

Yorkley Health Centre and Bream Surgery

Receptionist Job Description

Job Title	Receptionist
Line Manager	Reception Manager
Accountable To	Operations Manager
Hours:	25 ¹ / ₄
Monday	8.00 am – 12.00 pm & 1.00 pm – 5.00 pm
Tuesday	Day Off
Wednesday	Day Off
Thursday	7.45 am – 12.00 pm & 1.00 pm – 4.30 pm
Friday	8.00 am – 1.00 pm & 2.00 pm – 6.30 pm
Location:	Yorkley Health Centre & Bream Surgery

1.0 Job Purpose

To be responsible for undertaking a wide range of reception duties and the provision of general support to the multidisciplinary team. Duties can include, but are not limited to, greeting and directing patients, effective use of the appointment system, booking appointments, the processing of information and assisting patients as required.

To act as the central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multi-disciplinary team members and external agencies such as secondary care and community service providers.

This job description may be amended following consultation with the post holder to facilitate the development of the role, the Practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the Practice.

2.0 Mission Statement

We aim to treat all our patients with dignity within a safe and supportive environment, enabling patients to make informed choices about their care. We are inclusive in our approach and our staff are well trained and motivated to carry out their duties to high standards with integrity and compassion. We are approachable and responsive, valuing the input from our staff and outside agencies. Patient health is at the heart of what we do, we are keen to promote good health as well as protecting it and offering a learning environment to staff as well as patients.

3.0 Main Duties and Responsibilities

The following are the core responsibilities of the Receptionist. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

1. Maintain and monitor the practice appointment system
2. Process personal, telephone and e-requests for appointments
3. Answer incoming phone calls, transferring calls or dealing with the callers' request appropriately
4. Signpost patients to the correct service
5. Use all adopted computer systems to carry out administrative duties
6. Initiating contact with and responding to, requests from patients, team members and external agencies
7. Clinically code data on SystmOne

8. Photocopy documentation as required
9. Data entry of new and temporary registrations and relevant patient information as required
10. Receive and return patients notes using established system
11. Input data into patients' healthcare records as necessary
12. Direct requests for information, i.e, insurance/solicitors' letters and DVLA forms to the clinical admin team
13. Manage all queries as necessary in an efficient manner
14. Carry out system searches as requested
15. Maintain a clean, tidy, effective working area at all times
16. Monitor and maintain the reception and waiting areas and notice boards (including displaying health promotion material)
17. Support all clinical staff and management team with general tasks as requested
18. Support reception team, providing cover during staff absences
19. Action incoming emails and correspondence as necessary
20. Scan patient related documentation and attach scanned documents to patients' healthcare records
21. Complete opening and closing procedures of the Practice in accordance with the duty rota
22. Carry out all administrative tasks as directed
23. Participate in the receptionist rota for out of hours cover
24. Participate in training, ensuring all mandatory training is up to date, be available for Protected Learning Time (PLT) and participate in organised training
25. Attend meetings as directed (usually in house, from time to time at other Practices or venues)

4.0 Generic Responsibilities

All staff at Yorkley and Bream Surgery have a duty to conform to the following:

4.1 Equality, Diversity & Inclusion (ED&I)

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

4.2 Safety, Health, Environment and Fire (SHEF)

This Practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

4.3 Confidentiality

This Practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

4.4 Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the Practice to look for opportunities to improve quality and share good practice.

This Practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

4.5 Induction Training

On arrival at the Practice all personnel are to complete a Practice induction programme; this is managed by the Practice Manager.

4.6 Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the Practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

All staff are responsible for completing allocated mandatory training, which may change from time to time in line with guidance or legislation.

4.7 Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

4.8 Service Delivery

Staff at Yorkley and Bream Surgery must adhere to the information contained with Practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Copies of policies can be accessed via the staff intranet or external website or via your manager. The Practice operates a policy which promotes a smoke free environment.

4.9 Security

The security of the Practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

4.10 Professional Conduct

At Yorkley and Bream Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

4.11 Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 5.6 weeks leave each year pro rata and should be encouraged to take all of their leave entitlement. Bank Holiday time will be apportioned separately depending on days of week worked and offered as additional hours to be taken off.

4.12 Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager/ supervisor at once using the Practice incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

4.13 Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Practice procedure for raising concerns about the welfare of anyone with whom they have contact.

The Practice believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

4.14 Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Practice to provide high quality services.

4.15 Infection Prevention and Control

The Practice is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All Practice staff are

responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Practice.

4.16 Appraisal and Personal Development

The Practice is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

4.17 Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2. Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

4.18 Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, audio and tapes, e-mails, electronic and scanned records and text messages.

4.19 Data Quality

The Practice is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

4.20 Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.



Drs Edwards, Hayes, Cleary & Grant

Date Issued to Employee:	
Issued By:	
Signed by Employee:	
Dated:	

Person specification – Temporary Receptionist		
Qualifications	Essential	Desirable
GCSE (or equivalent) English and Maths at Grade C (4) or above	✓	
Experience	Essential	Desirable
Working in a team environment	✓	
Experience of working in a primary care setting		✓
Experience of working with the general public and patients	✓	
Knowledge and skills	Essential	Desirable
Ability to communicate information effectively with people at all levels by telephone, email and face to face	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure	✓	
Good clinical system IT knowledge		✓
Ability to record accurate information in clinical notes	✓	
Understanding of safeguarding adults and children	✓	
Problem solving and analytical skills		✓
Personal qualities	Essential	Desirable
Effective time management (planning and organising)	✓	
Demonstrate personal accountability, emotional resilience and work well under pressure		✓
Ability to follow legal, ethical and professional policies/ procedures and codes of conduct	✓	
Knowledge of IT systems including the ability to use word processing skills, emails and the internet to create simple plans and reports		✓
Ability to use own initiative, discretion, and sensitivity	✓	
Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
Ability to identify risk and assess/manage risk when working with individuals	✓	
Ability to work as a team member and autonomously	✓	
Ability to learn and take instructions	✓	
Good interpersonal skills	✓	
Good organisational skills	✓	
Sensitive and empathetic in distressing situations	✓	
Commitment to ongoing professional development	✓	

Problem solver with the ability to process information accurately and effectively, interpreting data as required		✓
Knowledge of and ability to work to key policies and procedures	✓	
Effectively utilise resources		✓
Clear, polite telephone manner	✓	
Other requirements/wider responsibilities	Essential	Desirable
Able to cover absent colleagues when required, flexible and willing to support the team	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational Health clearance (Health questionnaire)	✓	