



Phone: 01908 373058, Fax: 01908 630076, **email:** mkccg.whaddonhealthcare@nhs.net
Web: whaddonhealthcare.co.uk

Whaddon

25 Witham Court,
Tweed Drive, Bletchley, MK3 7QU.

Water Eaton

Fern Grove, Bletchley,
Milton Keynes, MK2
3HN.

Job Description

Post Title: Receptionist
Responsible to: Reception Manager
Hours: Part Time (25 hours)
Salary: TBA

Purpose of Post

To ensure that patients are assisted courteously, efficiently and with empathy, and to support other members of the practice team in order that we may provide a caring and efficient service to the patients.

To act as the 'first point of call' for patients at the practice; receiving and directing them, answering their enquiries.

Reception Duties

General to all reception team members

1. Receiving and Directing Patients

- Receive and direct patients on arrival at the reception desk in a friendly and courteous manner, ensuring their requirements are met professionally and efficiently.
- Provide help to patients with general enquiries, and to assist them to make appointments, using the computer appointment system
- Receive, record and direct accurate messages when appropriate and pass these onto other members of the team using emails or the clinical system
- Answer telephones promptly in a polite and professional manner and manage calls appropriately. Dealing with patients and other callers and forwarding to the most appropriate team member if necessary.
- Deal efficiently with general enquiries from patients, explain surgery procedures, appointment system and all other procedures for obtaining services, hand out patient pack / practice leaflet as appropriate
- To advise patients on approximate waiting times and of any unexpected delays



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- To book transport for hospital appointments when the patient is unable to do so
- To book interpreters for patients when needed
- To take in fees from patients where applicable and issue receipts
- To give patients any forms / referral letters that are waiting for collection checking ID and taking in fees where necessary
- To listen to patients complaints, remaining polite and empathetic at all times, making sure they are addressed and dealt with appropriately, enlisting the help of a senior colleague when needed

2. Operation of Telephone System

- Receive and make calls as required. Divert calls and take messages as appropriate
- Ensure phones are answered within 5 rings where at all possible.
- Ensure that system is operational at the beginning of each day.
- Ensure that the out of hours messages are updated and that the phones are transferred to out-of-hours when the practice is closed longer than usual.

3. Administrative Duties

- To register new patients who are in the practice area and inform patients of practice facilities. Register patients on the clinical system ensuring all details needed for the registration authority are completed.
- To check and update patients' addresses and telephone numbers and other contact information on the clinical system.
- To take in prescription requests and give out prescriptions once issued, ensuring they are logged as appropriate in the prescription diary.
- To generate prescriptions as required.
- To post outgoing letters at the end of each shift
- To undertake photocopying and faxing as needed including photocopying patients notes when requested to do so by Administrator.
- To phone patients for recall and data collection purposes and correctly record data in patient's medical record.
- Photocopy the practice leaflet ensuring that there is always a supply available at reception.
- Make up registration packs (GMS1 & New Patient Health Check Form)
- Complete tasks sent via SYSTM1 (or any other clinical system or document management system which may replace these).
- Complete tasks put on the reception clipboard
- Email referrals as requested by clinical team.
- Fax referrals and prescriptions as requested by clinicians or other administrators.



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- Chase referrals with support of GP Support Administrator

4. Patient Records

- To assist with tagging of new patients' medical records prior to summarisation, requesting old medical records from patient services when they do not arrive in a timely fashion
- To assist with the scanning of patient related documents when the workload requires it

5. Start and End of Day Procedures

- At the start of the day, make all necessary preparation to receive patients
- To ensure that the reception area is tidy and ready for use by staff the next day
- To tidy waiting area i.e. collect together magazines, etc at the end of morning and evening surgery
- Secure premises at the end of the day, ensure the Practice corridor is totally secured (windows & doors locked/lights out etc),

General Tasks

- To ensure confidentiality is maintained at all times.
- Chaperone for the GP's if requested to do so.
- To help with any other tasks that may require to be done in order to maintain efficient operation of the practice as requested by the doctors or practice manager.
- To attend Reception meetings when scheduled
- To contribute to team working within the practice, offering support to and seeking support from colleagues wherever possible
- To participate in appraisals and PDP (Personal Development Plan) and team training opportunities
- To promote equality of opportunity for both staff and patients, reflecting the fact that the practice operates in, and is part of, a diverse community
- In certain circumstances it may be necessary to help cover for colleagues who are absent, or provide additional hours or take on additional duties in times of pressure/crisis



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Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and 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-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.



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Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Changes in government policy may result in a change in working hours or assigned duties.

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Person Specification

	Essential	Desirable
Personal Qualities		
<ul style="list-style-type: none"> • Good communication skills, in person and over the telephone • Possessing sensitivity, tact and diplomacy • Self-motivated with a high degree of personal integrity • An organised approach to work • Reliable • Flexible with an adaptable approach • Ability to work on own initiative • Ability to maintain strict confidentiality • Able to work under pressure • Calm and patient manner • Ability to work to deadlines and under pressure. • Ability to multitask and prioritise own workload • Time management skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Skills		
<ul style="list-style-type: none"> • Computer literate • Knowledge of clinical databases including System1 • Ability to use Microsoft Office programs (Word & Excel) • Ability to file accurately • Education to GCSE level, NVQ level 2 (or equivalent) • Administrative qualification 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
Experience		
<ul style="list-style-type: none"> • Previous reception or call centre experience • Experience working in an environment with direct contact with the public • Experience in a GP Practice or Health Care Organisation • Experience with database systems 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