/worried clients and decisions   need to be taken as to when to seek the intervention of the Office Manager  Practice Manager or healthcare professional. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Prioritising workload, ensuring that all deadlines are met * Priorities can shift regularly, so the post holder must work flexibly and remain calm at all times. * Ensure accuracy of message taking * Work can be interrupted due to reception demands * Work as a team providing a full administrative service * Providing cover for colleagues during annual leave and sickness (Essential) |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Please state how often this takes place, eg constantly, frequently, occasionally, once daily etc   |  |  | | --- | --- | | The post holder will regularly communicate with various people by face-to-face contact, on the telephone, in written correspondence or electronically by email. | | | **Internal**   * GPs - frequently * Health care professionals - constantly * Colleagues in other bases within the Health Centre * Practice Manager – frequently | **External**   * Patients, carers and relatives - frequently * Members of the public - frequently * Other healthcare professionals – frequently * Acute Services secretarial staff – occasionally * Other users of the building frequently | | **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | | | **Physical Skills**   * Operate IT equipment – constantly * Operate various office equipment i.e. fax, photocopier – frequently | Physical Demands  * Sit for prolonged period – occasionally * Stand at reception area – frequently * Kneeling/bending [either stocking or removing items from shelves or when filing] – occasionally * Personal safety – constantly * Manual handling - occasionally | | Mental Demands  * Concentration interrupted by telephone calls or clients at reception – frequently * Awareness of possible client disabilities e.g. deafness, physical disability or learning difficulties and treating sensitively – constantly * Working for multiple professionals with overlapping demands – constantly * Working to deadlines – occasionally | Emotional Demands  * Dealing with angry/upset clients either face-to-face or on the telephone – occasionally * Verbal aggression – occasionally | | **Working Conditions**   * Workload priorities changing hour by hour – occasionally * Reception office being used by a constant flow of professionals [can cause overcrowding and increase in noise levels] – occasionally * Exposure to verbal aggression - occasionally | | |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good standard of English and numeracy. * Excellent communication skills. * Previous administrative and reception experience, preferably in an NHS environment * Proficient in using PC and IT packages and familiar with email. * Ability to work using own initiative, recognising when guidance/advice is required.   Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |