

# **WESTON AND RUSH HILL SURGERY**

## **JOB DESCRIPTION**

### **Medical Receptionist & Administrator**

#### **BACKGROUND**

Dr's Joerg Oertel, Andrew Fountain, Lizzie Thompson & Victoria Jacobs form the Partnership of Weston & Rush Hill Surgery.

We are a long established practice operating from two distinct sites with a close knit team.

Rush Hill Surgery is located in purpose built modern premises. Weston Surgery is located opposite the Royal United Hospital in a converted Edwardian house.

The practice is very proud and privileged to receive excellent feedback about the quality of the service that we provide to our patients.

We are looking for a team member that can bring the skills and experience to help us continue to provide a high quality service. The role is primarily based at our Rush Hill site, Bath.

We are keen to recruit someone that can bring a high level of experience in high quality customer service and that remains calm under pressure.

#### **AIM**

The aim of the role is to work with the rest of the Practice team to provide a friendly and effective service for the patients. The post holder is the first point of contact for the patient and must provide an efficient, informed and empathetic service when face to face or on the telephone.

Patient care is our priority, and our staff are expected to be flexible within reason to cover absence at either surgery and at short notice in the case of illness.

#### **ACCOUNTABLE TO:**

First line to Assistant Manager, thereafter to the Business Manager and Partners.

#### **MAIN DUTIES**

The post holder will be expected to be meticulous in the execution of their duties. They are to be fully conversant with the details contained in their Contract of Employment, the Practice Handbook and the Practice Policies & Procedures. However, they are to seek assistance when dealing with new or unexpected matters.

#### **Relating to Patient Practice Interface**

- To receive and deal with people presenting at reception promptly and with discretion.
- To receive telephone calls and deal with any matter promptly and with discretion.
- To respect and ensure confidentiality of information.
- To give information when appropriate promptly and efficiently.

#### **Relating to Messages**

- To record messages accurately and clearly according to Practice Procedures.
- To hand over relevant information to colleagues at the end of the shift.

#### **Relating to Appointments**

- To help patients to make appropriate routine, urgent or emergency appointments using the TPP computerised appointment system in line with Practice Procedures.

### **Relating to Home Visits**

- To log all requests for home visits.
- To direct relevant requests to the Doctors for prioritisation.
- To distribute visits to the visiting Doctors and prepare the necessary supporting documentation.

### **Relating to Prescriptions**

- To process repeat prescription requests.
- To immediately process emergency prescription requests from Doctors.
- To check prescription items with the patient or their representative when drugs are collected.
- Prepare prescriptions for collection by patients or nominated pharmacies.

### **Relating to Patient Records**

- To file reports, letters and other items in accordance with Practice Procedures.
- To keep records tidy and accurate.
- To put new and updated registration details onto TPP clinical systems.
- Completing appropriate forms and relevant data entries – e.g. ICE on-line testing forms, child health and temporary residents.

### **Relating to Mail In and Out**

- To check and empty the mail boxes.
- To open, date stamp and distribute all incoming mail (excluding items marked personal).
- To open, date stamp and distribute all incoming hospital mail.
- To collect, stamp and post all outgoing mail.

### **Relating to Queries & Follow Up**

- To act as focal point for both sites for queries and follow up (e.g. patients, hospital, pharmacies) relating to patients.
- Use of the NHS Choose & Book System to access information about patient NHS referrals.
- Process all 'tasks & actions' specified by doctors e.g. in relation to patient pathology and radiology results or follow up to patient queries.

### **Relating to Forms and Stationery**

- To supply registration forms to new patients and ensure they are completed correctly.
- To enter patient registration details onto TPP.
- To give out completed forms and letters to patients and, if appropriate, ensure payment is made.
- To inform patients if repeat tests are required.
- To ensure that the Reception Office and consulting rooms are fully stocked with all the necessary forms, stationery and patient information leaflets.

### **Relating to Consulting Rooms**

- To ensure, on a daily basis, that Consulting Rooms are tidy and fully stocked with relevant medical equipment, paperwork and forms.
- To ensure that the Consulting Rooms are prepared for their planned daily use.

### **Relating to Email/Electronic Communications**

- To ensure you check your practice email account during every shift of work and to act upon any email as required.
- In rotation with other Reception colleagues, to check and process the practice generic email account.
- In rotation with other Reception colleagues, check and process all electronic communications e.g. electronic discharge letters, Out of Hours Reports and 111 reports.

### **Relation to Referrals**

- In line with practice procedures, process referrals to secondary care as directed by doctors, to include typing up of referral letters and liaison with secondary care any other providers regarding patient care.

### **Additional Tasks**

- Ensuring cleanliness and tidiness of waiting room, reception, consulting rooms and patient toilets at all times
- Making telephone calls/ enquiries as requested

- Ensuring despatch of samples to pathology lab.
- Ensuring security of premises before leaving the building
- Updating notice boards
- Handling payments for foreign travel vaccinations and non-NHS services
- Photocopying as requested
- Making tea and coffee for doctors, and visitors as requested, morning and afternoon. Load dishwasher/ wash up before leaving.
- Scanning documents as required

### **Relating to Team Work and Personal Development**

- To work towards the aim and objectives of the Practice at all times.
- To attend and contribute to meetings for the Practice staff.
- To take part in training programmes as appropriate.
- Use of initiative and problems solving.
- To support and where appropriate, provide day to day team management.

### **Relating to Confidentiality**

- To take due care to ensure confidentiality of patient information at all times.
- To be aware of the limitations placed upon the Practice by the Data Protection Act 1998.
- To ensure confidentiality of information in matters relating to the Practice.

### **Relating to Health and Safety and Security**

- To have read and be aware of the Health and Safety section in the Practice Handbook.
- To report any risks to health and safety.
- To be aware at all times of the need for a high level of personal and physical security and to comply with the details contained in the Practice Procedures.

### **And Finally**

The responsibilities and duties listed above are not exhaustive and may alter from time to time depending on organisational development.

Primary Care health is incredibly rewarding and we are very proud of the high quality care we provide to our patients.

Our reception team are the front face of the practice and play a significant part in delivering the high quality care that we are proud to provide to our patients. We are keen to hear from enthusiastic, caring and flexible candidates with outstanding customer service skills.

Primarily based at our Rush Hill site, you need to be both a strong team player and equally be comfortable working independently. We are a busy and growing practice, so you need to be able to remain calm under pressure.