**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. |
| **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. |
| **Confidentiality:** | * Patient confidentiality must be maintained at all time. |
| **Health & Safety:** | * The post-holder will assist in promoting and maintaining health, safety & security in the practice |
| **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. |

**Hospital Hill Surgery operates a strict “no-smoking” policy.**