**HOSPITAL HILL SURGERY**

**JOB DESCRIPTION**

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| **JOB TITLE:** | **MEDICAL RECEPTIONIST** |
| **REPORTS TO:** | **OFFICE MANAGER** |
| **HOURS:** | **37.5 HOURS PER WEEK** |
| **Purpose of the role is to:** | * Offer general assistance to the surgery team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.
* Assist and direct patients in sign posting to the appropriate service or healthcare professional in a courteous and efficient manner.
* Undertake a variety of administrative duties to assist in the smooth running of the surgery.
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| **Key tasks:** | * Opening up/Locking up of surgery premises.
* Processing face to face and telephone requests and ensuring callers are directed to the appropriate healthcare professional.
* Electronic scanning and filing of clinical mail.
* Processing repeat prescriptions.
* Laboratory samples - recording and organising for uplift various samples for laboratory analysis. Protective gloves will be provided and must be worn when handling samples.
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| **Confidentiality:** | * Patient confidentiality must be maintained at all time.
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| **Health & Safety:** | * The post-holder will assist in promoting and maintaining health, safety & security in the practice
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| **Equality & Diversity:** | * Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with surgery procedures, 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.
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**Hospital Hill Surgery operates a strict “no-smoking” policy.**