**THE WELLBRIDGE PRACTICE**

**WOOL SURGERY**

# JOB DESCRIPTION

JOB TITLE: RECEPTIONIST/CLERK

EMPLOYED BY: Drs French & Mugford

LOCATION: The Wellbridge Practice, Wool Surgery.

RESPONSIBLE TO: Practice Administrator

**JOB PURPOSE:**

To operate an efficient appointment system enabling patients to be treated by the most appropriate healthcare professional at the earliest possible opportunity.

**MAIN DUTIES AND RESPONSIBILITIES**:

* **TO MAINTAIN CONFIDENTIALITY AT THE HIGHEST LEVEL AT**

**ALL TIMES.**

* Opening the premises first thing in the morning open all blinds in waiting room, unlock staff entrance and health zone room.
* Turn on all computers in reception area and check they are opening up correctly.
* Check for faxes and disseminate appropriately.
* Open rooms for any Locum GP’s. Direct Locum to room; check they have everything they require before the start of their surgery.
* Receiving and directing patients on arrival and understanding the appointment system.
* Ensuring that the computer appointment system is used efficiently to inform doctors and nurses of patients’ arrival etc. Assisting in the completion of New Patient and Temporary Resident forms.
* Taking in of samples checking to make sure all details are correctly filled out.
* Answering general enquiries, explaining surgery procedures, making new and follow up appointments. Issuing questionnaires and leaflets to those requiring them.
* Receiving and recording requests for home visits plus other messages for all healthcare professionals.
* Sorting and filing records of new patients records received from NHS Dorset also extracting patient’s records for return to the Trust.
* Dealing with new patient registrations using the computer link with NHS Dorset.
* Scanning and filing of correspondence, results etc into patient’s notes.
* Ensuring that adequate supplies of stationery are available in reception and other areas as necessary.
* Handling confidential material, photocopying and faxing documents as required.
* Use the Practice computer system to make appointments, add, remove and update records held thereon, and set up and monitor regular patient searches as requested.
* Assisting patients and chaperoning doctors if requested.
* Cleaning up spillages as soon as they occur.
* At the end of the evening surgery ensuring that the telephone is switched to the Out of Hours message and checking that this is correct
* Ensuring that the surgery premises are secure and alarmed if you are the last person to leave at night.
* Assisting with general office duties if necessary.
* Operating call and re-call systems for clinics run by the Doctors and Practice Nurses.
* Any other duties as directed by the Doctors, Practice Manager or Practice Administrator.

# CONFIDENTIALITY

In the discharge of your duties, you may often be in possession of confidential/personal information. You must not disclose or discuss such information outside your place of work. In addition, you must not disclose or discuss such information within your place of work except in the proper discharge of your duties. Failure to observe this confidentiality could result in disciplinary action, including dismissal, being taken against you.

**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.

**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.

**CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**:

The post holder will:

* Apply practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

# TERMS AND CONDITIONS OF SERVICE

As laid down, and amended from time to time by the Partnership at Wool Surgery.

**NOTE:**

This job description represents the range of duties required of the post holder at the time of issue. It is not an inflexible specification and may be reviewed according to service needs.