|  |  |
| --- | --- |
| **Person Specification** | The candidate is required to be flexible in terms of additional work.  The following personal specifications are essential   * Experience of dealing with people * Flexible, positive approach with the ability to work as part of a team * Excellent communication skills with the ability to deal with people in a sensitive and confidential manner. * Good level of accurate literacy and numeracy skills * Sound ability in the use of computer systems with good keyboard skills * Creative nature and a willingness to solve problems.   The following personal specifications are desirable   * Previous experience as a receptionist in a GP surgery * Previous experience of using INPS Vision computer system * Car owner |

J O B D E S C R I P T I O N

**RECEPTIONIST**

# JOB TITLE: Receptionist

**LOCATION: Llandaff North Medical Centre**

**OBJECTIVE:** To represent the policies of the Practice to the patient

and to help maintain the delivery of high standard of

patient care.

**REPORTING:** Practice Manager

# DUTIES AND RESPONSIBILITIES

* To be responsible for opening up the surgery each morning
* To switch on consulting room and reception PCs & log into the patient self check in screen on reception.
* To instigate remedial action if any computer failures found.
* Production of repeat prescriptions according to practice protocols.
* To record and monitor INR’s
* To welcome and help patients by either personal or telephone contact.
* Telephone answering – to be courteous and helpful
* Assessing and accurately recording all home visit requests and ensuring information is passed to the appropriate Doctors.
* Making appointments, checking in and sending correct patient to correct clinician.
* Taking monies for letters, reports, immunisations etc. and recording in accordance with practice protocols.
* To ensure any queries are passed to the appropriate member of staff, or doctor.
* Filing – records, letters, test results etc.
* To ensure records, etc. required by the GPs and nurses are made available in a timely manner
* Use of computerised medical system: making appointments, checking: results, registration details, pathology information, medical information, prescribing information. Specific training will be given to staff with responsibility for entering data e.g. registrations etc.
* Liaison with other professional colleagues e.g. District Nurses, Health Visitors, Ambulance Service, Hospitals, Midwives and to pass and receive accurate information regarding patients.
* Message handling: ensure that accurate messages are taken and passed to appropriate person for action. Receptionist must ensure that any outstanding queries must be passed for action before going off duty.
* To maintain confidentiality in respect of any information obtained by design or accident whether in connection with a patient or the practice.
* To be flexible and to provide cover for absent colleagues when required.
* Adhere to Health and Safety procedures as set out by the Practice.
* Undertake any other reasonable miscellaneous duties as requested by the Practice Manager, Deputy Practice Manager, or Doctors.
* Training – full training will be given in the practice and attendance at relevant and interesting external courses will be offered. Attendance at training courses is expected, even when outside normal working rotas.
* Staff meetings – attending staff meetings when required.
* To be aware of and to follow practice protocols and procedures at all times.