**COGGES SURGERY**

**JOB DESCRIPTION**

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| **Job Title** | Medical Receptionist |
| **Line Manager** | Practice Manager |
| **Accountable to** | Practice Manager |

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| **Job Summary** |
| 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, 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 multidisciplinary team members and external agencies such as secondary care and community service providers. |

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| **Primary 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. Maintaining and monitoring the practice appointment system 2. Process personal, telephone and e-requests for appointments 3. Receive and record requests for home visits with all relevant details 4. Answer incoming phone calls, transferring calls or dealing with the callers request appropriately 5. Signpost patients to the correct service 6. Initiating contact with and responding to, requests from patients, team members and external agencies 7. Read code data onto EMIS Web 8. Photocopy documentation as required 9. Data entry of new and temporary registrations and relevant patient information as required 10. Input data into the patient’s healthcare records as necessary 11. Direct requests for information i.e. SAR, insurance / solicitors letters and DVLA forms to the administrative team 12. Manage all queries as necessary in an efficient manner 13. Maintain a clean, tidy, effective working area at all times 14. Monitor and maintain the reception area and notice boards 15. Support all clinical staff with general tasks as requested |

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| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the medical administrator may be requested to:   1. Partake in audit as directed by the audit lead 2. Support administrative staff, providing cover during staff absences 3. Action incoming emails / tasks when necessary 4. Scanning of patient related documentation and attaching scanned documents to patient’s healthcare records 5. Complete opening and closing procedures in accordance with the duty rota 6. Process repeat prescriptions accurately and efficiently, as required. 7. Ordering and monitoring of stationery supplies 8. Attend and participate in staff meetings, training and other events appropriate to the role 9. Undertake any other reasonable duties at the request of the Practice Manager, Doctors or other team members. |

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| **Generic Responsibilities** |
| All staff at Cogges Surgery 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 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. Staff have a duty to take reasonable care of health and safety at work for themselves, their 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, 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 healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are encouraged 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 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 competencies 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 may also undertake external training courses, if appropriate to their role.  All staff will participate in an annual individual performance review, including taking responsibility for maintaining a record of their own personal and/or professional development. Where required staff will demonstrate skills and activities to others who are undertaking similar work.  **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 Cogges Surgery must adhere to the information contained within 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 with anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Cogges 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. |

**Please note:**

**It is possible that, in the future, the Practice will open earlier and close later during the week and may even be required to open at weekends. In this event, your contract will require you to cover those periods on a rota basis as part of the Reception Team.**

This document 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.