

WYE SURGERY JOB DESCRIPTION

Full-time Receptionist – 5 days a week (Monday - Friday)

Reports to: Reception/Administration Supervisor

Responsible to: Practice Manager

RECEPTION DUTIES

- Ensuring that the Practice is ready for opening at the required time and that all our equipment, rooms and facilities are in good working order, immediately reporting any faults/deficiencies to either the Assistant Practice Manager or Practice Manager.
- Attending to patients both face to face and on the telephone.
- Dealing with requests for home visits both on the phone and by the District Nursing team.
- Booking of appointments on to the clinical system, including allocating of E-consults.
- Completing patient administrative tasks in Docman and Emis.
- Assisting patients wishing to register with paperwork as required, registering onto the clinical system in a timely manner.
- Receiving new patient's medical records and logging as required.
- Pulling and distributing medical records, as required by doctors, or for change of address, insurance reports etc.
- Always safe-guarding patient's privacy and confidentiality.
- Dealing with all outgoing post.
- Ensuring the reception waiting area is at all times kept clean and tidy.
- Ensuring that all messages or unresolved matters are passed on to other members of the reception team.
- Making sure the reception desk always has a good supply of all relevant documents
- Doing shredding and filing in a timely manner.
- Completing any in-house or external training as required by the Practice.
- Acting as a chaperone when required (once training has been given).
- Doing kitchen and security checks at the end of each day.
- Ensuring that tasks assigned to absent members of the team are carried out during any periods of leave or sickness.

Each receptionist will be allocated specific administrative tasks which will be reviewed on a regular basis with the Assistant Practice Manager/Practice Manger; and which should be carried out as per the relevant protocols and procedures that are in place.