

## Alveley Medical Practice Job Description – Receptionist

<b>Job Title:</b>	Receptionist
<b>Responsible to:</b>	Practice Manager
<b>Job Purpose:</b>	To ensure that the reception area of the Practice runs smoothly, provides a high level of service to patients, doctors, nurses and other members of the Practice team

<b>Duties and Responsibilities</b>	
<b>Telephone and Reception Duties</b>	
<b>1.</b>	Making appointments
<b>2.</b>	Taking requests for prescriptions
<b>3.</b>	Giving out results
<b>4.</b>	Ambulance transport bookings
<b>5.</b>	Home visit requests and ensuring the Duty GP is aware at 12.30pm of visits
<b>6.</b>	Deal with general enquiries and complaints
<b>7.</b>	Contacting other providers
<b>8.</b>	Ensure answering machine service for out-of-hours information is directed appropriately – switched to answer machine at close of business and back to Practice each morning.
<b>9.</b>	Register new patients and temporary residents
<b>10.</b>	Greet and direct patients and visitors
<b>11.</b>	Ensure outstanding queries are explained and handed over to next shift, as necessary
<b>12.</b>	Respond to needs of doctors and nurses during surgery
<b>13.</b>	Collect payments from patients for non-NHS services and Prescriptions
<b>14.</b>	Reconcile Prescription Payments and Petty Cash
<b>15.</b>	Sorting a Routing of Internal and External Mail
<b>Filing</b>	
<b>16.</b>	Lloyd George envelopes when requested by doctors
<b>Prescriptions</b>	
<b>17.</b>	Dealing with requests for repeat prescriptions
<b>18.</b>	Raising prescriptions as per Practice protocols
<b>19.</b>	Dealing with queries relating to repeat prescriptions
<b>General</b>	
<b>20.</b>	Input and extract information from Practice computer system
<b>21.</b>	Observe health and safety guidelines at all times
<b>22.</b>	General housekeeping (e.g. keeping reception and waiting areas tidy)
<b>23.</b>	Make refreshments for doctors and other team members, participate in washing up
<b>24.</b>	Any other reasonable duties as necessary

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time to time. This is a description of a job as it is presently constituted. It is the practise of Alveley Medical Practice to examine job descriptions from time to time and to update them to ensure being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards via an annual appraisal to provide an indication of the level of performance expected from the role. Date:

May 2021

## **Generic Responsibilities**

All staff at Alveley Medical Practice have a duty to conform to the following:

### **Equality, Diversity & Inclusion**

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.

### **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.

### **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.

### **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.

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is

managed by the Deputy Practice Manager.

## **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.

## **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.

## **Service Delivery**

Staff at Alveley Medical Practice 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.

## **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.

## **Professional Conduct**

At Alveley Medical Practice , 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.

## **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 Alveley Medical Practice days leave each year, and should be encouraged to take all of their leave entitlement.

# Alveley Medical Practice

## Person Specification – Receptionist

<b>Job Title:</b>	Receptionist
<b>Recruiter:</b>	Senior Receptionist / Practice Manager
<b>Date:</b>	

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education	✓	
GCSE Mathematics C or above	✓	
GCSE English C or above	✓	
AMSPAR Receptionist certificate		✓
NVQII in Customer Care		✓
NVQ2 in Administration		✓

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of reception work	✓	
Experience of working within General Practice		✓

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

<b>Behaviours</b>	<b>Essential</b>	<b>Desirable</b>
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of EMIS Web		✓
An understanding of a General Practice environment		✓
An understanding of a Healthcare environment		✓

## Alveley Medical Practice

### Job Description – Administrator

<b>Job Title:</b>	Administrator
<b>Responsible to:</b>	Practice Manager
<b>Responsible for:</b>	Administration
<b>Job Purpose:</b>	Provide an efficient and timely administration service to the doctors, manager and other Practice team members.

