

## Lyndhurst Surgery

### Job Description – Medical Receptionist

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| <b>Job Title:</b>       | Medical Receptionist & Administration  |
| <b>Responsible to:</b>  | Operations Manager/Practice Manager  |
| <b>Responsible for:</b> | N/A  |
| <b>Job Purpose:</b>     | To ensure that the reception and administrative functions of the Practice runs smoothly, providing a high level of service to patients, doctors, nurses and other members of the Practice team |

| <b>Duties and Responsibilities</b> |  |
|------------------------------------|--|
| <b>Telephone</b>                   |  |
|                                    | Submit ANIMA requests on behalf of the patient   |
|                                    | Process urgent calls according to Practice protocol  |
|                                    | Advise and assist with any queries e.g., results, prescriptions, registrations etc.  |
| <b>Reception</b>                   |  |
|                                    | Open main doors at 0800 hrs   close 1300-1400   reopen 1400 - 1800 hrs   |
|                                    | Receive and direct patients, checking them in if they haven't used the self-check-in service   |
|                                    | Inform patients when the GPs have a student in attendance, or are using a video camera or if they are running late   |
|                                    | Maintain and monitor the practice appointment system   |
|                                    | Ensure visitors to the surgery sign in and out using the Teamnet QR code (manually enter if needed)  |
|                                    | Dealing with front-desk administration and cash or card handling for non-NHS work such as private insurance and medical reports  |
| <b>Administrative</b>              |  |
|                                    | Registering new patients and trouble shooting  |
|                                    | Summarise patient records (new patients). Request urgent notes. Undertake deductions for patients leaving the Surgery and request notes from storage   |
|                                    | Book 6-8 post-natal checks + 7-week immunisations  |
|                                    | Keep pregnant patient spreadsheet updated  |
|                                    | Accept deliveries (refrigerating vaccines as needed) and put stock away  |
|                                    | Monitor waiting lists e.g., cryotherapy, flu, covid etc. and book patients accordingly   |
|                                    |  |
|                                    | Hand out paperwork and sample kits for collection, obtaining a signature where needed  |
| <b>General</b>                     |  |
|                                    | If starting at 0745 hrs, unlock premises and disengage the alarm system. Bring in the post. Turn on the music system to ensure a measure of confidentiality during telephone conversations at the reception desk |
|                                    | Turn on the computer systems   |
|                                    | Check diary on a daily basis   |
|                                    | Be fully conversant with the duty doctor rota and who is on duty/annual leave/sickness absence etc.  |
|                                    | Dealing with complaints – hand out complaints leaflet and ask the patient to put their   |

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|  | concerns in writing to the Practice Manager  |
|  | Provide a handover to next staff shift – highlight outstanding messages or any unfinished tasks  |
|  | Alert Operations Manager to any foreseeable problems regarding the appointments system and availability of doctors   |
|  | Scan letters/correspondence onto patients' electronic records  |
|  | INR – keep patient records up to date, give out results in accordance with practice protocol   |
|  | Check and action Tasks on the EMIS clinical system and ANIMA as part of a team approach  |
|  | Tidy the workplace (Reception and Waiting Room) regularly to ensure a healthy and hazard free working environment  |
|  | Follow protocols for handling specimens and ensure they are available and ready for collection at lunchtimes   |
|  | Report to the Practice Manager anything that poses a threat to safety and security to both staff and patients  |
|  | Read the Practice Handbook and all the policies assigned to your specific role and keep up to date with mandatory e-learning   |
|  | Attend relevant training courses, in-house or occasionally off site  |
|  | Share your skills and experience by training other staff members especially new employees  |
|  | Attend Staff meetings every 3 <sup>rd</sup> Tuesday of the month at 0830. If this is not your normal working day, you will be paid for one hour at your normal hourly rate   |
|  | Submit holiday requests via the practice intranet (Teamnet). Liaise with the Operations Manager regarding the rota cover required and be prepared to reciprocate   |
|  | Provide sickness cover for colleagues as a shared commitment between the team  |
|  | A willingness to assist with other additional duties, as and when required e.g., recalling patients, registrations, marshalling patients and data inputting for flu or Covid vaccination clinics   |
|  | If finishing at 1845 hrs, secure the building at night i.e., computers being switched off, windows shut, doors locked and setting the alarm (unless the cleaner is still on site)  |
|  | Ensure electronic data entry on to the clinical system within 24 hours of receiving information from secondary care and other outside agencies e.g., Health Visitor, School Nursing team, Community Care Team, Pharmacy, to ensure up to date and accurate medical records |
|  | Taking part in a rota for refreshments for staff as required. Loading & emptying dishwasher and keeping the kitchen tidy   |
|  | Observe strict code of confidentiality in accordance with Practice policy  |
|  | Observe Infection Prevention and Control protocols (e.g., PPE usage) as directed and updated by the Practice Manager and Lead Nurse for IPC  |
|  | Any other reasonable duties as deemed necessary  |
|  | This list is by no means exhaustive but shows the range of duties and responsibilities   |
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**Prepared by: Sara Robinson**

**Title: Practice Manager**

**Date: January 2025**

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## Person Specification – Medical Receptionist

|                   |                                     |
|-------------------|-------------------------------------|
| <b>Job Title:</b> | Medical Receptionist                |
| <b>Recruiter:</b> | Operations Manager/Practice Manager |
| <b>Date:</b>      | January 2025                        |

| <b>Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| Good standard of general education to GCSE level, or equivalent | ✓                |                  |
| NVQ in related field  |                  | ✓                |

| <b>Experience</b>  | <b>Essential</b> | <b>Desirable</b> |
|--|------------------|------------------|
| At least 2 years working as a receptionist in General Practice or other healthcare setting |                  | ✓                |
| Working in a customer facing role  | ✓                |                  |

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

| <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 to cover colleagues | ✓                |                  |
| Confidentiality                 | ✓                |                  |

| <b>Knowledge</b>                      | <b>Essential</b> | <b>Desirable</b> |
|---------------------------------------|------------------|------------------|
| Knowledge of EMIS WEB clinical system |                  | ✓                |

**Prepared by: Sara Robinson**

**Title: Practice Manager**

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