<b>Duties and Responsibilities</b>	
<b>Patient Information Administration</b>	
<b>1.</b>	Process GP links and Registration on a daily basis
<b>2.</b>	Enter new registrations and temporary resident registrations onto the computer
<b>3.</b>	Deduct temporary residents-print summaries and documents along with Paper records and send to health authority
<b>4.</b>	Summarise medical records- Enter medical record summaries on the computer and maintain database
<b>5.</b>	Tidy all Lloyd George envelopes received into the Practice ensuring all papers are in date order and neatly filed
<b>6.</b>	Ensure all requests for photocopying are carried out in a timely manner
<b>7.</b>	Ensure confidential information is in correct waste box on a regular basis
<b>8.</b>	Ensure filing is kept up-to-date
<b>9.</b>	Send and receive faxes and emails as requested
<b>10.</b>	Be responsible for ensuring robust recall systems are in place for Chronic Diseases
<b>11.</b>	Process immunisation targets and data
<b>12.</b>	Circulate Palliative Care Meetings agendas and take Minutes of meetings as required
<b>13.</b>	Scan letters into Patients Records in a Timely Manner and Workflow them to the Doctor if necessary.
<b>Role Specific</b>	
<b>14.</b>	Oversee administration team on a day-to-day basis
<b>15.</b>	Ensure robust communication systems in place and disseminate information in a timely manner
<b>16.</b>	Ensure Practice Manager informed of any problems with staffing or workload in general
<b>17.</b>	Identify training needs of Administration Team
<b>18.</b>	Mentor new members of staff in conjunction with Practice Manager
<b>19.</b>	Ensure staff adhere to Practice policies including Health and Safety
<b>20.</b>	Identify and develop systems and protocols to ensure administration areas run efficiently
<b>21.</b>	Provide cover for other team members' absence as required
<b>Administration Duties</b>	
<b>22.</b>	Action tasks as required
<b>23.</b>	Maintain audit data re hospital DNAs
<b>24.</b>	Maintain address book on computer system

<b>25.</b>	Monitor progress of 2 week cancer referrals
<b>Referral Admin</b>	
<b>26.</b>	Type letters, reports and other documents as required by the partners, Practice manager and other team members
<b>27.</b>	Liaise with hospital and community departments regarding patient care, appointments, etc, incorporating Choose and Book
<b>28.</b>	Ensure telephone enquiries are dealt with in a courteous and timely manner and take messages as appropriate
<b>29.</b>	Maintain e-referrals database
<b>30.</b>	Maintain Firearms certificate database
<b>General</b>	
<b>31.</b>	Observe health and safety guidelines at all times
<b>32.</b>	Any other reasonable duties that may be required from time-to-time

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time to time. This is a description of a job as it is presently constituted. It is the practise of Alveley Medical Practice to examine job descriptions from time to time and to update them to ensure being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards via an annual appraisal to provide an indication of the level of performance expected from the role. Date:

May 2021

<p><b>Generic Responsibilities</b></p> <p>All staff at Alveley Medical Practice have a duty to conform to the following:</p> <p><b>Equality, Diversity &amp; Inclusion</b></p> <p>A good attitude and positive action towards ED&amp;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.</p> <p>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.</p> <p>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.</p> <p><b>Safety, Health, Environment and Fire (SHEF)</b></p> <p>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.</p>
--

## **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.

## **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.

## **Induction Training**

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

## **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.

## **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.

## **Service Delivery**

Staff at Alveley Medical Practice 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.

## **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.

## **Professional Conduct**

At Alveley Medical Practice, 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.

## **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 Alveley Medical Practice days leave each year, and should be encouraged to take all of their leave entitlement.



# Alveley Medical Practice

## Person Specification – Administrator

<b>Job Title:</b>	Administration Team Leader
<b>Recruiter:</b>	Practice Manager
<b>Date:</b>	

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education	✓	
GCSE Mathematics C or above	✓	
GCSE English C or above	✓	
Supervisory management qualification		✓
RSA II Word Processing/Information Technology		✓
European Computer Driving Licence (ECDL)		✓

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Practical experience of working with others	✓	
Experience of using own initiative	✓	
Experience of working within a General Practice office environment		✓
Experience of supervising in a customer environment	✓	
Practical experience of computerised recording systems		✓

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Time Management and the ability to work to deadlines	✓	
Negotiation and conflict management	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

<b>Behaviours</b>	<b>Essential</b>	<b>Desirable</b>
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
A detailed understanding of a General Practice office environment	✓	
Knowledge of EMIS Web		✓
Some working knowledge of staff motivation techniques		✓